

GENERAL TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>
0	TABLE OF CONTENTS
1	DEFINITIONS OF TERMS
2	GENERAL TERMS AND CONDITIONS
3	SERVICE CHARGES (nonrecurring installation charges)
4	LOCAL EXCHANGE SERVICE (individual lines services, usage)
4A	LOCAL EXCHANGES, EXTENDED SERVICE AREAS AND ZUM 3 EXCHANGES
5	GENERAL SERVICES (individual exchange service enhancements)
6	CUSTOM CALLING SERVICES (individual calling services)
6A	PACKAGED SERVICES
7	PROMOTIONAL PRICING
7A	COMPETITIVE RESPONSE
8	INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE
8A	PRIVATE BRANCH EXCHANGE SERVICE
9	INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES
10	DIGITAL NETWORK SERVICES
11	ADVANCED DATA SERVICES
12	ADVANCED INTELLIGENT NETWORK (AIN) SERVICES
13	CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE
14	INFO CONTACT 900 AND 976 SERVICES
15	TELECONNECT DISCOUNT SERVICE
16	INTRALATA TOLL SERVICE
17	CALLING PLANS
18	OPERATOR SERVICES
19	DIRECTORY SERVICES
20	OPTIONS FOR PROVIDING ENHANCED SERVICES
21	EMPLOYEES SERVICES
22	VIDEO DIGITAL TRANSPORT SERVICE
23	N11 DIALING SERVICE
24	CUSTOM ROUTING SERVICE
25	WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES
26	GRANDFATHERED SERVICES

Effective: 06/23/11

GENERAL TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>	
0	TABLE OF CONTENTS	
1	DEFINITIONS OF TERMS	
2	GENERAL TERMS AND CONDITIONS	
3	SERVICE CHARGES (nonrecurring installation charges)	
4	LOCAL EXCHANGE SERVICE (individual lines services, usage)	
4A	LOCAL EXCHANGES, EXTENDED SERVICE AREAS AND ZUM 3 EXCHANGES	
5	GENERAL SERVICES (individual exchange service enhancements)	
6	CUSTOM CALLING SERVICES (individual calling services)	
6A	PACKAGED SERVICES	
7	PROMOTIONAL PRICING	
7A	COMPETITIVE RESPONSE	
8	CUSTOMIZED MULTI-LINE TELEPHONE SERVICE	(T)
8A	PRIVATE BRANCH EXCHANGE SERVICE	
9	INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES	
10	DIGITAL NETWORK SERVICES	
11	ADVANCED DATA SERVICES	
12	ADVANCED INTELLIGENT NETWORK (AIN) SERVICES	
13	CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE	
14	PREMIUM SERVICE LINES 900 AND 976 SERVICES	(T)
15	TELECONNECT DISCOUNT SERVICE	
16	INTRALATA TOLL SERVICE	
17	CALLING PLANS	
18	OPERATOR SERVICES	
19	DIRECTORY SERVICES	
20	OPTIONS FOR PROVIDING ENHANCED SERVICES	
21	EMPLOYEES SERVICES	
22	VIDEO DIGITAL TRANSPORT SERVICE	
23	N11 DIALING SERVICE	
24	CUSTOM ROUTING SERVICE	
25	WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES	
26	GRANDFATHERED SERVICES	

Effective: 03/01/12

GENERAL TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>	
0	TABLE OF CONTENTS	
1	DEFINITIONS OF TERMS	
2	GENERAL TERMS AND CONDITIONS	
3	SERVICE CHARGES (nonrecurring installation charges)	
4	LOCAL EXCHANGE SERVICE (individual lines services, usage)	
4A	LOCAL EXCHANGES, EXTENDED SERVICE AREAS AND ZUM 3 EXCHANGES	
5	GENERAL SERVICES (individual exchange service enhancements)	
6	CUSTOM CALLING SERVICES (individual calling services)	
6A	PACKAGED SERVICES	
7	PROMOTIONAL PRICING	
7A	COMPETITIVE RESPONSE	
8	CUSTOMIZED MULTI-LINE TELEPHONE SERVICE and VERSALINE CENTREX SERVICE	(N) (N)
8A	PRIVATE BRANCH EXCHANGE SERVICE	
9	INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES	
10	DIGITAL NETWORK SERVICES	
11	ADVANCED DATA SERVICES	
12	ADVANCED INTELLIGENT NETWORK (AIN) SERVICES	
13	CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE	
14	PREMIUM SERVICE LINES 900 AND 976 SERVICES	
15	TELECONNECT DISCOUNT SERVICE	
16	INTRALATA TOLL SERVICE	
17	CALLING PLANS	
18	OPERATOR SERVICES	
19	DIRECTORY SERVICES	
20	OPTIONS FOR PROVIDING ENHANCED SERVICES	
21	EMPLOYEES SERVICES	
22	VIDEO DIGITAL TRANSPORT SERVICE	
23	N11 DIALING SERVICE	
24	CUSTOM ROUTING SERVICE	
25	WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES	
26	GRANDFATHERED SERVICES	

GENERAL TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>	
0	TABLE OF CONTENTS	
1	DEFINITIONS OF TERMS	
2	GENERAL TERMS AND CONDITIONS	
3	SERVICE CHARGES (nonrecurring installation charges)	
4	LOCAL EXCHANGE SERVICE (individual lines services, usage)	
4A	LOCAL EXCHANGES AND EXTENDED SERVICE AREAS	(T)
5	GENERAL SERVICES (individual exchange service enhancements)	
6	CUSTOM CALLING SERVICES (individual calling services)	
6A	PACKAGED SERVICES	
7	PROMOTIONAL PRICING	
7A	COMPETITIVE RESPONSE	
8	CUSTOMIZED MULTI-LINE TELEPHONE SERVICE and VERSALINE CENTREX SERVICE	
8A	PRIVATE BRANCH EXCHANGE SERVICE	
9	INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES	
10	DIGITAL NETWORK SERVICES	
11	ADVANCED DATA SERVICES	
12	ADVANCED INTELLIGENT NETWORK (AIN) SERVICES	
13	CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE	
14	PREMIUM SERVICE LINES 900 AND 976 SERVICES	
15	TELECONNECT DISCOUNT SERVICE	
16	INTRALATA TOLL SERVICE	
17	CALLING PLANS	
18	OPERATOR SERVICES	
19	DIRECTORY SERVICES	
20	OPTIONS FOR PROVIDING ENHANCED SERVICES	
21	EMPLOYEES SERVICES	
22	VIDEO DIGITAL TRANSPORT SERVICE	
23	N11 DIALING SERVICE	
24	CUSTOM ROUTING SERVICE	
25	WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES	
26	GRANDFATHERED SERVICES	

Effective: 10/28/12

GENERAL TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>	
0	TABLE OF CONTENTS	
1	DEFINITIONS OF TERMS	
2	GENERAL TERMS AND CONDITIONS	
3	SERVICE CHARGES (nonrecurring installation charges)	
4	LOCAL EXCHANGE SERVICE (individual lines services, usage)	
4A	LOCAL EXCHANGES AND EXTENDED SERVICE AREAS	
5	GENERAL SERVICES (individual exchange service enhancements)	
6	CUSTOM CALLING SERVICES (individual calling services)	
6A	BUNDLED/PACKAGED SERVICES	(T)
7	PROMOTIONAL PRICING	
7A	COMPETITIVE RESPONSE	
8	CUSTOMIZED MULTI-LINE TELEPHONE SERVICE and VERSALINE CENTREX SERVICE	
8A	PRIVATE BRANCH EXCHANGE SERVICE	
9	INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES	
10	DIGITAL NETWORK SERVICES	
11	ADVANCED DATA SERVICES	
12	ADVANCED INTELLIGENT NETWORK (AIN) SERVICES	
13	CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE	
14	PREMIUM SERVICE LINES 900 AND 976 SERVICES	
15	TELECONNECT DISCOUNT SERVICE	
16	INTRALATA TOLL SERVICE	
17	CALLING PLANS	
18	OPERATOR SERVICES	
19	DIRECTORY SERVICES	
20	OPTIONS FOR PROVIDING ENHANCED SERVICES	
21	EMPLOYEES SERVICES	
22	VIDEO DIGITAL TRANSPORT SERVICE	
23	N11 DIALING SERVICE	
24	CUSTOM ROUTING SERVICE	
25	WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES	
26	GRANDFATHERED SERVICES	

GENERAL TABLE OF CONTENTS

<u>SECTION</u>	<u>DESCRIPTION</u>	
0	TABLE OF CONTENTS	
1	DEFINITIONS OF TERMS	
2	GENERAL TERMS AND CONDITIONS	
3	SERVICE CHARGES (nonrecurring installation charges)	
4	LOCAL EXCHANGE SERVICE (individual lines services, usage)	
4A	LOCAL EXCHANGES AND EXTENDED SERVICE AREAS	
5	GENERAL SERVICES (individual exchange service enhancements)	
6	CUSTOM CALLING SERVICES (individual calling services)	
6A	BUNDLED/PACKAGED SERVICES	
7	PROMOTIONAL PRICING	
7A	COMPETITIVE RESPONSE	
8	CUSTOMIZED MULTI-LINE TELEPHONE SERVICE and VERSALINE CENTREX SERVICE	
8A	PRIVATE BRANCH EXCHANGE SERVICE	
9	INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES	
10	DIGITAL NETWORK SERVICES	
11	ADVANCED DATA SERVICES	
12	ADVANCED INTELLIGENT NETWORK (AIN) SERVICES	
13	CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE	
14	PREMIUM SERVICE LINES 900 AND 976 SERVICES	
15	CALIFORNIA TELECONNECT FUND (CTF) DISCOUNT SERVICES	(T)
16	INTRALATA TOLL SERVICE	
17	CALLING PLANS	
18	OPERATOR SERVICES	
19	DIRECTORY SERVICES	
20	OPTIONS FOR PROVIDING ENHANCED SERVICES	
21	EMPLOYEES SERVICES	
22	VIDEO DIGITAL TRANSPORT SERVICE	
23	N11 DIALING SERVICE	
24	CUSTOM ROUTING SERVICE	
25	WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES	
26	GRANDFATHERED SERVICES	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
*69	6
5 Cent a minute plan	17
150 Satellite Channel Programming PAC	6A
800 Service	25
Additional Listings	19
Airline Mileage (See Exchange Services Mileage Rate) – Optional Prefix	5
Anonymous Call Block	6
Answering Service, Telephone	5
Asynchronous Transfer Mode (ATM)	11
Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)	11
Audible Ring Burst (ARB) – Voice Messaging Business	5
Automated Information Service (AIS)	5
Basic Exchange Service	4
Basic Feature Pack	6A
Basic Referral	18
Big Deal Calling Services	6A
Billable Repair Service	5
Blocking	6, 26
Business Discount Rewards Program	17
Business Service	4
Business Service Performance Guarantee	2

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
*69	6	
5 cents a minute plan	17	(T)
150 Satellite Channel Programming PAC	6A	
800 Service	25	
Additional Listings	19	
Airline Mileage (See Exchange Services Mileage Rate) – Optional Prefix	5	
Anonymous Call Block	6	
Answering Service, Telephone	5	
Asynchronous Transfer Mode (ATM)	11	
Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)	11	
Audible Ring Burst (ARB) – Voice Messaging Business	5	
Automated Information Service (AIS)	5	
Basic Exchange Service	4	
Basic Feature Pack	6A	
Basic Referral	18	
		(L)
Billable Repair Service	5	
Blocking	6, 26	
Business Rewards Program	17	(T)
Business Service	4	
Business Service Performance Guarantee	2	
(L) Material relocated to Sheet 10.		(N)

Effective: 04/26/13

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
*69	6	
5 cents a minute plan	17	
150 Satellite Channel Programming PAC - Grandfathered	6A	(T)
800 Service	25	
Additional Listings	19	
Airline Mileage (See Exchange Services Mileage Rate) – Optional Prefix	5	
Anonymous Call Block	6	
Answering Service, Telephone	5	
Asynchronous Transfer Mode (ATM)	11	
Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)	11	
Audible Ring Burst (ARB) – Voice Messaging Business	5	
Automated Information Service (AIS)	5	
Basic Exchange Service	4	
Basic Feature Pack	6A	
Basic Referral	18	
Billable Repair Service	5	
Blocking	6, 26	
Business Rewards Program	17	
Business Service	4	
Business Service Performance Guarantee	2	

Effective: 07/20/14

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
*69	6	
5 cents a minute plan	17	
150 Satellite Channel Programming PAC - Grandfathered	6A	
800 Service	25	
Additional Listings	19	
Airline Mileage (See Exchange Services Mileage Rate) – Optional Prefix	5	
Anonymous Call Rejection	6	(T)
Answering Service, Telephone	5	
Asynchronous Transfer Mode (ATM)	11	
Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)	11	
Audible Ring Burst (ARB) – Voice Messaging Business	5	
Automated Information Service (AIS)	5	
Basic Exchange Service	4	
Basic Feature Pack - Grandfathered	6A	(T)
Basic Referral	18	
Billable Repair Service	5	
Blocking	6, 26	
Business Rewards Program	17	
Business Service	4	
Business Service Performance Guarantee	2	

Effective: 08/04/15

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
5 cents a minute plan	17
150 Satellite Channel Programming PAC - Grandfathered	6A
800 Service	25
Additional Listings	19
Airline Mileage (See Exchange Services Mileage Rate) – Optional Prefix	5
Anonymous Call Rejection	6
Answering Service, Telephone	5
Asynchronous Transfer Mode (ATM)	11
Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS)	11
Audible Ring Burst (ARB) – Voice Messaging Business	5
Automated Information Service (AIS)	5
Basic Exchange Service	4
Basic Feature Pack - Grandfathered	6A
Basic Referral	18
Billable Repair Service	5
Blocking	6, 26
Business Service	4
Business Service Performance Guarantee	2

(D)

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
Business Traffic Study Service	5
Business Advantage 50	17
Business Advantage 1000	17
Business Direct Discount Plan	17
Business Value Cents	17
Busy Redial	6
Busy Number Redial	26
Call Block	6, 26
Call Forwarding	6
Call Forwarding and Speed Dialing	26
Call Intercept	6
Call Restriction Service	6
Calling Solutions - Internal Communications and Call Management Features	8
Call Trace	6
Call Waiting	6, 26
Call Waiting ID	6
Caller ID	6
Caller ID-Number Only	26
Calling Services	6, 26
Call Center Service	17
Cancel Call Waiting	6, 26

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Business Traffic Study Service	5	
Business Advantage 50	17	
Business Advantage 1000	17	
Business Direct Discount Plan	17	
Business Value Plan	17	(T)
Busy Redial	6	
Busy Number Redial	26	
Call Block	6, 26	
Call Forwarding	6	
Call Forwarding and Speed Dialing	26	
Call Intercept	6	
Call Restriction Service	6	
Calling Solutions – Customized Multi-line Telephone Service	8	(T)
Call Trace	6	
Call Waiting	6, 26	
Call Waiting ID	6	
Caller ID	6	
Caller ID-Number Only	26	
Calling Services	6, 26	
Call Center Service	17	
Cancel Call Waiting	6, 26	

Effective: 04/01/12

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
Business Traffic Study Service	5
Business Advantage 50	17
Business Advantage 1000	17
Business Direct Discount Plan	17
Business Value Plan	17
Busy Redial	6
Busy Number Redial	26
Call Block	6, 26
Call Forwarding	6
Call Forwarding and Speed Dialing	26
Call Restriction Service	6
Calling Solutions – Customized Multi-line Telephone Service	8
Call Trace	6
Call Waiting	6, 26
Call Waiting ID	6
Caller ID	6
Caller ID-Number Only	26
Calling Services	6, 26
Call Center Service	17
Cancel Call Waiting	6, 26

(D)

Effective: 04/26/13

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Business Traffic Study Service	5	(D)
		(D)
Busy Redial	6	
Busy Number Redial	26	
Call Block	6, 26	
Call Forwarding	6	
Call Forwarding and Speed Dialing	26	
Call Restriction Service	6	
Calling Solutions – Customized Multi-line Telephone Service	8	
Call Trace	6	
Call Waiting	6, 26	
Call Waiting ID	6	
Caller ID	6	
Caller ID-Number Only	26	
Calling Services	6, 26	
Call Center Service - Grandfathered	17	(T)
Cancel Call Waiting	6, 26	

Effective: 07/20/14

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Business Traffic Study Service	5	
Busy Number Redial *66	6	(T)
Call Forward	6	
Call Restriction Service	6	
Call Return *69	6	
Calling Solutions – Customized Multi-line Telephone Service	8	
Call Trace	6	
Call Waiting	6, 26	
Call Waiting ID	6	(T)
Caller ID with Name	6	
Calling Services	6, 26	
Call Center Service - Grandfathered	17	
Cancel Call Waiting	6, 26	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
Competitive Response	7
Competitive Services	5
Complete Blocking	6
Complete Call Forwarding Package	26
Complete Pack	6A
Concentrator - Identifier Equipment	5
Service Request	19
Customer Network (Grandfathered)	10
Corporate Rewards	17
Cross Reference Listing	19
Custom Call Plus (CCP) Feature Package	6A
Custom Calling Services	6
Custom Redirect Service (CRS)	11
Custom Routing Service	24
Customer Changeable Speed Calling	6
Customer Name and Address Service (CNA)	5
Customer Network Control (CNC)	10
Customer Owned Pay Telephone (COPT) Service	13

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Company Rewards	17	(T)
Competitive Response	7	
Competitive Services	5	
Complete Blocking	6	
Complete Call Forwarding Package	26	
Complete Feature Pack	6A	(T)
Concentrator - Identifier Equipment	5	
		(D)
		(D)
Cross Reference Listing	19	
Custom Call Plus (CCP) Feature Package	6A	
Custom Calling Services	6, 26	(T)
Custom Connect Service	11	
Custom Re Direct Service (CRS)	11	(T)
Custom Routing Service	24	
Customized Multi-line Telephone Service Calling Solutions	8	(T)
Customized Multi-line Telephone Service – Line	8	
Customized Multi-line Telephone Service – Optional Features	8	
Custom Line Telephone Service - Line	8	
Custom Line Telephone Service – Optional Features	8	
Customer Changeable Speed Calling	6	
Customer Name and Address Service (CAN)	5	
Customer Network Control (CNC) (Grandfathered)	10	
Customer Owned Pay Telephone (COPT) Service	13	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Company Rewards	17	
Competitive Response	7	
Competitive Services	5	
Complete Blocking	6	
Complete Call Forwarding Package	26	
Complete Feature Pack	6A	
Concentrator - Identifier Equipment	5	
Cross Reference Listing	19	
Complete Feature Pack - Grandfathered	6A	(T)
Custom Calling Services	6, 26	
Custom Connect Service	11	
Custom Re Direct Service (CRS)	11	
Custom Routing Service	24	
Customized Multi-line Telephone Service Calling Solutions	8	
Customized Multi-line Telephone Service – Line	8	
Customized Multi-line Telephone Service – Optional Features	8	
Custom Line Telephone Service - Line	8	
Custom Line Telephone Service – Optional Features	8	
Customer Changeable Speed Calling	6	
Customer Name and Address Service (CAN)	5	
Customer Network Control (CNC) (Grandfathered)	10	
Customer Owned Pay Telephone (COPT) Service	13	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Company Rewards	17	
Competitive Response	7	
Competitive Services	5	
Complete Blocking	6	
Complete Call Forwarding Package	26	
Complete Feature Pack - Grandfathered	6A	(T)
Concentrator - Identifier Equipment	5	
Cross Reference Listing	19	
Complete Feature Pack - Grandfathered	6A	
Custom Calling Services	6, 26	
Custom Connect Service	11	
Custom Re Direct Service (CRS)	11	
Custom Routing Service	24	
Customized Multi-line Telephone Service Calling Solutions	8	
Customized Multi-line Telephone Service – Line	8	
Customized Multi-line Telephone Service – Optional Features	8	
Custom Line Telephone Service - Line	8	
Custom Line Telephone Service – Optional Features	8	
Customer Changeable Speed Calling	6	
Customer Name and Address Service (CAN)	5	
Customer Network Control (CNC) (Grandfathered)	10	
Customer Owned Pay Telephone (COPT) Service	13	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
Dedicated 800 Service	25
Dedicated SONET Ring (DSR)	11
Dedicated Wavelength Ring (DWR)	11
Demarcation Points	24
Digital Channel Service (DCS)	10
Digital Format Trunking	4
Digital ServiceTrunk Service	10
Direct Inward Dialing (DID) Service	4
Directories - Telephone	19
Directory Assistance Service	19
Directory Listings	19
Discount Calling Plans	17
Discount Calling Plan One - Business	17
Discount Calling Plan One -Residence	17
Discount Calling Plan Two - Business	17
Discount Calling Plan Two -Residence	17
Discount Calling Plan Four - Business	17
Discount Calling Plan Five -Business	17
Distinctive Ring	6
Do Not Disturb	26
DSR (SONET)	11

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Dedicated 800 Service	25	
Dedicated SONET Ring (DSR)	11	
Dedicated Wavelength Ring (DWR)	11	
Demarcation Points	24	
Digital Channel Service (DCS)	10	
Digital Format Trunking	4	
Digital ServiceTrunk Service	10	
Direct Inward Dialing (DID) Service	4	
Directories - Telephone	19	
Directory Assistance Service	19	
Directory Listings	19	
Discount Calling Plans	17	
Discount Calling Plan One - Business	17	
Discount Calling Plan One -Residence	17	
Discount Calling Plan Two - Business	17	
Discount Calling Plan Two -Residence	17	
Discount Calling Plan Four - Business	17	
Discount Calling Plan Five –Business	17	
Distinctive Ring	6	
Distinctive Ring with Packs	26	(N)
Do Not Disturb	26	
DS1 Syber	11	
DSR (SONET)	11	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
Dedicated 800 Service	25	
Dedicated SONET Ring (DSR)	11	
Dedicated Wavelength Ring (DWR)	11	
Demarcation Points	24	
Digital Channel Service (DCS)	10	
Digital Format Trunking	4	
Digital ServiceTrunk Service	10	
Direct Inward Dialing (DID) Service	4	
Directories - Telephone	19	
Directory Assistance Service	19	
Directory Listings	19	
Discount Calling Plans	17	(T)
Discount Calling Plan One – Business - Grandfathered	17	
Discount Calling Plan One – Residence - Grandfathered	17	
Discount Calling Plan Two – Business - Grandfathered	17	
Discount Calling Plan Two – Residence - Grandfathered	17	
Discount Calling Plan Four – Business - Grandfathered	17	
Discount Calling Plan Five – Business - Grandfathered	17	(T)
Distinctive Ring	6	
Distinctive Ring with Packs	26	
Do Not Disturb	26	
DS1 Syber	11	
DSR (SONET)	11	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
EAS (Extended Area Service)	4
EDSR (SONET)	11
Employee Service	21
Enhanced Call Forwarding	6
Enhanced Call Transfer	20
Enhanced Service Provider (ESP) Services - Description	20
Exchange Area Maps	4A
Exchange Mileage (Foreign Exchange)	5
Exchange Service Rates	4
Exchanges, List of	4A
Extended Basic Referral	4
Extension Message Boxes (Voice Messaging)	5
Facilities to Provide Replacement of Aerial with Underground Facilities Rate	3
FaxThru	5
Feature Pack 4400	26
Feature Pack 4900	26
Features plan - Business	6A
FiOS Bundle Discount	6A
Fixed Call Forwarding	6

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
EAS (Extended Area Service)	4	
EDSR (SONET)	11	
Employee Service	21	
Enhanced Call Forwarding	6	
Enhanced Call Transfer	20	
Enhanced Service Provider (ESP) Services - Description	20	
Exchange Area Maps	4A	
Exchange Mileage (Foreign Exchange)	5	
Exchange Service Rates	4	
Exchanges, List of	4A	
Extended Basic Referral	4	
Extension Message Boxes (Voice Messaging)	5	
Facilities to Provide Replacement of Aerial with Underground Facilities Rate	3	
Fax Thru	5	(T)
Feature Pack 4400	26	
Feature Pack 4900	26	
Features Plan – Business	6A	
FIOS Internet Bundle Discount	6A	(T)
Fixed Call Forwarding	6	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>	
EAS (Extended Area Service)	4	
EDSR (SONET)	11	
Employee Service	21	
Enhanced Call Forwarding	6	
Enhanced Call Transfer	20	
Enhanced Service Provider (ESP) Services - Description	20	
Exchange Area Maps	4A	
Exchange Mileage (Foreign Exchange)	5	
Exchange Service Rates	4	
Exchanges, List of	4A	
Extended Basic Referral	4	
Extension Message Boxes (Voice Messaging)	5	
Facilities to Provide Replacement of Aerial with Underground Facilities Rate	3	
Fax Thru	5	
Feature Pack 4400	26	
Feature Pack 4900	26	
Features Plan – Business - Grandfathered	6A	(T)
FIOS Internet Bundle Discount - Grandfathered	6A	(T)
Fixed Call Forwarding	6	

ALPHABETICAL LIST OF SERVICES

<u>Subject</u>	<u>Section</u>
EAS (Extended Area Service)	4
EDSR (SONET)	11
Employee Service	21
Enhanced Call Forwarding	6
Enhanced Call Transfer	20
Enhanced Service Provider (ESP) Services - Description	20
Exchange Area Maps	4A
Exchange Mileage (Foreign Exchange)	5
Exchange Service Rates	4
Exchanges, List of	4A
Extended Basic Referral	4
Extension Message Boxes (Voice Messaging)	5
Facilities to Provide Replacement of Aerial with Underground Facilities Rate	3
Fax Thru	5
Feature Pack 4400	26
Feature Pack 4900	26
Features Plan – Business - Grandfathered	6A
FIOS Internet Bundle Discount - Grandfathered	6A

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Flat Rate Business Calling Savings Plan	17
Flat Rate Calling Plan	17
Flexible Call Forwarding	6
Flexible Packaging	26
Foreign Exchange (FX) Telephone Service	5
Frame Relay Service (FRS)	11
High Voltage Protection Service	5
Home Voice Mail – Residence	5
Hunt Service (Rotary Service)	4
IntraLATA Toll Service – Business	16
IntraLATA Toll Service – Residence	16
IntraLATA Toll Service – Calling Card – Business	16
IntraLATA Toll Service – Calling Card – Residence	16
IntraLATA Toll Service – Operator Handled – Business	16
IntraLATA Toll Service – Operator Handled – Residence	16
IntraLATA Toll Service – Corrections	16
IntraLATA Toll Service – Coin Station	16
ISDN (Integrated Services Digital Network) Service	9
ISDN BRI	9
ISDN PRI	9
ISDN Digital Single Line	9
Identifier - Concentrator Equipment	5

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Flat Rate Calling Plan	17	(N)
		(D)
Flexible Call Forwarding	6	
Flexible Packaging	26	
Foreign Exchange (FX) Telephone Service	5	
Frame Relay Service (FRS)	11	
Frontier Flat Rate Business Plan	17	(T)
Frontier Unlimited Local Toll Plan	17	(T)
High Voltage Protection Service	5	
Home Voice Mail – Residence	5	
Hunt Service (Rotary Service)	4	
		(L)
		(L)
ISDN (Integrated Services Digital Network) Service	9	
ISDN BRI	9	
ISDN PRI	9	
ISDN Digital Single Line	9	
Identifier – Concentrator Equipment	5	
		(N)
(L) Material relocated to Sheet 8.		

Effective: 03/01/12

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Flat Rate Calling Plan	17	
Flexible Call Forwarding	6	
Flexible Packaging	26	
Foreign Exchange (FX) Telephone Service	5	
Frame Relay Service (FRS)	11	
Frontier Business Local Unlimited II	6A	(N)
Frontier Business Nationwide Unlimited Service II	6A	
Frontier Digital Phone Essentials 3	6A	
Frontier Digital Phone Nationwide Unlimited with Essentials 3	6A	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3	6A	
Frontier Digital Phone State Unlimited with Essentials 3	6A	(N)
Frontier Flat Rate Business Plan	17	
Frontier Unlimited Local Toll Plan	17	
High Voltage Protection Service	5	
Home Voice Mail – Residence	5	
Hunt Service (Rotary Service)	4	
ISDN (Integrated Services Digital Network) Service	9	
ISDN BRI	9	
ISDN PRI	9	
ISDN Digital Single Line	9	
Identifier – Concentrator Equipment	5	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Flat Rate Calling Plan	17	
Flexible Call Forwarding	6	
Flexible Packaging	26	
Foreign Exchange (FX) Telephone Service	5	
Frame Relay Service (FRS)	11	
Frontier Business Local Unlimited II	6A	
Frontier Business Nationwide Unlimited Service II	6A	
Frontier Digital Phone Essentials	6A	(N)
Frontier Digital Phone Essentials 3-2010	26	(T)
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	26	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	26	
Frontier Digital Phone State Unlimited with Essentials 3-2010	26	(T)
Frontier Digital Phone Unlimited	6A	(N)
Frontier Digital Phone Unlimited Plus	6A	(N)
Frontier Flat Rate Business Plan	17	
Frontier Unlimited Local Toll Plan	17	
High Voltage Protection Service	5	
Home Voice Mail – Residence	5	
Hunt Service (Rotary Service)	4	
ISDN (Integrated Services Digital Network) Service	9	
ISDN BRI	9	
ISDN PRI	9	
ISDN Digital Single Line	9	
Identifier – Concentrator Equipment	5	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Flat Rate Calling Plan	17	
Flexible Call Forwarding	6	
Flexible Packaging	26	
Foreign Exchange (FX) Telephone Service	5	
Frame Relay Service (FRS)	11	
Frontier Business Local Unlimited II	6A	
Frontier Business Nationwide Unlimited Service II	6A	
Frontier Digital Phone Essentials	6A	
Frontier Digital Phone Essentials 3-2010	26	
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	26	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	26	
Frontier Digital Phone State Unlimited with Essentials 3-2010	26	
Frontier Digital Phone Unlimited	6A	
Frontier Digital Phone Unlimited Plus	6A	
Frontier Flat Rate Business Plan	17	
Frontier Simply Unlimited Service-Leader	17	(N)
Frontier Unlimited Local Toll Plan	17	
High Voltage Protection Service	5	
Home Voice Mail – Residence	5	
Hunt Service (Rotary Service)	4	
ISDN (Integrated Services Digital Network) Service	9	
ISDN BRI	9	
ISDN PRI	9	
ISDN Digital Single Line	9	
Identifier – Concentrator Equipment	5	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Flexible Call Forwarding	6	
Flexible Packaging	26	
Foreign Exchange (FX) Telephone Service	5	
Frame Relay Service (FRS)	11	
Frontier Business Local Unlimited II - Grandfathered	6A	(T)
Frontier Business Nationwide Unlimited Service II - Grandfathered	6A	
Frontier Digital Phone Essentials - Grandfathered	6A	
Frontier Digital Phone Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone State Unlimited with Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone Unlimited - Grandfathered	6A	
Frontier Digital Phone Unlimited Plus - Grandfathered	6A	
Frontier Flat Rate Business Calling Savings Plan - Grandfathered	17	(T)
Frontier Unlimited Local Toll Plan	17	
High Voltage Protection Service	5	
Home Voice Mail – Residence	5	
Hunt Service (Rotary Service)	4	
ISDN (Integrated Services Digital Network) Service	9	
ISDN BRI	9	
ISDN PRI	9	
ISDN Digital Single Line	9	
Identifier – Concentrator Equipment	5	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	(D)
Flexible Packaging	26	
Foreign Exchange (FX) Telephone Service	5	
Frame Relay Service (FRS)	11	
Frontier Business Local Unlimited II - Grandfathered	6A	
Frontier Business Nationwide Unlimited Service II - Grandfathered	6A	
Frontier Digital Phone Essentials - Grandfathered	6A	
Frontier Digital Phone Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone State Unlimited with Essentials 3-2010 - Grandfathered	26	
Frontier Digital Phone Unlimited - Grandfathered	6A	
Frontier Digital Phone Unlimited Plus - Grandfathered	6A	
Frontier Flat Rate Business Calling Savings Plan - Grandfathered	17	
Frontier Unlimited Local Toll Plan	17	
High Voltage Protection Service	5	
Home Voice Mail – Residence	5	
Hunt Service (Rotary Service)	4	
ISDN (Integrated Services Digital Network) Service	9	
ISDN BRI	9	
ISDN PRI	9	
ISDN Digital Single Line	9	
Identifier – Concentrator Equipment	5	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
In-touch Service	26
Individual Line Service	4
Info Contact 900 Service	15
Info Contact 976 Service	14
Information Calling Service – Info Contact 900 Service	15
Information Calling Service – Info Contact 976 Service	14
Inside Wire Maintenance	5
Installation Charges (Service Connection Charges)	3
IntraLATA Toll Service for Business	16
IntraLATA Toll Service for Residential	16
Integrated Services Digital Network (ISDN)	9
Basic Rate Interface	9
Primary Rate Interface	9
Digital Single Line	9
Interexchange Receiving Service	5
Internal Communications and Call Management Features	8
Internal Communications and Call Management Features Service - Line	8
Internal Communications and Call Management Features Service – Optional Features	8
Internal Communications, System and Call Management Features- Line	8
Internal Communications, System and Call Management Features – Optional Features	8
Interrupt/Verify Service	18
Last Number Redial	26
Level Bill Plan (LBP)	5
Line Extension Rate	3

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Individual Line Service	4	(D)
		(D)
		(D)
Information Calling Service – Premium Service Lines 900	15	(T)
Information Calling Service – Premium Service Lines 976	14	(T)
Inside Wire Maintenance	5	
Installation Charges (Service Connection Charges)	3	
Integrated Services Digital Network (ISDN)	9	
Basic Rate Interface	9	
Primary Rate Interface	9	
Digital Single Line	9	
Interexchange Receiving Service	5	
Interrupt/Verify Service	18	
Intralata Toll BOT Plan	17	(T)
IntraLATA Toll Service – Business	16	(L)
IntraLATA Toll Service – Residence	16	
IntraLATA Toll Service – Calling Card – Business	16	
IntraLATA Toll Service – Calling Card – Residence	16	
IntraLATA Toll Service – Operator Handled – Business	16	
IntraLATA Toll Service – Operator Handled – Residence	16	
IntraLATA Toll Service – Corrections	16	
IntraLATA Toll Service – Coin Station	16	(L)
		(D)
		(D)
Last Number Redial	26	
Level Bill Plan (LBP)	5	
Line Extension Rate	3	

Effective: 07/15/11

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Individual Line Service	4	
Information Calling Service – Premium Service Lines 900	15	
Information Calling Service – Premium Service Lines 976	14	
Inside Wire Maintenance	5	
Installation Charges (Service Connection Charges)	3	
Integrated Services Digital Network (ISDN)	9	
Basic Rate Interface	9	
Primary Rate Interface	9	
Digital Single Line	9	
Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service	9	(N)
Interexchange Receiving Service	5	
Interrupt/Verify Service	18	
Intralata Toll BOT Plan	17	
IntraLATA Toll Service – Business	16	
IntraLATA Toll Service – Residence	16	
IntraLATA Toll Service – Calling Card – Business	16	
IntraLATA Toll Service – Calling Card – Residence	16	
IntraLATA Toll Service – Operator Handled – Business	16	
IntraLATA Toll Service – Operator Handled – Residence	16	
IntraLATA Toll Service – Corrections	16	
IntraLATA Toll Service – Coin Station	16	
Last Number Redial	26	
Level Bill Plan (LBP)	5	
Line Extension Rate	3	

Effective: 11/03/11

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Individual Line Service	4	
Information Calling Service – Premium Service Lines 900	15	
Information Calling Service – Premium Service Lines 976	14	
Inside Wire Maintenance	5	
Installation Charges (Service Connection Charges)	3	
Integrated Services Digital Network (ISDN)	9	
Basic Rate Interface	9	
Primary Rate Interface	9	
Digital Single Line	9	
Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service	9	
Interexchange Receiving Service	5	
Interrupt/Verify Service	18	
Intralata Toll BOT Plan	17	
IntraLATA Toll Service – Business	16	
IntraLATA Toll Service – Residence	16	(D)
		(D)
IntraLATA Toll Service – Operator Handled – Business	16	
IntraLATA Toll Service – Operator Handled – Residence	16	
IntraLATA Toll Service – Corrections	16	
IntraLATA Toll Service – Coin Station	16	
Last Number Redial	26	
Level Bill Plan (LBP)	5	
Line Extension Rate	3	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Individual Line Service	4	
Information Calling Service – Premium Service Lines 900	15	
Information Calling Service – Premium Service Lines 976	14	
Inside Wire Maintenance	5	
Installation Charges (Service Connection Charges)	3	
Integrated Services Digital Network (ISDN)	9	
Basic Rate Interface	9	
Primary Rate Interface	9	
Digital Single Line	9	
Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service	9	
Interexchange Receiving Service	5	
Interrupt/Verify Service	18	
Intralata Toll BOT Plan - Grandfathered	17	(T)
IntraLATA Toll Service – Business	16	
IntraLATA Toll Service – Residence	16	
IntraLATA Toll Service – Operator Handled – Business	16	
IntraLATA Toll Service – Operator Handled – Residence	16	
IntraLATA Toll Service – Corrections	16	
IntraLATA Toll Service – Coin Station	16	
Last Number Redial	26	
Level Bill Plan (LBP)	5	
Line Extension Rate	3	

Effective: 03/06/14

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Individual Line Service	4	
Information Calling Service – Premium Service Lines 900	15	
Information Calling Service – Premium Service Lines 976	14	
Frontier Wire Care	5	(T)
Installation Charges (Service Connection Charges)	3	
Integrated Services Digital Network (ISDN)	9	
Basic Rate Interface	9	
Primary Rate Interface	9	
Digital Single Line	9	
Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service	9	
Interexchange Receiving Service	5	
Interrupt/Verify Service	18	
Intralata Toll BOT Plan - Grandfathered	17	
IntraLATA Toll Service – Business	16	
IntraLATA Toll Service – Residence	16	
IntraLATA Toll Service – Operator Handled – Business	16	
IntraLATA Toll Service – Operator Handled – Residence	16	
IntraLATA Toll Service – Corrections	16	
IntraLATA Toll Service – Coin Station	16	
Last Number Redial	26	
Level Bill Plan (LBP)	5	
Line Extension Rate	3	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Individual Line Service	4
Information Calling Service – Premium Service Lines 900	15
Information Calling Service – Premium Service Lines 976	14
Frontier Wire Care	5
Integrated Services Digital Network (ISDN)	9
Basic Rate Interface	9
Primary Rate Interface	9
Digital Single Line	9
Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service	9
Interexchange Receiving Service	5
Interrupt/Verify Service	18
Intralata Toll BOT Plan - Grandfathered	17
IntraLATA Toll Service – Business	16
IntraLATA Toll Service – Residence	16
IntraLATA Toll Service – Operator Handled – Business	16
IntraLATA Toll Service – Operator Handled – Residence	16
IntraLATA Toll Service – Corrections	16
IntraLATA Toll Service – Coin Station	16
Last Number Redial	26
Level Bill Plan (LBP)	5
Line Extension Rate	3

(D)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Listing - Directory	19
List Service	19
Local Calling Plus	6A
Local Calling Plus Bundle Discounts	6A
Local Calling Plus plus 3 Features	6A
Local Calling/ Local Calling Plus/Local and Toll Package/ Regional Calling Unlimited	6A
Local Exchange Service	4
Local Measured Rate Service	4
Local Operator Services	18
Local Package Elite	6A
Local Package Lite	6A
Local and Toll Package	6
Local Usage	4
Long Distance Message Telephone Service	16
Magnetic Tape Reproduction	5
Maps, Exchange Area	4A
Measured Service (See Local Measured Rate Service)	
Message Detail Recording - Internal Communications and Call Management Features	8
Metering Service	5

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Listing - Directory	19	
List Service	19	
		(D)
		(D)
		(D)
Frontier Local Calling Plan/ Frontier Local Calling Plan Plus/Local and Toll Service / Regional Calling Unlimited	6A	(T)
Local Exchange Service	4	
Local Measured Rate Service	4	
Local Operator Services	18	
Local Calling Plan Elite	6A	(T)
Local Calling Plan Light	6A	
Local and Toll Service	6	(T)
Local Usage	4	
Long Distance Message Telephone Service	16	
Magnetic Tape Reproduction	5	
Maps, Exchange Area	4A	
Measured Service (See Local Measured Rate Service)		
Message Detail Recording – Customized Multi-line Telephone Service	8	(T)
Metering Service	5	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Listing - Directory	19	
List Service	19	
Frontier Local Calling Plan/ Frontier Local Calling Plan Plus/Local and Toll Service / Regional Calling Unlimited - Grandfathered	6A	(T) (T)
Local Exchange Service	4	
Local Measured Rate Service	4	
Local Operator Services	18	
Local Calling Plan Elite - Grandfathered	6A	(T)
Local Calling Plan Light - Grandfathered	6A	
Local and Toll Service - Grandfathered	6	(T)
Local Usage	4	
Long Distance Message Telephone Service	16	
Magnetic Tape Reproduction	5	
Maps, Exchange Area	4A	
Measured Service (See Local Measured Rate Service)		
Message Detail Recording – Customized Multi-line Telephone Service	8	
Metering Service	5	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Message Toll Telephone Service (Long Distance Message Telephone Service)	16
Message Waiting Indicator – Voice Mail	5
Mileage Rates	5
Miscellaneous Billing Services	5
Move and Change Charges - Service Connection Charges	3
Multiple Bill Copy Service (MBCS)	5
Multilocation Internal Communications and Call Management Features Service	8
National Directory Assistance	19
Neighborhood Telephone Directories	19
Netbook Offer	17
Non-Listed Number Service	19
Number Referral Services	18
OnePoint Voice Mail – Residence	5
OnePoint Voice Mail – Business	5
Operator Emergency Interrupt Service	18
Operator Handled Service Charge	18
Operator Verification	18
Optional Prefix Service	5
Options for Providing Enhanced Services	20
Outside Facility Connection Charge	3

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Message Toll Telephone Service (Long Distance Message Telephone Service)	16	
Message Waiting Indicator – Voice Mail	5	
Mileage Rates	5	
Miscellaneous Billing Services	5	
Move and Change Charges – Service Connection Charges	3	
Multi Package Residential Offers	6A	(T)(L)
Multiple Bill Copy Service (MBCS)	5	
Multilocation Customized Multi-line Telephone Service	8	(T)
National Directory Assistance	19	
Neighborhood Telephone Directories	19	
		(D)
Non-Listed Number Service	19	
Number Referral Services	18	
One point Voice Mail – Residence	5	(T)
One point Voice Mail – Business	5	(T)
Operator Emergency Interrupt Service	18	
Operator Handled Service Charge	18	
Operator Verification	18	
Optional Prefix Service	5	
Options for Providing Enhanced Services	20	
Outside Facility Connection Charge	3	

(L) Material relocated from Sheet 2.

(L)

Effective: 04/13/14

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Message Toll Telephone Service (Long Distance Message Telephone Service)	16	
Message Waiting Indicator – Voice Mail	5	
Mileage Rates	5	
Miscellaneous Billing Services	5	
Move and Change Charges – Service Connection Charges	3	
Multi Package Residential Offers	6A	
Multiple Bill Copy Service (MBCS)	5	
Multilocation Customized Multi-line Telephone Service	8	
National Directory Assistance	19	
Neighborhood Telephone Directories	19	
Non-Listing Service	19	(T)
Number Referral Services	18	
One point Voice Mail – Residence	5	
One point Voice Mail – Business	5	
Operator Emergency Interrupt Service	18	
Operator Handled Service Charge	18	
Operator Verification	18	
Optional Prefix Service	5	
Options for Providing Enhanced Services	20	
Outside Facility Connection Charge	3	

Effective: 07/20/14

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Message Toll Telephone Service (Long Distance Message Telephone Service)	16	
Message Waiting Indicator – Voice Mail	5	
Mileage Rates	5	
Miscellaneous Billing Services	5	
Move and Change Charges – Service Connection Charges	3	
Multi Package Residential Offers - Grandfathered	6A	(T)
Multiple Bill Copy Service (MBCS)	5	
Multilocation Customized Multi-line Telephone Service	8	
National Directory Assistance	19	
Neighborhood Telephone Directories	19	
Non-Listing Service	19	
Number Referral Services	18	
One point Voice Mail – Residence	5	
One point Voice Mail – Business	5	
Operator Emergency Interrupt Service	18	
Operator Handled Service Charge	18	
Operator Verification	18	
Optional Prefix Service	5	
Options for Providing Enhanced Services	20	
Outside Facility Connection Charge	3	

Effective: 10/16/16

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>
Message Toll Telephone Service (Long Distance Message Telephone Service)	16
Message Waiting Indicator – Voice Mail	5
Mileage Rates	5
Miscellaneous Billing Services	5
Multi Package Residential Offers - Grandfathered	6A
Multiple Bill Copy Service (MBCS)	5
Multilocation Customized Multi-line Telephone Service	8
National Directory Assistance	19
Neighborhood Telephone Directories	19
Non-Listing Service	19
Number Referral Services	18
One point Voice Mail – Residence	5
One point Voice Mail – Business	5
Operator Emergency Interrupt Service	18
Operator Handled Service Charge	18
Operator Verification	18
Optional Prefix Service	5
Options for Providing Enhanced Services	20

(D)

(D)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Pager Notification – Voice Mail	5
Personal Telephone Number	4
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3
Premium Referral Service	18
Primary Listing	19
Priority Call	26
Private Branch Exchange Service (PBX)	8A
Private Branch Exchange Service (PBX) - Trunk	4
Private Branch Exchange Trunks	4
Promotional Pricing	7
Rebate Plan for Retail Customers	17
Referral	18
Regional Toll Call Business Plan	17
Regional Toll Call Residential Plan	17
Regional Calling Value	6A
Remote Call Forwarding Service	6
Remote Call Notification (Voice Messaging)	5
Reservation of Telephone Number (Business)	4

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Pager Notification – Voice Mail	5	
Personal Telephone Number	4	
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3	
Premium Referral Service	18	
Premium Service Lines 900	15	(T)
Premium Service Lines 976	14	(T)
Primary Listing	19	
Priority Call	26	
Private Branch Exchange Service (PBX)	8A	
Private Branch Exchange Service (PBX) - Trunk	4	
Private Branch Exchange Trunks	4	
Promotional Pricing	7	
Rebate Plan for Retail Customers	17	
Referral	18	
Regional Calling Value	6A	
Remote Call Forwarding Service	6	
Remote Call Notification (Voice Messaging)	5	
Regional Essentials	6A	(N)
Regional Essentials Bundle Discounts	6A	(N)
Regional Toll Business Plan	17	(T)
Regional Toll Business Plus Plan	17	(N)
Regional Toll Residential Plan	17	(T)
Reservation of Telephone Number (Business)	4	

Effective: 04/26/13

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Packaged Services	6A	
Pager Notification – Voice Mail	5	
Personal Telephone Number	4	
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3	
Premium Referral Service	18	
Premium Service Lines 900	15	
Premium Service Lines 976	14	
Primary Listing	19	
Priority Call	26	
Private Branch Exchange Service (PBX)	8A	
Private Branch Exchange Service (PBX) - Trunk	4	
Private Branch Exchange Trunks	4	
Promotional Pricing	7	
Rebate Plan for Retail Customers – Grandfathered	17	(T)
Referral	18	
Regional Calling Value	6A	
Remote Call Forwarding Service	6	
Remote Call Notification (Voice Messaging)	5	
Regional Essentials	6A	
Regional Essentials Bundle Discounts – Grandfathered	6A	(T)
		(D)
		(D)
Reservation of Telephone Number (Business)	4	

Effective: 07/20/14

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Packaged Services	6A	
Pager Notification – Voice Mail	5	
Personal Telephone Number	4	
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3	
Premium Referral Service	18	
Premium Service Lines 900	15	
Premium Service Lines 976	14	
Primary Listing	19	
Priority Call	26	
Private Branch Exchange Service (PBX)	8A	
Private Branch Exchange Service (PBX) - Trunk	4	
Private Branch Exchange Trunks	4	
Promotional Pricing	7	
Rebate Plan for Retail Customers – Grandfathered	17	
Referral	18	
Regional Calling Value	6A	
Remote Call Forward	6	(T)
Remote Call Notification (Voice Messaging)	5	
Regional Essentials	6A	
Regional Essentials Bundle Discounts – Grandfathered	6A	
Reservation of Telephone Number (Business)	4	

Effective: 11/15/15

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Packaged Services	6A	
Pager Notification – Voice Mail	5	
Personal Telephone Number	4	
Premises Visit Charge (See also Outside Facility Connection Charge and Visit Charge)	3	
Premium Referral Service	18	
Premium Service Lines 900	15	
Premium Service Lines 976	14	
Primary Listing	19	
		(D)
Private Branch Exchange Service (PBX)	8A	
Private Branch Exchange Service (PBX) - Trunk	4	
Private Branch Exchange Trunks	4	
Promotional Pricing	7	
Rebate Plan for Retail Customers – Grandfathered	17	
Referral	18	
Regional Calling Value	6A	
Remote Call Forward (RCF)	6	(T)
Remote Call Notification (Voice Messaging)	5	
Regional Essentials	6A	
Regional Essentials Bundle Discounts – Grandfathered	6A	
Reservation of Telephone Number (Business)	4	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Residence Line 800 Service	25
Residence Community Plan	17
Residence Direct Discount Plan	17
Residence Service Area Plan	17
Residential Service Performance Guarantee	2
Rotary Service	4
Saved Number Redial	26
Secretarial Line Service	5
Select Call Forwarding	6
Service Charges	3
Service Connection Charges - Move and Change Charges	3
Service Ordering Charge – Service Order Activity	3
Initial Order	
Each additional central office line	
Subsequent Order	.
Moves and changes	
Additions	
Record changes	
Number changes	
Landlord Inside Wire Maintenance (Residential)	
Transfer of service	
Central Office Activity	
Outside Facility Connection Charge	
Network Interface Device	
Toll Denial Service	
Service Performance Guarantee	2
Shared System Listing Service	19

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Residence Line 800 Service	25	
Residence Community Plan	17	
Residence Direct Discount Plan	17	
Residence Service Area Plan	17	
Residential Service Performance Guarantee	2	
Rotary Service	4	
Saved Number Redial	26	
Secretarial Line Service	5	
Select Call Forwarding	6	
Service Charges	3	
Service Connection Charges - Move and Change Charges	3	
Service Ordering Charge – Service Order Activity	3	
Initial Order		
Each additional central office line		
Subsequent Order	.	
Moves and changes		
Additions		
Record changes		
Number changes		
Landlord Inside Wire Maintenance (Residential)		
Transfer of service		
Central Office Activity		
Outside Facility Connection Charge		
Network Interface Device		
Toll Denial Service		
Service Performance Guarantee	2	
Service Request	19	(N)
Shared System Listing Service	19	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Residence Line 800 Service	25
Residential Service Performance Guarantee	2
Rotary Service	4
Saved Number Redial	26
Secretarial Line Service	5
Select Call Forwarding	6
Service Charges	3
Service Connection Charges - Move and Change Charges	3
Service Ordering Charge – Service Order Activity	3
Initial Order	
Each additional central office line	
Subsequent Order	.
Moves and changes	
Additions	
Record changes	
Number changes	
Landlord Inside Wire Maintenance (Residential)	
Transfer of service	
Central Office Activity	
Outside Facility Connection Charge	
Network Interface Device	
Toll Denial Service	
Service Performance Guarantee	2
Service Request	19
Shared System Listing Service	19

(D)
|
(D)

Effective: 09/18/13

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>	
Residence Line 800 Service	25	
Residential Service Performance Guarantee	2	
Rotary Service	4	
Saved Number Redial	26	
Secretarial Line Service	5	
Select Call Forwarding	6	
Service Charges	3	
Service Connection Charges - Move and Change Charges	3	
Service Ordering Charge – Service Order Activity	3	
Initial Order		
Each additional central office line		
Subsequent Order	.	
Moves and changes		
Additions		
Record changes		
Number changes		
Landlord Inside Wire Maintenance (Residential)		
Transfer of service		
Central Office Activity		
Outside Facility Connection Charge		
Network Interface Device		
Toll Denial Service		
Service Performance Guarantee	2	
Directory Assistance Call Completion (DACC)	19	(T)
Shared System Listing Service	19	

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Residence Line 800 Service	25
Residential Service Performance Guarantee	2
Rotary Service	4
Saved Number Redial	26
Secretarial Line Service	5
Select Call Forwarding	6
Service Charges	3
Service Connection Charges - Move and Change Charges	3
Service Ordering Charge – Service Order Activity	3
Initial Order	
Each additional central office line	
Subsequent Order	.
Moves and changes	
Additions	
Record changes	
Number changes	
Transfer of service	
Central Office Activity	
Outside Facility Connection Charge	
Network Interface Device	
Toll Denial Service	
Service Performance Guarantee	2
Directory Assistance Call Completion (DACC)	19
Shared System Listing Service	19

(D)

Effective: 04/13/14

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Residence Line 800 Service	25
Residential Service Performance Guarantee	2
Rotary Service	4
Saved Number Redial	26
Secretarial Line Service	5
Select Call Forwarding	6
Service Charges	3
Service Connection Charges - Move and Change Charges	3
Service Ordering Charge – Service Order Activity	3
Initial Order	
Each additional central office line	
Subsequent Order	.
Moves and changes	
Additions	
Record changes	
Number changes	
Transfer of service	
Central Office Activity	
Outside Facility Connection Charge	
Network Interface Device	
Toll Denial Service	
Service Performance Guarantee	2
Directory Assistance Call Completion (DACC)	19

(D)

Effective: 11/15/15

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Residence Line 800 Service	25
Residential Service Performance Guarantee	2
Rotary Service	4
Saved Number Redial	26
Secretarial Line Service	5
Service Charges	3
Service Connection Charges - Move and Change Charges	3
Service Ordering Charge – Service Order Activity	3
Initial Order	
Each additional central office line	
Subsequent Order	.
Moves and changes	
Additions	
Record changes	
Number changes	
Transfer of service	
Central Office Activity	
Outside Facility Connection Charge	
Network Interface Device	
Toll Denial Service	
Service Performance Guarantee	2
Directory Assistance Call Completion (DACC)	19

(D)

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Simple Inside Wire Billable Repair Service – Residence	5
Simple Inside Wire Billable Repair Service – Business	5
SmartRing with Packs	26
Sharper Call Pack	26
Sharpest Call Pack ^R	26
SONET (DSR)	11
Special Bills	5
Special Call Waiting	26
Speed Dialing	6
Supplementary Network Services	5
Telephone Answering Service	5
Telephone Directories Outside the Local, ZUM and EAS Areas	19
Telephone Directory Service	19
Termination Liability (TLA)	2
Three Way Calling	6
Time Periods (Long Distance - Message Telephone Service)	16
Toll Restriction / Call Restriction	6
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3
Unlisted Telephone Numbers (See Non-listed Number Service)	
Unlimited Local Usage	6A
Unlimited Local and Toll Usage for Business	6A
Unlimited Local Toll Plan	17

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	(D)
Sharper Call Pack	26	
Sharpest Call Pack	26	(T)
SONET (DSR)	11	
Special Bills	5	
Special Call Waiting	26	
Speed Dialing	6	
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local, ZUM and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
Three Way Calling	6	
Time Periods (Long Distance – Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	
Unlisted Telephone Numbers (See Non-listed Number Service)		
Unlimited Local Usage	6A	
Unlimited Local and Toll Usage for Business	6A	(D)

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	
Sharper Call Pack	26	
Sharpest Call Pack	26	
SONET (DSR)	11	
Special Bills	5	
Special Call Waiting	26	
Special Construction	11	
Special Federal Government FIA	11	
Specialized FIA or Arrangements	11	
Speed Dialing	6	
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local and EAS Areas	19	(T)
Telephone Directory Service	19	
Termination Liability (TLA)	2	
Three Way Calling	6	
Time Periods (Long Distance – Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS)	11	
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	
Unlisted Telephone Numbers (See Non-listed Number Service)		
Unlimited Local Usage	6A	
Unlimited Local and Toll Usage for Business	6A	

Effective: 03/01/12

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	
Sharper Call Pack	26	
Sharpest Call Pack	26	
SONET (DSR)	11	
Special Bills	5	
Special Call Waiting	26	
Special Construction	11	
Special Federal Government FIA	11	
Specialized FIA or Arrangements	11	
Speed Dialing	6	
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
Three Way Calling	6	
Time Periods (Long Distance – Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS) ¹	11	(C)
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	
Unlisted Telephone Numbers (See Non-listed Number Service)		
Unlimited Local Usage	6A	
Unlimited Local and Toll Usage for Business	6A	

¹ Offering is limited to existing customers at existing locations as of March 1, 2013.

(N)

Effective: 04/26/13

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>
Simple Inside Wire Billable Repair Service – Residence	5
Simple Inside Wire Billable Repair Service – Business	5
Sharper Call Pack	26
Sharpest Call Pack	26
SONET (DSR)	11
Special Bills	5
Special Call Waiting	26
Special Construction	11
Special Federal Government FIA	11
Specialized FIA or Arrangements	11
Speed Dialing	6
Supplementary Network Services	5
Telephone Answering Service	5
Telephone Directories Outside the Local and EAS Areas	19
Telephone Directory Service	19
Termination Liability (TLA)	2
Three Way Calling	6
Time Periods (Long Distance – Message Telephone Service)	16
Toll Restriction / Call Restriction	6
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16
Transparent LAN Service (TLS) ¹	11
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3
Unlisted Telephone Numbers (See Non-listed Number Service)	
Unlimited Local Usage	6A
Unlimited Local and Toll Usage for Business	6A

(T)

¹ Offering is limited to existing customers at existing locations as of March 1, 2013.

Effective: 04/13/14

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	
Sharper Call Pack	26	
Sharpest Call Pack	26	
SONET (DSR)	11	
Special Bills	5	
Special Call Waiting	26	
Special Construction	11	
Special Federal Government FIA	11	
Specialized FIA or Arrangements	11	
Speed Dialing	6	
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
Three Way Calling	6	
Time Periods (Long Distance – Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS) ¹	11	
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	
Unlisted Telephone Numbers (See Non-Listing Number Service)		(T)
Unlimited Local Usage	6A	
Unlimited Local and Toll Usage for Business	6A	

¹ Offering is limited to existing customers at existing locations as of March 1, 2013.

Effective: 07/20/14

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	
Sharper Call Pack	26	
Sharpest Call Pack	26	
SONET (DSR)	11	
Special Bills	5	
Special Construction	11	
Special Federal Government FIA	11	
Specialized FIA or Arrangements	11	
Speed Call	6	(T)
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
3 Way Calling	6	(T)
Time Periods (Long Distance – Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS) ¹	11	
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	
Unlisted Telephone Numbers (See Non-Listing Number Service)		
Unlimited Local Usage	6A	
Unlimited Local and Toll Usage for Business	6A	

¹ Offering is limited to existing customers at existing locations as of March 1, 2013.

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Simple Inside Wire Billable Repair Service – Residence	5	
Simple Inside Wire Billable Repair Service – Business	5	
Sharper Call Pack	26	
Sharpest Call Pack	26	
SONET (DSR)	11	
Special Bills	5	
Special Construction	11	
Special Federal Government FIA	11	
Specialized FIA or Arrangements	11	
		(D)
Supplementary Network Services	5	
Telephone Answering Service	5	
Telephone Directories Outside the Local and EAS Areas	19	
Telephone Directory Service	19	
Termination Liability (TLA)	2	
		(D)
Time Periods (Long Distance – Message Telephone Service)	16	
Toll Restriction / Call Restriction	6	
Toll Service (intraLATA) (Long Distance Message Telephone Service)	16	
Transparent LAN Service (TLS) ¹	11	
Travel Charge (See Outside Facility Connection Charge and Visit Charge)	3	
Unlisted Telephone Numbers (See Non-Listing Number Service)		
Unlimited Local Usage	6A	
Unlimited Local and Toll Usage for Business	6A	

¹ Offering is limited to existing customers at existing locations as of March 1, 2013.

ALPHABETICAL LIST OF SERVICES - Continued

<u>Subject</u>	<u>Section</u>
Usage Charges (See Local Measured Rate Service)	
Vacation Service (Residential)	4
Value Cents	17
Vanity Numbers (See Personal Telephone Number Service)	4
Verification/Interrupt	4
Video Digital Transport Service Service	22
Video Digital Transport Service 270 Mbps	11
Visit Charge (See also Outside Facility Connection Charge)	3
Voice Mail – Residence	5
Voice Messaging for Enhanced Service Providers	20
Voice Messaging Service - Business	5
Wide Area Telephone Service (WATS)	25
Zone Usage Measurement Service (ZUM)	4A
ZUM Zone 3	4A

Effective: 06/23/11

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Usage Charges (See Local Measured Rate Service)		
Vacation Service (Residential)	4	
Value Plan G	17	(T)
Vanity Numbers (See Personal Telephone Number Service)	4	
Verification/Interrupt	4	
Video Digital Transport Service Service	22	
Video Digital Transport Service 270 Mbps	11	
Visit Charge (See also Outside Facility Connection Charge)	3	
Voice Mail – Residence	5	
Voice Messaging for Enhanced Service Providers	20	
Voice Messaging Service – Business	5	
Wide Area Telephone Service (WATS)	25	
Zone Usage Measurement Service (ZUM)	4A	
ZUM Zone 3	4A	

Effective: 03/01/12

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>
Usage Charges (See Local Measured Rate Service)	
Vacation Service (Residential)	4
Value Plan G	17
Vanity Numbers (See Personal Telephone Number Service)	4
Verification/Interrupt	4
Versaline Centrex Service	8
Video Digital Transport Service Service	22
Video Digital Transport Service 270 Mbps	11
Visit Charge (See also Outside Facility Connection Charge)	3
Voice Mail – Residence	5
Voice Messaging for Enhanced Service Providers	20
Voice Messaging Service – Business	5
Wide Area Telephone Service (WATS)	25

(D)

(D)

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>	
Usage Charges (See Local Measured Rate Service)		
Vacation Service (Residential)	4	
Value Plan G – Grandfathered	17	(T)
Vanity Numbers (See Personal Telephone Number Service)	4	
Verification/Interrupt	4	
Versaline Centrex Service	8	
Video Digital Transport Service Service	22	
Video Digital Transport Service 270 Mbps	11	
Visit Charge (See also Outside Facility Connection Charge)	3	
Voice Mail – Residence	5	
Voice Messaging for Enhanced Service Providers	20	
Voice Messaging Service – Business	5	
Wide Area Telephone Service (WATS)	25	

Effective: 10/16/16

ALPHABETICAL LIST OF SERVICES – Continued

<u>Subject</u>	<u>Section</u>
Usage Charges (See Local Measured Rate Service)	
Vacation Service (Residential)	4
Value Plan G – Grandfathered	17
Vanity Numbers (See Personal Telephone Number Service)	4
Verification/Interrupt	4
Versaline Centrex Service	8
Video Digital Transport Service Service	22
Video Digital Transport Service 270 Mbps	11
Voice Mail – Residence	5
Voice Messaging for Enhanced Service Providers	20
Voice Messaging Service – Business	5
Wide Area Telephone Service (WATS)	25

(D)

DEFINITIONS

SALES AGENCY PROGRAM - Continued

Each Sales Representative must sign a Frontier Communications of the Southwest Inc. Authorized Sales Representative Agreement. The Sales Representative shall meet all requirements and standards as set forth in the agreement and failure to do so shall result in termination of the vendor from the plan at the option of the Company.

The Company shall receive a letter of authorization signed by the Sales Representative and applicant/customer or a Blanket Agency Form to represent such application/customer in regard to their telephone service. This accommodation does not remove the responsibility of the applicant/customer for payment of service, usage or adherence to other terms and conditions set forth in the Company's Product Guide.

A customer who is represented by an authorized Sales Representative shall retain the same remedial rights against the Company as if the services were subscribed to directly from the Company.

Once the customer order is received by the Company a confirmation letter will be forwarded, by the Company, to the customer. The confirmation letter shall also state that the customer has been informed of their remedial rights against the Company, including the ability to file a complaint as set forth in Schedule Cal. P.U.C. D&R Rule No. 12, Disputed Bills.

Authorized Sales Representatives will receive compensation for the marketing of Network and Exchange Services as specified by the Company. For each network service offered in the Sales Agency Program, commissions paid by Frontier Communications of the Southwest Inc. to authorized sales representatives may not exceed 50% of the annual recurring revenue for the service sold, nor may the commission paid by Frontier Communications of the Southwest Inc. to sales representatives exceed Frontier Communications of the Southwest Inc's. own costs to sell the service.

SEMIPUBLIC SERVICE

A customer service with a telephone equipped with a coin collecting device furnished for the use of the customer and the public in locations somewhat public in character. This service is deregulated with FCC Docket No. 96-128.

SERVICE AREA

A specific portion of an exchange area served by one or more central offices as shown on exchange maps in this Product Guide.

DEFINITIONS

SERVICE CONNECTION

Wire or cable, and associated underground supporting structure where used, from the point of connection with the Company's distribution facilities to the point of connection with the network device at the building served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or Utility easement.

(See Distribution facilities and Line Extensions.)

SERVICE CONNECTION CHARGE

A charge intended to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the network system.

SERVICE POINT (PRIVATE LINE SERVICE)

The term "Service Point" when used in connection with customer-provided communications channels denotes the point on the customer's or authorized user's premises where channels provided by or furnished to the customer are terminated on a standard network device.

SERVICE TERMINAL

The term "Service Terminal", when used in connection with Series 5000 Telpak Channels and Services and Series 8000 Wideband Service Channels denotes the facilities required for terminating the interexchange channel.

SIGNAL SOURCE

A location at which signals are supplied to a local distribution system or an interexchange system.

SINGLE SERVICE (HALF DUPLEX)

Single service (half duplex) provides for transmission alternately in either direction or for transmission on one direction only

DEFINITIONS

SPECIAL ACCESS LINE

A "Special Access Line" consists of the facilities including special transport and special access lines terminating on a standard network device without intermediate switching arrangements.

SPECIAL ACCESS SERVICE

Special Access service is that of furnishing the requisite facilities and channels to enable the customer and authorized users to communicate between specified locations, subject to the availability of such facilities and at rates and conditions set forth in the applicable schedule.

SPECULATIVE PROJECTS

Projects involving oil wells, mining operations, stock or other promotional schemes, club membership or other drives, sales campaigns, resorts, business ventures when experience shows that they are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects which present more than the usual liability of loss.

SPONSOR

A Sponsor subscribing to the Company's Information Calling Service Transport, offers a live program and provides the bridging equipment.

STANDARD TRANSMISSION LIMITS

Standard transmission limits used herein means an airline distance of one-half mile measured from the primary termination on a network device.

SUBDIVISION

Improved or unimproved land under a definite plan of development where in it can be shown that there are reasonable prospects within the next three years for five or more nontemporary appearances of primary or trunk lines at a density of at least one per acre.

SUBSCRIPTION

The only manner and process by which an Information Provider and/or Sponsor may furnish caller access to programs providing messages containing harmful matter.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions - Continued

13. Service Performance Guarantee For Residential Customers

- a. If a residence-class or a Universal Lifeline Telephone Service customer requests installation of a new or a subsequent service or repair of an existing service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00.
- b. One credit per service order or per trouble report may be applied, if an installation or repair involves services from this Product Guide but excludes the following:
 - Customer Premises Equipment (CPE) and Inside Wire
 - Facilities for IntraState Access
- c. Each credit shall be limited to \$25.00 for each service order or trouble report.
- d. A credit will be extended in accordance with the above conditions at the request of the customer.
- e. A credit will be extended in accordance with the above conditions only after the Company fails to meet a commitment or fails to restore Company-owned facilities used to provide any service other than those specified above as exceptions.
- f. Credits will be provided to residential-class and Universal Lifeline Telephone Service (ULTS) customers within all exchanges.
- g. The Company's commitment to residential customers shall constitute a limited exception to the limitations of liability contained in B.6 of this Section. The Company's commitment to residential customers in no way constitutes a waiver of the provisions in B.6.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions - Continued

15. Termination Liability

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

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

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

a. End of Term Options

1. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:
 - a. Renew their term commitment,
 - b. Commit to a new term period,
 - c. Arrange for a change of service, or
 - d. Arrange for termination of the service.
2. In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under this Product Guide (e.g., 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: 07/09/10

SERVICE CHARGES
TABLE OF CONTENTS

	<u>SHEET</u>
A. SPECIAL CONDITIONS	1
B. RATES	6
(A) All Exchange Services	
1. Service Order Activity	6
a. Initial Order	
b. Subsequent Order	6
2. Central Office Activity	8
3. Outside Facility Connection Charge	8
4. Network Interface Device	8
5. Premises Visit Charge	9
(B) Other Services, Moves and Changes of Wiring and Rearrangements	9
1. Miscellaneous Services	9
2. Toll Denial Service	9
3. Station Change	9
4. Line Extension	10

SERVICE CHARGES

A. SPECIAL CONDITIONS

1. Service order activity is defined as the taking and processing of a customer's request for the establishment of service or, changes or additions to existing services. Service order activity is classified as either initial (establishment of customer account) or subsequent (changes to customer account) depending on the nature of the customer's request. Primary lines added to a customer's service will always require the insurance of an initial order.
2. The subsequent order charge will apply to moves, changes or additions and to the following activities:
 - a. Business Service
 - (1) When the service is assumed by the receiver or trustee, executor or administrator of an estate.
 - (2) When the name of a business concern is changed without a change in responsibility for payment of the telephone bills.
 - (3) EBSS services may be moved from one location to another within the same central office area where there is no interruption of the service other than that incident to the work performed.
 - b. Residence Service
 - (1) When an employer has arranged for service in the residence of an employee and the latter assumes the responsibility for payment for the service personally or when the responsibility for payment of the charges for the service of the employee is assumed by the employer.
 - (2) When the service is assumed by a receiver or administrator of the estate of the former customer.
 - (3) When the customer removes a Frontier Calling Service and adds a different Frontier Calling Service.
3. The subsequent order charge does not apply when residence service is assumed by a member of the former customer's immediate family or when the customer's name is changed by court order or marriage.

The subsequent order charge does not apply if a customer requests removal of a SmartCall Service Pak, but retains one or more of the services contained in the Pak as an individual service(s).

The subsequent order charge does not apply when a move or change of service is initiated by the Company.

Subsequent to a customer's listing appearing in the Street Address Telephone Directory the customer may request the listing to be omitted from future issues of the Street Address Telephone Directory without the subsequent order charge being applicable.

Effective: 06/23/11

SERVICE CHARGES

A. SPECIAL CONDITIONS

1. Service order activity is defined as the taking and processing of a customer's request for the establishment of service or, changes or additions to existing services. Service order activity is classified as either initial (establishment of customer account) or subsequent (changes to customer account) depending on the nature of the customer's request. Primary lines added to a customer's service will always require the insurance of an initial order.
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 - a. Business Service
 - (1) When the service is assumed by the receiver or trustee, executor or administrator of an estate.
 - (2) When the name of a business concern is changed without a change in responsibility for payment of the telephone bills.
 - (3) EBSS services may be moved from one location to another within the same central office area where there is no interruption of the service other than that incident to the work performed.
 - b. Residence Service
 - (1) When an employer has arranged for service in the residence of an employee and the latter assumes the responsibility for payment for the service personally or when the responsibility for payment of the charges for the service of the employee is assumed by the employer.
 - (2) When the service is assumed by a receiver or administrator of the estate of the former customer.
 - (3) When the customer removes a Frontier Calling Service and adds a different Frontier Calling Service.
3. The subsequent order charge does not apply when residence service is assumed by a member of the former customer's immediate family or when the customer's name is changed by court order or marriage.

The subsequent order charge does not apply if a customer requests removal of a Feature Pack, but retains one or more of the services contained in the Pak as an individual service(s).

(T)

The subsequent order charge does not apply when a move or change of service is initiated by the Company.

Subsequent to a customer's listing appearing in the Street Address Telephone Directory the customer may request the listing to be omitted from future issues of the Street Address Telephone Directory without the subsequent order charge being applicable.

SERVICE CHARGES

A. SPECIAL CONDITIONS - Continued

4. A supersedure will be rated as initial order activity for the first central office line of an order and for each additional central office line on the same order.
5. Customers Returning to the Company (Winback)
 - a. A Transfer of Service charge is imposed when a customer elects to return to Frontier service from that of a Competitive Local Exchange Carrier (CLEC) reseller of Frontier Communications of the Southwest Inc.'s service. A per order charge will apply for each Residence and Business class of service. The Transfer of Service is not applicable when a residential customer returns to Frontier and elects to purchase Local Package Standard, Local Package, or Local and Toll Package.
 - b. Initial service order activity charges are assessed when a customer elects to return to Frontier service from a facilities-based Competitive Local Exchange Carrier (CLEC). The Initial Service Order Activity charges will apply for each Residence and Business class of service.

If a customer alleges that this service order activity is the result of an unauthorized change of local service provider, see Schedule Cal. P.U.C. No. C-1, IV. K, Sheet 207.32.

Effective: 06/23/11

SERVICE CHARGES

A. SPECIAL CONDITIONS - Continued

4. A supersedure will be rated as initial order activity for the first central office line of an order and for each additional central office line on the same order.
5. Customers Returning to the Company (Winback)
 - a. A Transfer of Service charge is imposed when a customer elects to return to Frontier service from that of a Competitive Local Exchange Carrier (CLEC) reseller of Frontier Communications of the Southwest Inc.'s service. A per order charge will apply for each Residence and Business class of service. The Transfer of Service is not applicable when a residential customer returns to Frontier and elects to purchase Frontier Local Calling Plan Standard, Frontier Local Calling Plan, or Local and Toll Service. (T)
 - c. Initial service order activity charges are assessed when a customer elects to return to Frontier service from a facilities-based Competitive Local Exchange Carrier (CLEC). The Initial Service Order Activity charges will apply for each Residence and Business class of service. (T)

If a customer alleges that this service order activity is the result of an unauthorized change of local service provider, see Schedule Cal. P.U.C. No. C-1, IV. K, Sheet 207.32.

SERVICE CHARGES

A. SPECIAL CONDITIONS - Continued

6. Outside Facility Connection

- a. The Outside Facility Connection Charge applies when Company personnel are dispatched to perform work activities necessary for service connection other than repair and/or maintenance or for a total disconnect of service. The Outside Facility Connection Charge is assessed on a per service order per customer premises basis. The Outside Facility Connection Charge is associated with travel time, work activities outside the central office, including but not limited to the establishment of cross connect, drops and line testing, up to and including the network side of the demarcation point or protector. See Section 5 of this Product Guide for charges associated with inside wiring repair work on the customer's side of the demarcation point, and see B.RATES.3. in this section for charges associated with isolating the source of repair and/or maintenance problems on the customer's side of the demarcation point.
- b. The work activities for which the Outside Facility Connection Charge applies includes but is not limited to provision of access line service and/or equipment (other than maintenance replacement) for which a recurring monthly rate is applicable and/or when additional lines are installed.
- c. When a customer or applicant initiated request requires outside facility connection work activities to be performed at more than one customer's or applicant's premises, multiple Outside Facility Connection Charges will be applicable.
- d. The Outside Facility Connection Charge is not applicable to work activities deemed necessary for only repair or maintenance purposes. However, the charge may apply if, coincident with the repair or maintenance work activities, outside facility connection work activities are performed at the request of the customer.
- e. The Outside Facility Connection Charge is not applicable in instances where the Company has reused previously assigned facilities and must perform outside facility connection work activities to reconnect service.

Effective: 10/16/16

SERVICE CHARGES

B. RATES

	Nonrecurring Charge		(T)
	<u>Business</u>	<u>Residence</u> ²	(L)
1. Service Order Charge - Initial	\$49.57	\$23.00	(T)
2. Service Order Charge - Subsequent ¹	\$34.50	\$20.00	(I)
3. Central Office Connection Charge	\$35.25	\$23.00	
4. Access Line Work Charge	\$86.64	\$42.10	
5. Reconnect Charge	\$41.00	\$28.00	(I)
6. Network Interface Device (See Special Condition 10)	\$10.00 ³	\$10.00	(T)
7. Premises Visit Charge (see Special Condition 11) Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.	<u>NRC</u>		
a. Exchange Service, per visit	\$86.64		
b. Private Line Service, per visit	\$86.64		
c. Wide Area Telephone Service, per visit	\$86.64		
8. Toll Denial Service Selective change of prefixes or codes in each preselected dialing arrangement each trunk or line so arranged		<u>LifeLine NRC</u>	
	\$3.55	\$0.00	
9. Station Change - EBSS Number change or change in restrictive status of an EBSS station			
(a) First line of an order	\$14.00		
(b) Each additional line of the same order	\$2.75		
			(L)(T)

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from Service Order Charge - Subsequent for a maximum of two changes per access line for a ninety (90) day period.

² See the Local Exchange Tariff, Schedule No. A-9, Sheet No. 3 for California LifeLine Telephone Program nonrecurring charges.

³ Applicable to single line business only.

Effective: 07/22/18

SERVICE CHARGES

B. RATES

	Nonrecurring Charge		
	<u>Business</u>	<u>Residence</u> ²	
1. Service Order Charge - Initial	\$50.00	\$24.00	(I)
2. Service Order Charge - Subsequent ¹	\$39.00	\$21.00	
3. Central Office Connection Charge	\$36.00	\$25.00	(I)
4. Access Line Work Charge	\$86.64	\$42.10	
5. Reconnect Charge	\$46.00	\$33.00	(I)
6. Network Interface Device (See Special Condition 10)	\$10.00 ³	\$10.00	
7. Premises Visit Charge (see Special Condition 11) Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.		<u>NRC</u>	
a. Exchange Service, per visit	\$86.64		
b. Private Line Service, per visit	\$86.64		
c. Wide Area Telephone Service, per visit	\$86.64		
8. Toll Denial Service Selective change of prefixes or codes in each preselected dialing arrangement each trunk or line so arranged		<u>LifeLine</u> NRC	
	\$3.55	\$0.00	
9. Station Change - EBSS Number change or change in restrictive status of an EBSS station			
(a) First line of an order	\$14.00		
(b) Each additional line of the same order	\$2.75		

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from Service Order Charge - Subsequent for a maximum of two changes per access line for a ninety (90) day period.

² See the Local Exchange Tariff, Schedule No. A-9, Sheet No. 3 for California LifeLine Telephone Program nonrecurring charges.

³ Applicable to single line business only.

SERVICE CHARGES

A. SPECIAL CONDITIONS - Continued

7. Central Office Activity

- a. The Central Office Activity charge applies to all service activity within the central office for the establishment or change of service. This charge applies in all cases of access line service connection for non-Lifeline customers. The Central Office Activity Charge is associated with, but not limited to loop assignment, line and number assignment, C.O. cross-connect and line testing. This charge is independent of the Outside Facility Connection Charge (See SPECIAL CONDITION 6).

- b. Reconnection

A Reconnection Charge is applicable when a customer's service is reconnected with the same telephone number after a temporary disconnect for nonpayment. This charge applies to each telephone number temporarily disconnected.

An Initial Order Charge is applicable when a customer's service is completely disconnected for nonpayment and must be reestablished.

8. A change of location from one premises to another, will not be treated as a move but as a disconnect and a new installation.
9. NRCs set forth in other sections will be in addition the charges set forth in this section.
10. Network Interface Device
 - a. This device is weatherproof housing designed to contain the station protector network interface and inside wire terminations. It provides for easy customer access to premises wiring and network interface while maintaining Company hardware security. Customers will be billed the Network Interface Device charge when a network interface device is requested by the customer for existing service. When this work is completed a Service Order Activity and Outside Facility Connection charge will also apply. There will be no Network Interface Device charge on new construction, but the Outside Facility Connection charge will apply.
11. Installment Payments - Service Connection Charges are allowed in Schedule Cal. P.U.C. D&R, Rule No. 10 for installment billing of Initial Service Connection Charges.

Effective: 12/01/11

SERVICE CHARGES

A. SPECIAL CONDITIONS - Continued

7. Central Office Activity

- a. The Central Office Activity charge applies to all service activity within the central office for the establishment or change of service. This charge applies in all cases of access line service connection for non-LifeLine customers. The Central Office Activity Charge is associated with, but not limited to loop assignment, line and number assignment, C.O. cross-connect and line testing. This charge is independent of the Outside Facility Connection Charge (See SPECIAL CONDITION 6).

(T)

- b. Reconnection

A Reconnection Charge is applicable when a customer's service is reconnected with the same telephone number after a temporary disconnect for nonpayment. This charge applies to each telephone number temporarily disconnected.

An Initial Order Charge is applicable when a customer's service is completely disconnected for nonpayment and must be reestablished.

8. A change of location from one premises to another, will not be treated as a move but as a disconnect and a new installation.
9. NRCs set forth in other sections will be in addition the charges set forth in this section.
10. Network Interface Device
 - a. This device is weatherproof housing designed to contain the station protector network interface and inside wire terminations. It provides for easy customer access to premises wiring and network interface while maintaining Company hardware security. Customers will be billed the Network Interface Device charge when a network interface device is requested by the customer for existing service. When this work is completed a Service Order Activity and Outside Facility Connection charge will also apply. There will be no Network Interface Device charge on new construction, but the Outside Facility Connection charge will apply.
11. Installment Payments - Service Connection Charges are allowed in Schedule Cal. P.U.C. D&R, Rule No. 10 for installment billing of Initial Service Connection Charges.

Effective: 10/16/16

SERVICE CHARGES

B. RATES - Continued

	Nonrecurring Charge <u>LifeLine</u>	(L) (T)
10. California LifeLine Telephone Program - Residence Service		
Installation of Basic Exchange Service:		
a. Service Order Charge - Initial	\$10.00	(T) (D)
b. Service Order Charge - Subsequent	\$10.00	(D) (T) (D)
c. Central Office Connection Charge	10.00	(D) (T)
d. Access Line Work Charge	0.00	(T) (D)
11. Native American Lifeline		(D) (T)
Tribal Link Up Service Charges and Line Extension Charges credit, up to	\$100.00	(L)

(L) A. Special Conditions relocated to Sheet 2.

(L) B. Rates relocated from Sheet 9 and 9.1.

(N)

(N)

SERVICE CHARGES

A. SPECIAL CONDITIONS - Continued

12. Premises Visit Charge

- a. Applicable to the charge resulting from the Company repairman's visit to the customer's premises when a service difficulty is found to be the result of customer-provided facilities.
- b. The Company will not repair, adjust or perform any work on customer-provided facilities.
- c. At the request of the Company, the customer is responsible for disconnecting customer-provided facilities in order that the Company can determine the location of a trouble condition.
- d. When a service difficulty or trouble is reported to the Company or is detected by personnel of the Company,
 - (1) the Company will first endeavor to clear the trouble without a visit to the customer's premises,
 - (2) If the trouble cannot be cleared, the Company will inform the customer of the trouble condition.
 - (3) The customer-provided facilities will then be temporarily disconnected from the "Connecting Arrangement" provided by the Company, to determine if the trouble will clear. If disconnection of the customer-provided facilities does not clear the trouble and a visit to the customer's premises is required, the customer shall be responsible for the payment of all billed charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from other than facilities provided by the Company.
 - (4) Additionally, the customer may request the Company to defer its visit until the customer has his customer-provided facilities tested, in which case the Company will delay its visit.
 - (5) If the customer asks the Company to defer its visit in accordance with (4) above, and does not disconnect his facilities or does not consent to a visit by the Company, the Company has the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service, and shall inform the customer of such action.
- e. The customer is responsible for the payment of all Company charges for visits made to the customer's premises by the Company where a service difficulty or trouble report results from customer-provided facilities.
- f. Visit charges provided for herein are in addition to charges billed to the customer as otherwise provided for in other sections of this product guide.

SERVICE CHARGES

B. RATES

(A) All Exchange Services

1. SERVICE ORDER ACTIVITY

	<u>Business NRC</u>	<u>Residence NRC</u>
a. Initial Order		
(1) First central office line on order		
(a) Internal Communications and Call Management Features	No Charge	
(b) PBX	\$ 50.00	
(c) All other services	49.57	\$ 23.00
(2) Each additional central office line on the same order		
(a) Internal Communications and Call Management Features	No Charge	
(b) PBX	27.49	
(c) All other services	27.49	\$ 17.25
b. Subsequent Order ¹		
(1) Moves and Changes (All applicable individual line services, except Frontier Calling Services)	\$ 34.50	\$ 17.25
(a) Frontier Calling Services	15.00	7.50

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

Effective: 06/23/11

SERVICE CHARGES

B. RATES

(A) All Exchange Services

1. SERVICE ORDER ACTIVITY

	<u>Business NRC</u>	<u>Residence NRC</u>	
a. Initial Order			
(1) First central office line on order			
(b) Customized Multi-lien Telephone Service	No Charge		(T)
(b) PBX	\$ 50.00		
© All other services	49.57	\$ 23.00	
1 Each additional central office line on the same order			
(b) Customized Multi-lien Telephone Service	No Charge		(T)
(b) PBX	27.49		
© All other services	27.49	\$ 17.25	
1 Subsequent Order ¹			
(1) Moves and Changes (All applicable individual line services, except Frontier Calling Services)	\$ 34.50	\$ 17.25	
(a) Frontier Calling Services	15.00	7.50	

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

Effective: 09/20/11

SERVICE CHARGES

B. RATES

(A) All Exchange Services

1. SERVICE ORDER ACTIVITY

	<u>Business NRC</u>	<u>Residence NRC</u>	
a. Initial Order			
(1) First central office line on order			
(c) Customized Multi-line Telephone Service	No Charge		(T)
(b) PBX	\$ 50.00		
(C) All other services	49.57	\$ 23.00	(T)
2 Each additional central office line on the same order			
(c) Customized Multi-line Telephone Service	No Charge		(T)
(b) PBX	27.49		
(C) All other services	27.49	\$ 17.25	(T)
2 Subsequent Order ¹			
(1) Moves and Changes (All applicable individual line services, except Frontier Calling Services)	\$ 34.50	\$ 17.25	
(a) Frontier Calling Services	15.00	7.50	

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

Effective: 12/01/11

SERVICE CHARGES

B. RATES

(A) All Exchange Services

1. <u>SERVICE ORDER ACTIVITY</u>	Business <u>NRC</u>	Residence ² <u>NRC</u>	(T)
a. Initial Order			
(1) First central office line on order			
(d) Customized Multi-line Telephone Service	No Charge		
(b) PBX	\$ 50.00		
(C) All other services	49.57	\$ 23.00	
3 Each additional central office line on the same order			
(d) Customized Multi-line Telephone Service			
(b) PBX	27.49		
(C) All other services	27.49	\$ 17.25	
3 Subsequent Order ¹			
(1) Moves and Changes (All applicable individual line services, except Frontier Calling Services)			
(a) Frontier Calling Services	15.00	7.50	

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

² See the Local Exchange Tariff, Schedule No. A-9, Sheet No. 3 for California LifeLine Telephone Program nonrecurring charges.

(N)
(N)

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

1. SERVICE ORDER ACTIVITY - Continued

b. Subsequent Order ¹ - Continued

	Business <u>NRC</u>	Residence <u>NRC</u>
(2) Additions, other than central office lines (All applicable individual line services, except Frontier Calling Services)	\$ 30.00	\$ 15.00
(a) Frontier Calling Services	15.00	7.50
(3) Record changes	30.00	15.00
(4) Number changes	34.50	17.25
(5) Inside Wire Maintenance Plan (IWMP) Each Line	No Charge	
(6) INC Service Agreement Establishment Building Owner	No Charge	
(7) Transfer of Service, per order ² (See SPECIAL CONDITION 5)	34.50	17.25

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

² Does not apply to residential customers purchasing Local Calling, Local Calling Plus, Local and Toll Package, Regional Calling Unlimited.

Effective: 06/23/11

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

1. SERVICE ORDER ACTIVITY - Continued

b. Subsequent Order ¹ - Continued

	<u>Business NRC</u>	<u>Residence NRC</u>
(2) Additions, other than central office lines (All applicable individual line services, except Frontier Calling Services)	\$ 30.00	\$ 15.00
(a) Frontier Calling Services	15.00	7.50
(3) Record changes	30.00	15.00
(4) Number changes	34.50	17.25
(5) Inside Wire Maintenance Plan (IWMP) Each Line	No Charge	
(6) INC Service Agreement Establishment Building Owner	No Charge	
(7) Transfer of Service, per order ² (See SPECIAL CONDITION 5)	34.50	17.25

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

² Does not apply to residential customers purchasing Frontier Local Calling Plan, Frontier Local Calling Plan Plus, Local and Toll Service, Regional Calling Unlimited.

(T)
(T)

Effective: 12/01/11

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

1. SERVICE ORDER ACTIVITY - Continued

b. Subsequent Order ¹ - Continued

(2) Additions, other than central office lines (All applicable individual line services, except Frontier Calling Services)

Business
NRC

Residence ³
NRC

(T)

\$ 30.00

\$ 15.00

(a) Frontier Calling Services

15.00

7.50

(3) Record changes

30.00

15.00

(4) Number changes

34.50

17.25

(5) Inside Wire Maintenance Plan (IWMP)
Each Line

No Charge

(6) INC Service Agreement Establishment
Building Owner

No Charge

(7) Transfer of Service, per order ²
(See SPECIAL CONDITION 5)

34.50

17.25

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

² Does not apply to residential customers purchasing Frontier Local Calling Plan, Frontier Local Calling Plan Plus, Local and Toll Service, Regional Calling Unlimited.

³ See the Local Exchange Tariff, Schedule No. A-9, Sheet No. 3 for California LifeLine Telephone Program nonrecurring charges.

(N)
(N)

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

1. SERVICE ORDER ACTIVITY - Continued

b. Subsequent Order ¹ - Continued

	Business <u>NRC</u>	Residence ³ <u>NRC</u>
(2) Additions, other than central office lines (All applicable individual line services, except Frontier Calling Services)	\$ 30.00	\$ 15.00
(a) Frontier Calling Services	15.00	7.50
(3) Record changes	30.00	15.00
(4) Number changes	34.50	17.25
(5) Frontier Wire Care Each Line	No Charge	
(6) INC Service Agreement Establishment Building Owner	No Charge	
(7) Transfer of Service, per order ² (See SPECIAL CONDITION 5)	34.50	17.25

(T)

¹ Residential customers who request conversion from flat rate basic exchange service to measured rate basic exchange service, or vice versa, will be exempt from service order change charges for a maximum of two changes per access line for a ninety (90) day period.

² Does not apply to residential customers purchasing Frontier Local Calling Plan, Frontier Local Calling Plan Plus, Local and Toll Service, Regional Calling Unlimited.

³ See the Local Exchange Tariff, Schedule No. A-9, Sheet No. 3 for California LifeLine Telephone Program nonrecurring charges.

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

2. <u>CENTRAL OFFICE ACTIVITY</u> (SEE SPECIAL CONDITION 7)	Business <u>NRC</u>	Residence <u>NRC</u>
a. All lines	\$ 35.25	\$ 23.00
b. except		
(1) Internal Communications and Call Management Features	No Charge	
(2) Reconnection Charge, each line Applicable after Temporary Disconnection	35.25	23.00
3. <u>OUTSIDE FACILITY CONNECTION CHARGE</u> (SEE SPECIAL CONDITION 6)		
a. All services, each service order,	86.64	42.10
b. except		
(1) Internal Communications and Call Management Features and DID, each service order	86.64	
4. <u>NETWORK INTERFACE DEVICE</u> (SEE SPECIAL CONDITION 10)		
	10.00 ¹	10.00

¹ Applicable to single line business only.

Effective: 06/23/11

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

2. <u>CENTRAL OFFICE ACTIVITY</u> (SEE SPECIAL CONDITION 7)	Business <u>NRC</u>	Residence <u>NRC</u>	
a. All lines	\$ 35.25	\$ 23.00	
b. except			
(2) Customized Multi-line Telephone Service	No Charge		(T)
(2) Reconnection Charge, each line Applicable after Temporary Disconnection	35.25	23.00	
3. <u>OUTSIDE FACILITY CONNECTION CHARGE</u> (SEE SPECIAL CONDITION 6)			
a. All services, each service order,	86.64	42.10	
b. except			
(1) Customized Multi-line Telephone Service and DID, each service order	86.64		(T)
4. <u>NETWORK INTERFACE DEVICE</u> (SEE SPECIAL CONDITION 10)	10.00 ¹	10.00	

¹ Applicable to single line business only.

Effective: 12/01/11

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

2. <u>CENTRAL OFFICE ACTIVITY</u> (SEE SPECIAL CONDITION 7)	Business <u>NRC</u>	Residence ² <u>NRC</u>	(T)
a. All lines	\$ 35.25	\$ 23.00	
b. except			
(1) Customized Multi-line Telephone Service	No Charge		
(2) Reconnection Charge, each line Applicable after Temporary Disconnection	35.25	23.00	
3. <u>OUTSIDE FACILITY CONNECTION CHARGE</u> (SEE SPECIAL CONDITION 6)			
a. All services, each service order,	86.64	42.10	
b. except			
(1) Customized Multi-line Telephone Service and DID, each service order	86.64		
4. <u>NETWORK INTERFACE DEVICE</u> (SEE SPECIAL CONDITION 10)	10.00 ¹	10.00	

¹ Applicable to single line business only.

² See the Local Exchange Tariff, Schedule No. A-9, Sheet No. 3 for California LifeLine Telephone Program nonrecurring charges.

(N)
(N)

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

5. PREMISES VISIT CHARGE

(SEE SPECIAL CONDITION 12)

Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.

NRC

- | | |
|-------------------------------------------|----------|
| a. Exchange Service, per visit | \$ 86.64 |
| b. Private Line Service, per visit | 86.64 |
| c. Wide Area Telephone Service, per visit | 86.64 |

(B) Other services, moves and changes of wiring and rearrangements
(in addition to Rates (A)1.b., (A)3 and (A)4 preceding)

1. MISCELLANEOUS SERVICES

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Moving, rearranging or changing services or apparatus for identical services other than as provided for elsewhere in this section | 75 percent of the nonrecurring and/or service connection charge applicable to the service offering rounded to the lower twenty-five cent multiple. |
| b. When the item is a component of other service or a system and no nonrecurring charge is applicable | Actual cost of work performed on premises |

2. TOLL DENIAL SERVICE

NRC

- | | |
|-----------------------------------------------------------------------------------------------------------------|---------|
| a. Selective change of prefixes or codes in each preselected dialing arrangement each trunk or line so arranged | \$ 3.55 |
|-----------------------------------------------------------------------------------------------------------------|---------|

3. STATION CHANGE

a. EBSS

(1) Number change or change in restrictive status of an EBSS station

- | | |
|--------------------------------------------|---------|
| (a) First line of an order | \$14.00 |
| (b) Each additional line of the same order | 2.75 |

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

5. PREMISES VISIT CHARGE

(SEE SPECIAL CONDITION 12)

Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.

	<u>NRC</u>
a. Exchange Service, per visit	\$ 86.64
b. Private Line Service, per visit	86.64
c. Wide Area Telephone Service, per visit	86.64

(B) Other services, moves and changes of wiring and rearrangements (in addition to Rates (A)1.b., (A)3 and (A)4 preceding)

1. MISCELLANEOUS SERVICES

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Moving, rearranging or changing services or apparatus for identical services other than as provided for elsewhere in this section | 75 percent of the nonrecurring and/or service connection charge applicable to the service offering rounded to the lower twenty-five cent multiple. |
| b. When the item is a component of other service or a system and no nonrecurring charge is applicable | Actual cost of work performed on premises |

2. TOLL DENIAL SERVICE

a. Selective change of prefixes or codes in each preselected dialing arrangement each trunk or line so arranged	<u>NRC</u>	<u>LifeLine NRC</u>	(N)
	\$ 3.55	\$0.00	(N)

3. STATION CHANGE

a. EBSS

(1) Number change or change in restrictive status of an EBSS station

(a) First line of an order	\$14.00
(b) Each additional line of the same order	2.75

SERVICE CHARGES

B. RATES - Continued

(A) All Exchange Services - Continued

5. PREMISES VISIT CHARGE

(SEE SPECIAL CONDITION 12)

Each visit to a customer's premises resulting from trouble conditions caused in whole or in part by customer-provided facilities.

NRC

- | | | |
|----|----------------------------------------|----------|
| a. | Exchange Service, per visit | \$ 86.64 |
| b. | Private Line Service, per visit | 86.64 |
| c. | Wide Area Telephone Service, per visit | 86.64 |

(B) Other services, moves and changes of wiring and rearrangements
(in addition to Rates (A)1.b., (A)3 and (A)4 preceding)

1. MISCELLANEOUS SERVICES

- | | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| a. | Moving, rearranging or changing services or apparatus for identical services other than as provided for elsewhere in this section | 75 percent of the nonrecurring and/or service connection charge applicable to the service offering rounded to the lower twenty-five cent multiple. |
| b. | When the item is a component of other service or a system and no nonrecurring charge is applicable | Actual cost of work performed on premises |

2. TOLL DENIAL SERVICE

- | | | | | |
|----|--------------------------------------------------------------------------------------------------------------|------------|---------------------|-----|
| a. | Selective change of prefixes or codes in each preselected dialing arrangement each trunk or line so arranged | <u>NRC</u> | <u>LifeLine NRC</u> | (N) |
| | | \$ 3.55 | \$0.00 | (N) |

3. STATION CHANGE

a. EBSS

(1) Number change or change in restrictive status of an EBSS station

- | | | |
|-----|----------------------------------------|---------|
| (a) | First line of an order | \$14.00 |
| (b) | Each additional line of the same order | 2.75 |

Effective: 12/01/11

SERVICE CHARGES

B. RATES - Continued

(C) Residence Service – California LifeLine Telephone Program.

	Nonrecurring <u>Charge</u>
Installation of basic exchange service:	
Service Connection Charge:	
a. Installation Charge	\$ 23.00
b. Federal Link Up Credit	<u>13.00</u>
c. California LifeLine Charge	\$ 10.00
Subsequent installation Charge:	
a. Each subsequent installation, at the same address as the first installation	\$17.25
b. California Specific Support Credit	<u>7.25</u>
c. California LifeLine Charge	\$ 10.00
Central Office Activity Charge	0.00
Outside Facility Connection Charge	0.00
Service Conversion Charge:	
a. Changes in class, type or grade of service after initial installation of California LifeLine at a specific address	\$15.00
b. California Specific Support Credit	<u>5.00</u>
c. California LifeLine Charge	\$ 10.00
<u>Native American LifeLine</u>	
Link Up Service Connection and Line Extension Charges credit, up to	100.00

Effective: 04/01/12

SERVICE CHARGES

B. RATES - Continued

(C) Residence Service – California LifeLine Telephone Program.

	Nonrecurring <u>Charge</u>	
Installation of basic exchange service:		
Service Connection Charge:		
a. Installation Charge	\$ 23.00	
b. California Specific Support Credit	<u>13.00</u>	(C)
c. California LifeLine Charge	\$ 10.00	
Subsequent installation Charge:		
a. Each subsequent installation, at the same address as the first installation	\$17.25	
b. California Specific Support Credit	<u>7.25</u>	
c. California LifeLine Charge	\$ 10.00	
Central Office Activity Charge	0.00	
Outside Facility Connection Charge	0.00	
Service Conversion Charge:		
a. Changes in class, type or grade of service after initial installation of California LifeLine at a specific address	\$15.00	
b. California Specific Support Credit	<u>5.00</u>	
c. California LifeLine Charge	\$ 10.00	
<u>Native American LifeLine</u>		
Native American LifeLine Service Connection and Line Extension Charges credit, up to	100.00	(C)

Effective: 03/28/14

SERVICE CHARGES

B. RATES - Continued

(C) Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers are billed for Service Connection Charges at a reduced rate. Per CA CPUC Decision (N)
D14-01-036, state funded support for discounts provided on Non-Recurring Charges will be capped at \$39.00 per
participant, per instance. (N)

	Nonrecurring <u>Charge</u>
Installation of basic exchange service:	
Service Connection Charge:	
a. Installation Charge	\$ 23.00
b. California Specific Support Credit	<u>13.00</u>
c. California LifeLine Charge	\$ 10.00
Subsequent installation Charge:	
a. Each subsequent installation, at the same address as the first installation	\$17.25
b. California Specific Support Credit	<u>7.25</u>
c. California LifeLine Charge	\$ 10.00
Central Office Activity Charge	0.00
Outside Facility Connection Charge	0.00
Service Conversion Charge:	
a. Changes in class, type or grade of service after initial installation of California LifeLine at a specific address	\$15.00
b. California Specific Support Credit	<u>5.00</u>
c. California LifeLine Charge	\$ 10.00
 <u>Native American LifeLine</u>	
Native American LifeLine Service Connection and Line Extension Charges credit, up to	100.00

SERVICE CHARGES

B. RATES - Continued

4. CHARGES FOR LINE EXTENSION AND SERVICE CONNECTION FACILITIES IN SUBURBAN AREAS

a. APPLICABILITY

Applicable to charges for line extensions and service connections or in addition to line extension and service connection provisions of Schedule Cal. P.U.C. D&R, Rule No. 34 and the regular service connection charges in this Section.

b. TERRITORY

Within the suburban areas of all exchanges as said areas are defined on maps in this Product Guide.

c. RATES

Charge

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1) Aerial, or at Company's option, underground reinforcements to plant along existing exchange or suitable toll telephone circuits of the Company | No Charge |
| 2) Aerial, or at Company's option, underground extension to plant along existing exchange or suitable toll telephone circuits of the Company | |

Applications Prior to August 7, 1984

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1. Free footage Allowance - the Company will construct at its expense a maximum of 700 feet of line extension and/or a maximum of 300 feet of service connection per applicant. | No Charge |
| 2. Extensions to plant exceeding free footage allowance | |
| (a) First 100 feet or fraction thereof of line extension and/or service connection per applicant | \$50.00 |
| (b) Each additional foot or fraction thereof of line extension and/or service connection. | .50 |

SERVICE CHARGES

B. RATES - Continued

4. CHARGES FOR LINE EXTENSION AND SERVICE CONNECTION FACILITIES IN SUBURBAN AREAS

Applications on or after August 7, 1984

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1. Free Footage Allowance - the Company will construct at its expense a maximum of 700 feet of line extension and/or a maximum of 300 feet of service connection per applicant | No Charge |
| 2. Extensions to plant exceeding free footage allowance | |
| (a) First 100 feet or fraction thereof of line extension and/or service connection per applicant | 175.00 |
| (b) Each additional foot or fraction thereof of line extension and/or service connection | 1.75 |

San Gabriel Canyon Exchange

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1. Free Footage Allowance - the Company will construct at its expense a maximum of 300 feet of line extension and/or a maximum of 100 feet of service connection per applicant | No Charge |
| 2. Each additional foot or fraction thereof of line extension and/or service connection | Actual Cost |

SERVICE CHARGES

B. RATES - Continued

4. CHARGES FOR LINE EXTENSION AND SERVICE CONNECTION FACILITIES IN SUBURBAN AREAS

Applications on or after August 7, 1984

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1. Free Footage Allowance - the Company will construct at its expense a maximum of 700 feet of line extension and/or a maximum of 300 feet of service connection per applicant | No Charge |
| 2. Extensions to plant exceeding free footage allowance | |
| (a) First 100 feet or fraction thereof of line extension and/or service connection per applicant | 175.00 |
| (b) Each additional foot or fraction thereof of line extension and/or service connection | 1.75 |

(D)

(D)

Effective: 12/20/12

SERVICE CHARGES

B. RATES - Continued

4. CHARGES FOR LINE EXTENSION AND SERVICE CONNECTION FACILITIES IN SUBURBAN AREAS

Applications on or before December 19, 2012

(C)

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1. Free Footage Allowance - the Company will construct at its expense a maximum of 700 feet of line extension and/or a maximum of 300 feet of service connection per applicant | No Charge |
| 2. Extensions to plant exceeding free footage allowance | |
| (a) First 100 feet or fraction thereof of line extension and/or service connection per applicant | 175.00 |
| (b) Each additional foot or fraction thereof of line extension and/or service connection | 1.75 |

Applications on or after December 20, 2012

(N)

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1. Free Footage Allowance - the Company will construct at its expense a maximum of 500 feet of line extension and/or a maximum of 100 feet of service connection per applicant | No Charge |
| 2. Extensions to plant exceeding free footage allowance | |
| (a) Each additional foot or fraction thereof of line extension and/or service connection | Actual Cost |

(N)

Effective: 08/05/14

SERVICE CHARGES

B. RATES - Continued

4. CHARGES FOR LINE EXTENSION AND SERVICE CONNECTION FACILITIES IN SUBURBAN AREAS

Applications on or after August 5, 2014

1. Free Footage Allowance - the Company will construct at its expense a maximum of 200 feet of line extension and/or a maximum of 100 feet of service connection per applicant

No Charge

2. Extensions to plant exceeding free footage allowance

(a) Each additional foot or fraction thereof of line extension and/or service connection

Actual Cost

(D)

(D)

(C)

(C)

Effective: 07/09/10

LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS

SHEET

I. SPECIAL CONDITIONS

A.	General.....	1
B.	Unlimited ZUM Plan for Residential Customers.....	2
C.	Trunk Line Services	3
D.	Personalized Telephone Number (PTN).....	3
E.	Direct Inward Dialing Service (DID)	4
	1. Equipment Arrangement.....	4
	2. Extended Basic Referral.....	7
	3. Direct Inward/Outward Dialing Service (DIOD)	8
F.	PBX Discount Pricing Plan (DPP)	9
G.	Business Line Discount Pricing Plan (DPP)	10
H.	Discounts for Qualifying Entities	11
I.	Additional Terminations of Primary Service.....	11
J.	Digital Format Trunking	11

II. RATES

A.	Basic Exchange Access Line Business Services.....	12
B.	Measured-Rate Service - Local Calling Rates.....	12
C.	Measured-Rate Service - ZUM Zone 3 Calling Rates	13
D.	Unlimited ZUM 3 Plan for Residential Customers	13
E.	Rotary Service	14
F.	Vacation Service (Residential).....	14
G.	Reservation of Telephone Number (Business).....	14
H.	Personalized Telephone Number (PTN).....	14
I.	Extended Area Service Monthly Increments.....	15
J.	Direct Inward Dialing Service (DID).....	16
	1. Equipment Arrangement.....	16
	2. Extended Basic Referral.....	18
	3. Direct Inward/Outward Dialing Service (DIOD)	19
K.	PBX Trunk Discount Pricing Plan.....	19
	1. PBX Trunk Only.....	19
	2. DID Service with PBX Trunk.....	20
	3. PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll Discounts.....	21
	(a) PBX Trunk Only.....	21
	(b) DID Service with PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll	22
	(c) Frontier Communications of the Southwest Inc. IntraLATA Toll Usage Rates ..	23
L.	Business Line Discount Pricing Plan (DPP)	24
M.	Digital Format Trunking	25

Effective: 03/01/12

LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS

SHEET

I. SPECIAL CONDITIONS

A.	General.....	1	
B.	Reserved For Future Use.....	2	(T)
C.	Trunk Line Services	3	
D.	Personalized Telephone Number (PTN).....	3	
E.	Direct Inward Dialing Service (DID)	4	
	1. Equipment Arrangement.....	4	
	2. Extended Basic Referral.....	7	
	3. Direct Inward/Outward Dialing Service (DIOD)	8	
F.	PBX Discount Pricing Plan (DPP)	9	
G.	Business Line Discount Pricing Plan (DPP)	10	
H.	Discounts for Qualifying Entities	11	
I.	Additional Terminations of Primary Service.....	11	
J.	Digital Format Trunking	11	

II. RATES

A.	Basic Exchange Access Line Business Services.....	12	
B.	Measured-Rate Service - Local Calling Rates.....	12	
C.	Reserved For Future Use	13	(T)
D.	Reserved For Future Use.....	13	(T)
E.	Rotary Service	14	
F.	Vacation Service (Residential).....	14	
G.	Reservation of Telephone Number (Business).....	14	
H.	Personalized Telephone Number (PTN).....	14	
I.	Extended Area Service Monthly Increments.....	15	
J.	Direct Inward Dialing Service (DID).....	16	
	1. Equipment Arrangement.....	16	
	2. Extended Basic Referral.....	18	
	3. Direct Inward/Outward Dialing Service (DIOD)	19	
K.	PBX Trunk Discount Pricing Plan.....	19	
	1. PBX Trunk Only.....	19	
	2. DID Service with PBX Trunk.....	20	
	3. PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll Discounts.....	21	
	(a) PBX Trunk Only.....	21	
	(b) DID Service with PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll	22	
	(c) Frontier Communications of the Southwest Inc. IntraLATA Toll Usage Rates ..	23	
L.	Business Line Discount Pricing Plan (DPP)	24	
M.	Digital Format Trunking	25	

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS

A. General

1. Rates for local calling are applicable to the duration in minutes (rounded upward) of each message originating from a measured-rate line and terminating at a location within the Local (serving) Exchange or within an Extended Service Area as set forth in Section 4A, Local Exchanges, Extended Area Service and ZUM Zone 3.
2. All services listed may be furnished from any central office serving the exchange or district area at the discretion of the Company.
3. The rate for PBX trunks applies for each trunk ordered. Direct Inward Dialing Service (DID) station numbers may be purchased at rates set forth in part II.RATES.L. in this section.
4. Customers who subscribe to DID numbers for PBX trunks are required to keep 50% or more of the assigned numbers working at all times in order to retain assignment of their entire block of numbers. Customers must notify the Company if their usage level drops below 50% so that action can be initiated to reclaim the DID numbers.
5. In the Sierra Madre Exchange, the Company will provide, own and maintain all facilities between the central office and the boundary of the base rate area used to furnish service in the mountainous area located outside the base rate area and within the exchange area. The customer will provide, own and maintain all facilities used to provide service between the customer's station and the point of connection with the Company's facilities at the base rate area boundary. Exchange rates, based on the point of connection, will apply to these services.
6. While the Company's Basic 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 and are not guaranteed by the Company.
7. Vacation Service (Residential) - Vacation Service is for numbers already in service. The customer's number must be working for at least 90 days in a calendar year. Numbers may be reserved for a period of not less than one month and up to a maximum of nine months. Monthly rates are specified in Section II.RATES.H.
8. Reservation of Telephone Number (Business) - A business telephone number may be reserved after the listing in which the telephone number appears has been advanced to the directory and the customer subsequently delays or cancels the installation of the telephone service. The maximum period for which a telephone number may be reserved is 180 days.

Effective: 09/20/11

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS

A. General

1. Rates for local calling are applicable to the duration in minutes (rounded upward) of each message originating from a measured-rate line and terminating at a location within the Local (serving) Exchange or within an Extended Service Area as set forth in Section 4A, Local Exchanges, Extended Area Service and ZUM Zone 3.
2. All services listed may be furnished from any central office serving the exchange or district area at the discretion of the Company.
3. The rate for PBX trunks applies for each trunk ordered. Direct Inward Dialing Service (DID) station numbers may be purchased at rates set forth in part II.RATES.L. in this section.
4. Customers who subscribe to DID numbers for PBX trunks are required to keep 50% or more of the assigned numbers working at all times in order to retain assignment of their entire block of numbers. Customers must notify the Company if their usage level drops below 50% so that action can be initiated to reclaim the DID numbers.
5. While the Company's Basic 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 and are not guaranteed by the Company.
6. Vacation Service (Residential) - Vacation Service is for numbers already in service. The customer's number must be working for at least 90 days in a calendar year. Numbers may be reserved for a period of not less than one month and up to a maximum of nine months. Monthly rates are specified in Section II.RATES.H.
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(D)

(D)

(T)

(T)

(T)

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS

A. General

1. Rates for local calling are applicable to the duration in minutes (rounded upward) of each message originating from a measured-rate line and terminating at a location within the Local (serving) Exchange. (C)
2. All services listed may be furnished from any central office serving the exchange or district area at the discretion of the Company.
3. The rate for PBX trunks applies for each trunk ordered. Direct Inward Dialing Service (DID) station numbers may be purchased at rates set forth in part II.RATES.L. in this section.
4. Customers who subscribe to DID numbers for PBX trunks are required to keep 50% or more of the assigned numbers working at all times in order to retain assignment of their entire block of numbers. Customers must notify the Company if their usage level drops below 50% so that action can be initiated to reclaim the DID numbers.
5. While the Company's Basic 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 and are not guaranteed by the Company.
6. Vacation Service (Residential) - Vacation Service is for numbers already in service. The customer's number must be working for at least 90 days in a calendar year. Numbers may be reserved for a period of not less than one month and up to a maximum of nine months. Monthly rates are specified in Section II.RATES.H.
7. Reservation of Telephone Number (Business) - A business telephone number may be reserved after the listing in which the telephone number appears has been advanced to the directory and the customer subsequently delays or cancels the installation of the telephone service. The maximum period for which a telephone number may be reserved is 180 days.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS

A. General

1. Rates for local calling are applicable to the duration in minutes (rounded upward) of each message originating from a measured-rate line and terminating at a location within the Local (serving) Exchange.
2. All services listed may be furnished from any central office serving the exchange or district area at the discretion of the Company.
3. The rate for PBX trunks applies for each trunk ordered. Direct Inward Dialing Service (DID) station numbers may be purchased at rates set forth in part II.RATES.L. in this section.
4. Customers who subscribe to DID numbers for PBX trunks are required to keep 50% or more of the assigned numbers working at all times in order to retain assignment of their entire block of numbers. Customers must notify the Company if their usage level drops below 50% so that action can be initiated to reclaim the DID numbers.
5. While the Company's Basic 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 and are not guaranteed by the Company.
6. Vacation Service (Residential) - Vacation Service is for numbers already in service. The customer's number must be working for at least 90 days in a calendar year. Numbers may be reserved for a period of not less than one month and up to a maximum of nine months. Monthly rates are specified in Section II.RATES.H.
7. Reservation of Telephone Number (Business) - A business telephone number may be reserved after the listing in which the telephone number appears has been advanced to the directory and the customer subsequently delays or cancels the installation of the telephone service. The maximum period for which a telephone number may be reserved is 180 days.
8. 9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems:

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

(N)

(N)

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

B. Unlimited ZUM Plan for Residential Customers

1. The Unlimited ZUM Plan for Residential Customers is an optional, month-to-month, calling plan available to customers with flat rate individual line service. The plan provides unlimited calling, without usage charges, from a subscriber's home rate center to his corresponding ZUM Zone 3 terminating rate center(s) as listed in Section 4A, Local Exchange, Extended Service Areas, and ZUM Zone 3.
2. There is a monthly recurring charge per line associated with the plan.
3. The plan is only available for exchanges with ZUM Zone 3 calling areas as listed in Section 4A, Local Exchange, Extended Service Areas, and ZUM Zone 3.
4. Normal service order charges will apply per Section 3, Service Charges.
5. The Unlimited ZUM Plan for Residential Customers is not offered in conjunction with:
 - a. Local Package Standard, Local Package, or Local and Toll Package ¹
 - b. Foreign exchange
 - c. Employee concession
 - d. Measured rate service
 - e. Business classes of service
 - f. Any other Company-offered ZUM Zone 3 calling plan

¹ Local Package Standard, Local Package, and Local and Toll Package include unlimited ZUM calling.

Effective: 06/23/11

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

B. Unlimited ZUM Plan for Residential Customers

1. The Unlimited ZUM Plan for Residential Customers is an optional, month-to-month, calling plan available to customers with flat rate individual line service. The plan provides unlimited calling, without usage charges, from a subscriber's home rate center to his corresponding ZUM Zone 3 terminating rate center(s) as listed in Section 4A, Local Exchange, Extended Service Areas, and ZUM Zone 3.
2. There is a monthly recurring charge per line associated with the plan.
3. The plan is only available for exchanges with ZUM Zone 3 calling areas as listed in Section 4A, Local Exchange, Extended Service Areas, and ZUM Zone 3.
4. Normal service order charges will apply per Section 3, Service Charges.
5. The Unlimited ZUM Plan for Residential Customers is not offered in conjunction with:
 - a. Frontier Local Calling Plan Standard, Frontier Local Calling Plan, or Local and Toll Service ¹ (T)
 - b. Foreign exchange
 - c. Employee concession
 - d. Measured rate service
 - e. Business classes of service
 - f. Any other Company-offered ZUM Zone 3 calling plan

¹ Frontier Local Calling Plan Standard, Frontier Local Calling Plan, and Local and Toll Service include unlimited ZUM calling. (T)

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

D. Personalized Telephone Number (PTN) - Continued

5. Existing customers who have a specific number prior to the establishment of this service will not be charged for PTN service.
6. If the Company finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the nonrecurring charge (NRC) as specified under II.RATES.J. following.
7. PTN service will not be offered to 800 service business customers.
8. Service connection charges will not apply when changing from a PTN to a nonspecific number at the customer's request.
9. PTN includes an alpha or numerical directory listing as provided in Section 19 of this Product Guide.

E. Direct Inward Dialing Service (DID)

1. Equipment Arrangement

- a. This service is furnished where operating conditions and availability of facilities and equipment permit, subject to telephone number availability and in accordance with the terms and special conditions set forth in this guide.
- b. The Company will provide to the customer an equipment arrangement in the Company's central office to provide direct inward dialing service from the exchange and the message toll network directly to the customer premises.
 - (1) Where furnished with customer-provided dial switching equipment, terms and conditions for connection with customer-provided facilities and devices, as set forth in Schedule Cal. P.U.C. No. D&R, specifically, but not limited to Rule No. 41, customer-provided facilities connected to Company exchange facilities, will apply.
- c. In connection with the foregoing, where a reduction in the service is requested, the last equipment arrangement provided shall be considered to be the first removed.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

D. Personalized Telephone Number (PTN) - Continued

5. Existing customers who have a specific number prior to the establishment of this service will not be charged for PTN service.
6. If the Company finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the nonrecurring charge (NRC) as specified under II.RATES.J. following.
7. PTN service will not be offered to 800 service business customers.
8. Service connection charges will not apply when changing from a PTN to a nonspecific number at the customer's request.
9. PTN includes an alpha or numerical directory listing as provided in Section 19 of this Product Guide.

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- a. This service is furnished where operating conditions and availability of facilities and equipment permit, subject to telephone number availability and in accordance with the terms and special conditions set forth in this guide.
- b. The Company will provide to the customer an equipment arrangement in the Company's central office to provide direct inward dialing service from the exchange and the message toll network directly to the customer premises.
 - (1) Where furnished with customer-provided dial switching equipment, terms and conditions for connection with customer-provided facilities and devices, as set forth in Schedule Cal. P.U.C. No. D&R, specifically, but not limited to Rule No. 41, customer-provided facilities connected to Company exchange facilities, will apply.
- c. In connection with the foregoing, where a reduction in the service is requested, the last equipment arrangement provided shall be considered to be the first removed.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

E. Direct Inward Dialing Service (DID) - Continued

1. Equipment Arrangement - Continued

- d. This service must be provided on all lines in an exchange trunk group arranged for inward dialing service. Sequential numbers will be furnished and billed for in blocks of 20, 40 and 100 at charges and rates shown herein. The minimum order placed by a customer shall be one block of 20 numbers.

On customer-provided systems, the customer shall provide all necessary terminating equipment to maintain Company specified levels.

- e. Customers must agree to subscribe to sufficient direct inward dialing service trunks to maintain an average grade of service, whereby not more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week of the busy season as measured at the Company's central office.

If the customer fails to subscribe to a sufficient number of trunks, the service will be disconnected based on procedures outlined in Schedule Cal. P.U.C. No. D&R, Rule 11, paragraph H and M.

- f. Customer-Provided Switching Systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to an attendant or a recorded announcement referring the caller to another number.
- g. Directory listings will be furnished in accordance with Section 19 of this Product Guide, Telephone Directory Service, as it applies to private branch exchange service. Direct inward dialing station numbers may be listed at appropriate rates. Customers are responsible for timely updating of all telephone number changes, disconnects, additions, etc in order to meet time schedule requirements for entry in or exclusion from the Company's telephone directory(s).
- h. Customer-provided equipment must meet industry standards established under direct distance dialing network requirement with regard to trunking, signaling, intercept, tone signals, etc.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

E. Direct Inward Dialing Service (DID) - Continued

1. Equipment Arrangement - Continued

- i. Rates and charges are in addition to the rates and charges for other Company services or facilities with which this service is associated. Such services or facilities are limited to network, access, and central office offerings.
- j. All changes in rearrangement of, or additions to this service made at the customers request will be billed at the appropriate charges specified herein or in other applicable sections of this guide, such as, but not limited to Section 3, Service Charges.

When changes, in rearrangements of, or additions to this service are caused by Company-initiated telephone prefix (or code) reassignments, changes will be made by the Company at no charge to the customer.
- k. Service provided from a step-by-step (non-electronic) central office or a central office utilizing a GTD-4600 as the serving switch is limited as follows:
 - (1) When the customer subscribes to less than 1000 numbers, a separate trunk group is required for each group of 100 numbers and two digits will be forwarded to the customer premises.
 - (2) In order to have three digits forwarded to the customer premises, the customer must subscribe to a minimum of 1000 numbers which requires a separate trunk group for each 1000 numbers.
- l. Service provided from electronic central offices may be arranged to forward the number of digits to the customer premises as specified by the customer. A separate trunk group is not required for each group of numbers.
- m. When the customer requests non-direct inward dialing trunks changed to direct inward dialing trunks, these trunks will be considered new and the applicable service connection charges as shown in Section 3, Service Charges will apply.
- n. Discounted monthly rates are also available for DID Service when it is ordered in conjunction with PBX service. For rates, terms and conditions refer to parts I.F. and II.RATES.M.2.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

E. Direct Inward Dialing Service (DID) - Continued

1. Equipment Arrangement - Continued

- i. Rates and charges are in addition to the rates and charges for other Company services or facilities with which this service is associated. Such services or facilities are limited to network, access, and central office offerings.
- j. All changes in rearrangement of, or additions to this service made at the customers request will be billed at the appropriate charges specified herein or in other applicable sections of this guide, such as, but not limited to Section 3, Service Charges.

When changes, in rearrangements of, or additions to this service are caused by Company-initiated telephone prefix (or code) reassignments, changes will be made by the Company at no charge to the customer.
- k. Service provided from a step-by-step (non-electronic) central office or a central office utilizing a GTD-4600 as the serving switch is limited as follows:
 - (1) When the customer subscribes to less than 1000 numbers, a separate trunk group is required for each group of 100 numbers and two digits will be forwarded to the customer premises.
 - (2) In order to have three digits forwarded to the customer premises, the customer must subscribe to a minimum of 1000 numbers which requires a separate trunk group for each 1000 numbers.
- l. Service provided from electronic central offices may be arranged to forward the number of digits to the customer premises as specified by the customer. A separate trunk group is not required for each group of numbers.
- m. When the customer requests non-direct inward dialing trunks changed to direct inward dialing trunks, these trunks will be considered new and the applicable service connection charges as shown in Section 3, Service Charges will apply.
- n. Discounted monthly rates are also available for DID Service when it is ordered in conjunction with PBX service. For rates, terms and conditions refer to parts I.F. and II.RATES.M.2.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

E. Direct Inward Dialing Service (DID) - Continued

2. Extended Basic Referral

Extended Basic Referral permits 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 within the Company or changing numbers 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 number.

- a. Extended Basic Referral is offered to DID customers in five (5) DID number increments and is subject to the availability of facilities.
- b. Extended Basic Referral is offered as an enhancement to basic intercept service.
- c. Extended Basic Referral can only be ordered by business customers under two nonrecurring charge options. These service options are intervals of six months and twelve months.
- d. The customer can designate the quantity in five (5) DID Number increments to be placed on this service.
- e. This service must be ordered coincident with a service order request associated with discontinuing or changing a DID Number.
- f. The nonrecurring charge is in addition to all other Service Order Charges (Section 3) that may apply when this service is ordered.
- g. This service can only be ordered where DID service is offered.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

E. Direct Inward Dialing Service (DID) - Continued

3. Direct Inward/Outward Dialing Service (DIOD) - Continued

- h. When DIOD service becomes available or is subsequently requested from the central office that normally serves the customer, the service may be transferred to the normal serving central office. If the customer requests such a transfer, the customer will be subject to a change in telephone numbers and will also incur initial nonrecurring charges and applicable Service Order Charges in Section 2.
- i. A change in central office equipment could require the customer to discontinue the service or obtain service from another central office. The Company makes no guarantees and assumes no liability for loss of service to the customer, resulting from the conversion or upgrade of central office equipment.
- j. DIOD service works in conjunction with Direct Inward Dialing (DID) service and the charges specified in II.RATES.L.3. are in addition to applicable rates and charges for DID service specified II.RATES.L.1.b.

F. PBX Discount Pricing Plan (DPP)

- 1. Customers subscribing to the 12 month and 36 month PBX Trunk Discount Pricing Plans are eligible for Frontier Communications of the Southwest Inc. IntraLATA Toll usage discounts. Customers may also receive discounts on DID Service.
- 2. Minimum Monthly Billing
 - a. Frontier Communications of the Southwest Inc. IntraLATA Toll Service

A minimum monthly billing applies for all Frontier Communications of the Southwest Inc. IntraLATA Toll usage as follows. For customers with a 12 or 36 month PBX Term and less than 5000 minutes of use (MOU) per month, the Minimum Monthly Billing will be \$25.00 per PBX Trunk. For customers with a 12 or 36 month PBX Term and 5000 or more MOU per month, the Minimum Monthly Billing will be negotiated. The Company will true up the actual toll usage annually. If the amount is less than 12 times the total PBX trunks multiplied by the per trunk minimum, the customer will be billed for the difference. The customer is also liable for the minimum monthly billing should the service be terminated (see I.F.3.b., Termination Liability).

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

F. PBX Discount Pricing Plan (DPP) - Continued

3. Termination Liability

- a. PBX Trunks and DID Service - See Section 2.B.15 of this Product Guide for termination liability terms and conditions.
- b. IntraLATA Toll Service

A Frontier Communications of the Southwest Inc. IntraLATA Toll Termination Liability charge applies. This charge is applied when a PBX/ Frontier Communications of the Southwest Inc. IntraLATA Toll term is terminated by the customer prior to the end of the respective 12 or 36 month term. The liability for customers with less than 5000 MOU per month will be \$25.00 per trunk for the initial ordered quantity of PBX Trunks times the number of months remaining in the term.

4. A Customer's volume discounts may be calculated based on an aggregate of all locations statewide.
5. Additional PBX trunks and DID groups may be added under a Discount Pricing Plan (DPP) at the same rate as the current DPP for the remainder of the DPP term.
6. Before the expiration of a discount pricing plan period, a customer may elect to subscribe to a new Discount Pricing Plan with the same or longer term period than the current plan. When a new discount pricing plan is chosen, the new rate applies for the new term period and the previous rates no longer apply.
7. Section 17, Calling Plans has a list of services for which Discount Pricing Plans are available.

G. Business Line Discount Pricing Plan (DPP)

1. Termination Liability - See Section 2.B.15. of this Product Guide for termination liability terms and conditions.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

H. Discounts for Qualifying Entities

Basic Exchange Access Line Business Services, Measured-Rate Service and PBX Trunk are the only services contained in this section that are eligible for the Teleconnect Discount Service. See Section 14, Teleconnect Discount Service, for qualifications and discounts for Schools, Libraries, Health Care Providers, and Community Based Organizations.

I. Additional Terminations of Primary Service

1. Mileage rates, as set forth in Section 5 of this Product Guide in contiguous exchanges of the Company, are applicable to additional terminations of residence services located off the premises on which primary service is located.
2. Off-premises terminations of residence service will be provided on business premises under the following conditions:
3. Additional terminations of residence lines will be installed off the premises and beyond the same continuous property as the residence on which the primary service is located when such lines appear on a telephone answering service.
4. Additional terminations of residence services will be installed in establishments such as hospitals, convalescent centers and sanitariums for use of customers who are confined as patients.

J. Digital Format Trunking

1. This Service is applicable to the provision of Direct-Inward-Dialing/Direct-Outward Dialing (DID/DOD) trunks in digital format with answer back supervision from the Company to the customer's facilities.
2. DID/DOD trunks allow incoming and outgoing calling in a digital transmission format and, optionally, may utilize answer supervision on DOD trunks.
3. DID/DOD trunks are provided from the Company's central office to the customer's premises in a high capacity digital transmission format.
4. Services in this schedule will be provided on the basis of a minimum service period of 60 months. Any customer who discontinues service prior to the completion of the 60 month period will be required to pay for the remaining months.
5. Channel bank is necessary if the customer's equipment is not compatible with the Company's digital facilities.
6. This service is available only to customers in the exchanges listed in Section 4A, Sheet 4 of this Product Guide.

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

H. Discounts for Qualifying Entities

Basic Exchange Access Line Business Services, Measured-Rate Service and PBX Trunk are the only services contained in this section that are eligible for the California Teleconnect Fund (CTF) Discount Services. See Section 15, California Teleconnect Fund (CTF) Discount Services, for qualifications and discounts for Schools, Libraries, Health Care Providers, and Community Based Organizations.

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I. Additional Terminations of Primary Service

1. Mileage rates, as set forth in Section 5 of this Product Guide in contiguous exchanges of the Company, are applicable to additional terminations of residence services located off the premises on which primary service is located.
2. Off-premises terminations of residence service will be provided on business premises under the following conditions:
3. Additional terminations of residence lines will be installed off the premises and beyond the same continuous property as the residence on which the primary service is located when such lines appear on a telephone answering service.
4. Additional terminations of residence services will be installed in establishments such as hospitals, convalescent centers and sanitariums for use of customers who are confined as patients.

J. Digital Format Trunking

1. This Service is applicable to the provision of Direct-Inward-Dialing/Direct-Outward Dialing (DID/DOD) trunks in digital format with answer back supervision from the Company to the customer's facilities.
2. DID/DOD trunks allow incoming and outgoing calling in a digital transmission format and, optionally, may utilize answer supervision on DOD trunks.
3. DID/DOD trunks are provided from the Company's central office to the customer's premises in a high capacity digital transmission format.
4. Services in this schedule will be provided on the basis of a minimum service period of 60 months. Any customer who discontinues service prior to the completion of the 60 month period will be required to pay for the remaining months.
5. Channel bank is necessary if the customer's equipment is not compatible with the Company's digital facilities.
6. This service is available only to customers in the exchanges listed in Section 4A, Sheet 4 of this Product Guide.

LOCAL EXCHANGE SERVICE

II. RATES

A. BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES	Monthly Rate ¹
1. Measured-Rate Service	
a. Each individual line or trunk line ²	\$ 25.50
b. Each individual line or trunk line ³	29.75
c. Keyline or multiline ³	37.25
2. PBX Trunk	
a. Each Trunk Line ²	29.99
b. Each Trunk Line ³	37.25

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message for Zones 1 and 2. See Section 4A for Local Calling Areas.

I. Business Measured Rate Service

	First Minute Or Portion Thereof	Additional Minute Or Portion Thereof
1. Monday Through Friday		
8:00 A.M. to 5:00 P.M. ⁴	\$.031	\$.031
5:00 P.M. to 11:00 P.M. ⁴	.031	.031
11:00 P.M. to 8:00 A.M. ¹	.031	.031
2. Saturday, Sunday, Holiday		
All Hours	.031	.031

¹ Plus Extended Area Service increments as identified in this section.

² Rates applicable to exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

³ Rates applicable to exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

⁴ To, but not including.

Effective: 03/01/12

LOCAL EXCHANGE SERVICE

II. RATES

A. BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES	Monthly Rate ¹
1. Measured-Rate Service	
a. Each individual line or trunk line ²	\$ 25.50
b. Each individual line or trunk line ³	29.75
c. Keyline or multiline ³	37.25
2. PBX Trunk	
a. Each Trunk Line ²	29.99
b. Each Trunk Line ³	37.25

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message.

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I. Business Measured Rate Service

	First Minute Or Portion Thereof	Additional Minute Or Portion Thereof
1. Monday Through Friday		
8:00 A.M. to 5:00 P.M. ⁴	\$.031	\$.031
5:00 P.M. to 11:00 P.M. ⁴	.031	.031
11:00 P.M. to 8:00 A.M. ¹	.031	.031
2. Saturday, Sunday, Holiday		
All Hours	.031	.031

¹ Plus Extended Area Service increments as identified in this section.

² Rates applicable to exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

³ Rates applicable to exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

⁴ To, but not including.

Effective: 07/10/12

LOCAL EXCHANGE SERVICE

II. RATES

A. BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES	Monthly Rate ¹	
1. Measured-Rate Service		
a. Each individual line or trunk line ²	\$ 25.50	
b. Each individual line or trunk line ³	31.75	(l)
c. Keyline or multiline ³	39.25	(l)
2. PBX Trunk		
a. Each Trunk Line ²	29.99	
b. Each Trunk Line ³	37.25	

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message.

I. Business Measured Rate Service

	First Minute Or Portion Thereof	Additional Minute Or Portion Thereof
1. Monday Through Friday		
8:00 A.M. to 5:00 P.M. ⁴	\$.031	\$.031
5:00 P.M. to 11:00 P.M. ⁴	.031	.031
11:00 P.M. to 8:00 A.M. ¹	.031	.031
2. Saturday, Sunday, Holiday		
All Hours	.031	.031

¹ Plus Extended Area Service increments as identified in this section.

² Rates applicable to exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

³ Rates applicable to exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

⁴ To, but not including.

Effective: 03/08/17

LOCAL EXCHANGE SERVICE

II. RATES

A. BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES	Monthly Rate ¹
1. Measured-Rate Service	
a. Each individual line or trunk line	31.75
b. Keyline or multiline	39.25
2. PBX Trunk	
a. Each Trunk Line	37.25

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message.

I. Business Measured Rate Service

	First Minute Or Portion Thereof	Additional Minute Or Portion Thereof	
1. Monday Through Friday			
8:00 A.M. to 5:00 P.M. ²	\$.031	\$.031	(T)
5:00 P.M. to 11:00 P.M. ²	.031	.031	(T)
11:00 P.M. to 8:00 A.M. ¹	.031	.031	
2. Saturday, Sunday, Holiday			
All Hours	.031	.031	

¹ Plus Extended Area Service increments as identified in this section.

² To, but not including.

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Effective: 04/08/17

LOCAL EXCHANGE SERVICE

II. RATES

A. BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES	Monthly Rate ¹	
1. Measured-Rate Service		
a. Each individual line or trunk line	\$33.00	(l)
b. Keyline or multiline	40.00	(l)
2. PBX Trunk		
a. Each Trunk Line	39.00	(l)

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message.

I. Business Measured Rate Service

	<u>First Minute Or Portion Thereof</u>	<u>Additional Minute Or Portion Thereof</u>
1. Monday Through Friday		
8:00 A.M. to 5:00 P.M. ²	\$.031	\$.031
5:00 P.M. to 11:00 P.M. ²	.031	.031
11:00 P.M. to 8:00 A.M. ¹	.031	.031
2. Saturday, Sunday, Holiday		
All Hours	.031	.031

¹ Plus Extended Area Service increments as identified in this section.

² To, but not including.

Effective: 02/24/19

LOCAL EXCHANGE SERVICE

II. RATES

A. BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES	Monthly Rate ¹	
1. Measured-Rate Service		
a. Each individual line or trunk line	\$35.00	(l)
b. Keyline or multiline	40.00	
2. PBX Trunk		
a. Each Trunk Line	40.00	(l)

B. MEASURED-RATE SERVICE - Local Calling Rates

Local Exchange and Extended Area Service rates per message.

I. Business Measured Rate Service

	<u>First Minute Or Portion Thereof</u>	<u>Additional Minute Or Portion Thereof</u>
1. Monday Through Friday		
8:00 A.M. to 5:00 P.M. ²	\$.031	\$.031
5:00 P.M. to 11:00 P.M. ²	.031	.031
11:00 P.M. to 8:00 A.M. ¹	.031	.031
2. Saturday, Sunday, Holiday		
All Hours	.031	.031

¹ Plus Extended Area Service increments as identified in this section.

² To, but not including.

LOCAL EXCHANGE SERVICE

II. RATES - Continued

C. MEASURED-RATE SERVICE - ZUM Zone 3 Calling Rates. See Section 4A for Zone 3 listings.

	First Minute ^{2,3}		Additional Minute ^{2,3}	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Monday Through Friday				
8:00 A.M. to 5:00 P.M. ^{1,4}	\$0.100	\$0.100	\$0.080	\$0.040
5:00 P.M. to 11:00 P.M. ^{1,4}	0.100	0.070	0.080	0.028
11:00 P.M. to 8:00 A.M. ^{1,4}	0.100	0.040	0.080	0.016
2. Saturday, Sunday, Holiday				
All Hours	0.050	0.040	0.050	0.016

D. UNLIMITED ZUM 3 PLAN for Residential Customers,
per line \$ 7.50
(SEE SPECIAL CONDITION B)

¹ To, but not including.

² Or portion thereof.

³ Fractional amounts are rounded to the nearest cent.

⁴ Zone Calling rates are applicable during the time of day when the conversation takes place. In cases where a message extends beyond one rate period, the appropriate rate treatment as specified applies to the respective periods of conversation.

Effective: 07/09/10

LOCAL EXCHANGE SERVICE

II. RATES - Continued

		Monthly <u>Rate</u>
E. ROTARY SERVICE		
1. Each individual line or PBX trunk line, including foreign exchange service, arranged for rotary service.		\$ 1.50
2. Each rotary number reserved		1.50
F. Vacation Service (Residential) (SEE SPECIAL CONDITION I.A.8)		6.00
G. RESERVATION OF TELEPHONE NUMBER (Business) (SEE SPECIAL CONDITION I.A.9)		6.00
H. PERSONALIZED TELEPHONE NUMBER (PTN) (SEE SPECIAL CONDITION D)	<u>NRC</u>	
Residence	\$ 35.00	1.50
Business	60.75	3.50

LOCAL EXCHANGE SERVICE

II. RATES - Continued

I. EXTENDED AREA SERVICE MONTHLY INCREMENTS

Exchanges	Business <u>Measured</u>	Monthly Increments
Blyth		
1 party/CTX/keyline/multiline	.70	
PBX Trunk/CTX	.85	
Earp		
1 party/keyline/multiline	\$ 1.50	
Lifeline	--	
PBX/CTX	2.00	
Palo Verde		
1 party/CTX/keyline/multiline	4.60	
Lifeline	--	
PBX Trunk/CTX	6.90	
Parker Dam		
1 party/CTX/keyline/multiline	3.15	
Lifeline	--	
PBX Trunk/CTX	4.60	

LOCAL EXCHANGE SERVICE

II. RATES - Continued

J. DIRECT INWARD DIALING SERVICE (DID) - Continued

	<u>BTC</u>	<u>NRC</u>	<u>Monthly Rate</u>
1. - Continued			
b. Option 2 - Direct Inward Dialing ¹			
(1) First block of DID station numbers			
20 Stations		\$ 160.20	\$ 66.00
100 Stations ²	\$ 6,500.00	440.00	330.00
100 Stations ³		440.00	180.00
(2) Each additional block of DID station numbers			
20 Stations		160.20	66.00
100 Stations ²	1,100.00	160.20	200.00
100 Stations ³		160.20	150.00
(3) Trunk Termination,			
per trunk ²			8.00
per trunk ³			24.05

¹ Option 2 requires a Trunk Termination charge for each analog trunk arranged for DID service.

² Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

³ Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

LOCAL EXCHANGE SERVICE

II. RATES - Continued

J. DIRECT INWARD DIALING SERVICE (DID) - Continued

	<u>BTC</u>	<u>NRC</u>	<u>Monthly Rate</u>
1. - Continued			
c. Telephone Answering Service (TAS)			
(1) First 100 direct inward dialing (DID) station numbers	\$ 6,500.00	\$ 440.00	\$ 135.00
(2) Each additional 100 direct inward dialing (DID) station numbers	1,100.00	160.20	135.00
2. Extended Basic Referral (SEE SPECIAL CONDITIONS I.E.2.)			
Each increment of 5 DID Numbers or fraction thereof			
6 months	250.00		
12 months	450.00		

LOCAL EXCHANGE SERVICE

II. RATES - Continued

J. DIRECT INWARD DIALING SERVICE (DID) - Continued

	<u>BTC</u>	<u>NRC</u>	<u>Monthly Rate</u>
3. Direct Inward/Outward Dialing (DIOD) (Analog Services Only)			
(1) Trunk Termination Per Trunk ¹			
12 Month Term		\$ 95.00	\$ 8.00
36 Month Term		95.00	5.00

K. PBX TRUNK DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to PBX Trunk service for a term length of 12 or 36 months and receive discounted monthly rates as follows. The PBX Trunk Discount Pricing Plans are also available with discounts for DID Service.

	Monthly Rate per trunk ^{2, 4}	Monthly Rate per trunk ^{3, 5}
1. PBX Trunk Only		
a. Month-to-Month	6	6
b. 12-Month Term ^{7,8} 1+ Trunks	24.95	36.25
c. 36-Month Term ^{7,8} 1+ Trunks	22.95	34.00

¹ These rates are in addition to the rates and charges for other services and facilities, including rates and charges applicable to Private Branch Exchange (PBX) trunk line service as shown in Section II.A.2 of this section. When this service is provided from a foreign exchange, rates and charges for foreign exchange trunk lines and mileage rates in Section 5, General Services will be applicable. See Section II.L.1.b of this section for rates for Direct Inward Dialing (DID). Option 1, Section II.L.1.a, DID service is not available with DIOD service.

² Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

³ Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

⁴ The End User Common Line (EUCL) Charge in Frontier Telephone Companies Tariff FCC No. 5, Section 13 is also applicable.

⁵ The End User Common Line (EUCL) Charge in Frontier Communications of the Southwest Inc. Telephone Companies Tariff FCC No. 6, Section 4 is also applicable.

⁶ See Section II.A.2 of this section for rates.

⁷ The Central Office Activity charge from Section 3, Service Charges, is not applicable to the initial installation of new or additional lines.

⁸ Plus Extended Area Service increments as identified in this Product Guide section.

Effective: 10/16/16

LOCAL EXCHANGE SERVICE

II. RATES - Continued

J. DIRECT INWARD DIALING SERVICE (DID) - Continued

	<u>BTC</u>	<u>NRC</u>	<u>Monthly Rate</u>
3. Direct Inward/Outward Dialing (DIOD) (Analog Services Only)			
(1) Trunk Termination Per Trunk ¹			
12 Month Term		\$ 95.00	\$ 8.00
36 Month Term		95.00	5.00

K. PBX TRUNK DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to PBX Trunk service for a term length of 12 or 36 months and receive discounted monthly rates as follows. The PBX Trunk Discount Pricing Plans are also available with discounts for DID Service.

	Monthly Rate per trunk ^{2, 4}	Monthly Rate per trunk ^{3, 5}
1. PBX Trunk Only		
a. Month-to-Month	6	6
b. 12-Month Term ^{7,8} 1+ Trunks	24.95	36.25
c. 36-Month Term ^{7,8} 1+ Trunks	22.95	34.00

¹ These rates are in addition to the rates and charges for other services and facilities, including rates and charges applicable to Private Branch Exchange (PBX) trunk line service as shown in Section II.A.2 of this section. When this service is provided from a foreign exchange, rates and charges for foreign exchange trunk lines and mileage rates in Section 5, General Services will be applicable. See Section II.L.1.b of this section for rates for Direct Inward Dialing (DID). Option 1, Section II.L.1.a, DID service is not available with DIOD service.

² Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

³ Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

⁴ The End User Common Line (EUCL) Charge in Frontier Telephone Companies Tariff FCC No. 5, Section 13 is also applicable.

⁵ The End User Common Line (EUCL) Charge in Frontier Communications of the Southwest Inc. Telephone Companies Tariff FCC No. 6, Section 4 is also applicable.

⁶ See Section II.A.2 of this section for rates.

⁷ The Central Office Connection Charge in Section 3, Service Charges, is not applicable to the initial installation of new or additional lines.

⁸ Plus Extended Area Service increments as identified in this Product Guide section.

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LOCAL EXCHANGE SERVICE

II. RATES - Continued

K. PBX TRUNK DISCOUNT PRICING PLAN (DPP) - Continued

	<u>Monthly Rate</u>
2. DID Service with PBX Trunk ^{1,2}	
a. Month-to-Month	
Group of 20 Stations	\$ 66.00
Group of 40 Stations	132.00
Initial Group of 100 Stations	330.00
Additional Group(s) of 100 Stations	200.00
b. 12-Month Term ³	
Group of 20 Stations	66.00
Group of 40 Stations	132.00
Initial Group of 100 Stations	330.00
Additional Group(s) of 100 Stations	200.00
c. 36-Month Term ³	
Group of 20 Stations	60.00
Group of 40 Stations	120.00
Initial Group of 100 Stations	300.00
Additional Group(s) of 100 Stations	200.00

¹ Nonrecurring charges from Section 3, Service Charges, are applicable.

² These rates are only available if DID Service is ordered in conjunction with PBX Trunks as shown in paragraph 1. preceding.

³ Plus Extended Area Service increments as identified in this Product Guide section.

LOCAL EXCHANGE SERVICE

II. RATES - Continued

K. PBX TRUNK DISCOUNT PRICING PLAN (DPP) - Continued

3. PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll Discounts

Customers may elect to combine PBX Trunk Service (with or without DID Service) and Frontier Communications of the Southwest Inc. IntraLATA Toll Service and receive discounted monthly rates. This offer is composed of two elements: 1) the PBX Trunks (with or without DID Service), and 2) discounted Frontier Communications of the Southwest Inc. IntraLATA Toll usage components. The rates in II.L.3(a) and (b) below apply only in conjunction with the discounted usage in II.M.3.(c). The Frontier Communications of the Southwest Inc. IntraLATA Toll Service component in II.M.3.(c) has a minimum monthly billing of \$25.00 per trunk.

	Monthly Rate per trunk ^{1,3}	Monthly Rate per trunk ^{2,4}
(a) PBX Trunk Only		
(1) Month-to-Month ⁵		
3-10 Trunks	\$ 24.05	\$ 37.25
11-50 Trunks	24.05	37.25
51+ Trunks	24.05	37.25
(2) 12-Month Term ^{5,6}		
3-10 Trunks	23.50	36.50
11-50 Trunks	22.50	35.00
51+ Trunks	21.50	33.15
(3) 36-Month Term ^{5,6}		
3-10 Trunks	21.00	32.40
11-50 Trunks	20.00	30.90
51+ Trunks	19.00	29.40

¹ Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

² Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

³ The End User Common Line (EUCL) Charge in Frontier Communications of the Southwest Inc. Telephone Companies Tariff FCC No. 5 is also applicable.

⁴ The End User Common Line (EUCL) Charge in Frontier Communications of the Southwest Inc. Telephone Companies Tariff FCC No. 6, Section 4 is also applicable.

⁵ Nonrecurring charges from Section 3, Service Charges, are applicable..

⁶ Plus Extended Area Service increments as identified in this Product Guide section.

LOCAL EXCHANGE SERVICE

II. RATES - Continued

K. PBX TRUNK DISCOUNT PRICING PLAN (DPP) - Continued

3. PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll Discounts

Customers may elect to combine PBX Trunk Service (with or without DID Service) and Frontier Communications of the Southwest Inc. IntraLATA Toll Service and receive discounted monthly rates. This offer is composed of two elements: 1) the PBX Trunks (with or without DID Service), and 2) discounted Frontier Communications of the Southwest Inc. IntraLATA Toll usage components. The rates in II.L.3(a) and (b) below apply only in conjunction with the discounted usage in II.M.3.(c). The Frontier Communications of the Southwest Inc. IntraLATA Toll Service component in II.M.3.(c) has a minimum monthly billing of \$25.00 per trunk.

	Monthly Rate per trunk ¹	(T)
(a) PBX Trunk Only		
(1) Month-to-Month ²		
3-10 Trunks	\$37.25	(T)
11-50 Trunks	37.25	
51+ Trunks	37.25	
(2) 12-Month Term ^{2,3}		
3-10 Trunks	36.50	(T)
11-50 Trunks	35.00	
51+ Trunks	33.15	
(3) 36-Month Term ^{2,3}		
3-10 Trunks	32.40	(T)
11-50 Trunks	30.90	
51+ Trunks	29.40	

¹ The End User Common Line (EUCL) Charge in Frontier Communications of the Southwest Inc. Telephone Companies Tariff FCC No. 5 is also applicable. (T)

² Nonrecurring charges from Section 3, Service Charges, are applicable.. (T)

³ Plus Extended Area Service increments as identified in this Product Guide section. (T)

LOCAL EXCHANGE SERVICE

II. RATES - Continued

K. PBX TRUNK DISCOUNT PRICING PLAN (DPP) - Continued

3. PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll Discounts - Continued

	<u>Monthly Rate</u>
(b) DID Service with PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll ^{1, 2}	
(1) Month-to-Month	
Group of 20 Stations	\$ 66.00
Group of 40 Stations	132.00
Initial Group of 100 Stations	330.00
Additional Group(s) of 100 Stations	200.00
(2) 12-Month Term ³	
Group of 20 Stations	60.00
Group of 40 Stations	120.00
Initial Group of 100 Stations	300.00
Additional Group(s) of 100 Stations	200.00
(3) 36-Month Term ³	
Group of 20 Stations	45.00
Group of 40 Stations	90.00
Initial Group of 100 Stations	225.00
Additional Group(s) of 100 Stations	200.00

¹ Nonrecurring charges from Section 3, Service Charges, are applicable.

² These rates are available only if DID Service is ordered in conjunction with PBX Trunk Service found in II.M.3.(a) and Frontier Communications of the Southwest Inc. IntraLATA Toll Service usage found in II.M.3.(c).

³ Plus Extended Area Service increments as identified in this Product Guide section.

LOCAL EXCHANGE SERVICE

II. RATES - Continued

K. PBX TRUNK DISCOUNT PRICING PLAN (DPP) - Continued

3. PBX Trunk and Frontier Communications of the Southwest Inc. IntraLATA Toll Discounts - Continued

(c) Frontier Communications of the Southwest Inc. IntraLATA Toll Usage Rates ¹

	Monthly Rate ²
(1) Month-to-Month	³
(2) 12-Month Term ⁴	
- Less than 5000 minutes of use per month	25% Discount
- 5000 minutes or more per month	⁵
(3) 36-Month Term ⁴	
- Less than 5000 minutes of use per month	\$ 0.0775
- 5000 minutes or more per month	⁵

¹ Nonrecurring charges from Section 3, Service Charges, are applicable.

² Minimum monthly usage charge of \$25.00 per PBX Trunk applies.

³ Discount Calling Plan rates in Section 17, Frontier Calling Plans, apply.

⁴ Plus Extended Area Service increments as identified in this Product Guide section.

⁵ Rates will be negotiated on an Individual Case Basis (ICB).

LOCAL EXCHANGE SERVICE

II. RATES - Continued

L. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to Business Line service for a term length of 12 or 36 months and receive discounted monthly rates as follows. (See Special Conditions, Section I.G)

	Monthly Rate per trunk ^{1,3}	Monthly Rate per trunk ^{2,4}
1. Business Line Only		
a. Month-to-Month	5	5
b. 12-Month Term ^{6,7,8}		
1+ Lines	21.00	28.95
1+ Keyline or Multiline	--	28.95
c. 36-Month Term ^{6,7,8}		
1+ Lines	19.00	26.95
1+ Keyline or Multiline	--	26.95

¹ Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

² Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

³ The End User Common Line (EUCL) Charge in Frontier Telephone Companies Tariff FCC No. 5, Section 13 is also applicable.

⁴ The End User Common Line (EUCL) Charge in Frontier Telephone Companies Tariff FCC No. 6, Section 4 is also applicable.

⁵ See Section II.A.1 of this section for rates.

⁶ The Central Office Activity charge from Section 3, Service Charges, is not applicable to the initial installation of new or additional lines.

⁷ Plus Extended Area Service increments as identified in this Product Guide section.

⁸ Term Customers existing prior to 2/15/10 will continue to be billed at the old rate until the expiration of the existing term. As of 2/15/10, new term customers or lines added will be billed at the new rate.

Effective: 10/16/16

LOCAL EXCHANGE SERVICE

II. RATES - Continued

L. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to Business Line service for a term length of 12 or 36 months and receive discounted monthly rates as follows. (See Special Conditions, Section I.G)

	Monthly Rate per trunk ^{1,3}	Monthly Rate per trunk ^{2,4}
1. Business Line Only		
a. Month-to-Month	5	5
b. 12-Month Term ^{6,7,8}		
1+ Lines	21.00	28.95
1+ Keyline or Multiline	--	28.95
c. 36-Month Term ^{6,7,8}		
1+ Lines	19.00	26.95
1+ Keyline or Multiline	--	26.95

¹ Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 3.

² Rates applicable to customers in exchanges listed in Section 4A, Local Exchanges and Extended Service Areas, Sheet 4.

³ The End User Common Line (EUCL) Charge in Frontier Telephone Companies Tariff FCC No. 5, Section 13 is also applicable.

⁴ The End User Common Line (EUCL) Charge in Frontier Telephone Companies Tariff FCC No. 6, Section 4 is also applicable.

⁵ See Section II.A.1 of this section for rates.

⁶ The Central Office Connection Charge in Section 3, Service Charges, is not applicable to the initial installation of new or additional lines. (T)

⁷ Plus Extended Area Service increments as identified in this Product Guide section.

⁸ Term Customers existing prior to 2/15/10 will continue to be billed at the old rate until the expiration of the existing term. As of 2/15/10, new term customers or lines added will be billed at the new rate.

LOCAL EXCHANGE SERVICE

II. RATES - Continued

L. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)

A customer may subscribe to Business Line service for a term length of 12 or 36 months and receive discounted monthly rates as follows. (See Special Conditions, Section I.G)

	Monthly Rate per trunk ¹	
1. Business Line Only		
a. Month-to-Month	²	(T)
b. 12-Month Term ^{3, 4, 5}		(T)
1+ Lines	\$28.95	
1+ Keyline or Multiline	28.95	
c. 36-Month Term ^{3, 4, 5}		(T)
1+ Lines	26.95	
1+ Keyline or Multiline	26.95	

¹ The End User Common Line (EUCL) Charge in Frontier Telephone Companies Tariff FCC No. 6, Section 4 is also applicable. (T)

² See Section II.A.1 of this section for rates.

³ The Central Office Connection Charge in Section 3, Service Charges, is not applicable to the initial installation of new or additional lines. (T)
 (T)

⁴ Plus Extended Area Service increments as identified in this Product Guide section.

⁵ Term Customers existing prior to 2/15/10 will continue to be billed at the old rate until the expiration of the existing term. As of 2/15/10, new term customers or lines added will be billed at the new rate. (T)
 (T)

LOCAL EXCHANGE SERVICE

II. RATES - Continued

M. Digital Format Trunking ¹

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. DID/DOD trunk groups:		
a. First 24 trunks	\$1,486.00	\$110.00 ²
b. Each additional 12 trunks	743.00	55.00 ²
2. Channel bank:		
a. First 24 trunks	480.00	269.00 ²
b. Each additional 12 trunk	240.00	181.00 ²
3. Answer back supervision on DOD trunk		
a. Connection of 24 trunks	0.00	--
b. Monthly rate per trunk	--	10.10 ²
4. Repeater	0.00	20.00 ²

¹ This Service is applicable to customers in exchanges listed in Section 4A, Sheet 4. of this Product Guide.

² Minimum service period of 60 months applies. Rates are in addition to applicable rates in this Schedule.

LOCAL EXCHANGES AND EXTENDED SERVICE AREAS

II. RATES

- A. The Measured-Rate Service - Local Calling Rates, shown in Section 4, Local Exchange Service, in this Product Guide, are applicable to calls originating from within the Local Exchange and terminating at locations within the Local Exchange or within Zone 1 exchanges or Zone 2 exchanges.
- B. The Company will not charge for calls which originate within the local exchange from flat-rate, Basic Exchange Access Lines and which terminate within the Local Exchange, Zone 1, or Zone 2.
- C. Zone 3 rates are used to rate calls made within the 13-16 mile range. Zone 3 charges are applicable in lieu of, not in addition to, toll charges, for Zone 3 calling at the rates listed in Section 4, Local Exchange Service.

LOCAL EXCHANGES AND EXTENDED SERVICE AREAS

III. SPECIAL CONDITIONS

A. Definitions

District Area. A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion, and for which there is a designated principal central office.

Extended Area Exchange. An exchange area other than a local exchange in which calls are terminated at rates and charges defined for local (non-toll) messages. (See Section 1, Definitions of Terms for "Extended Service.")

Local Calling Area. The local exchange or district area and respective Extended Area Exchanges.

Local Exchange (Serving Exchange). The telephone exchange area from which Basic Exchange Access Line Service is provided and in which the customer's premises is located. (See Section 1, Definitions of Terms for "Exchange" and "Exchange Area.")

Zone 1 Extended Area Exchanges from zero to eight miles of the Local (Serving) Exchange, where distance is measured by airline miles from the rate point of the Local Exchange to the rate points of the Extended Area Exchanges.

Zone 2 Extended Area Exchanges from 9 to 12 miles of the Local (Serving) Exchange, where distance is measured by airline miles from the rate point of the Local Exchange to the rate points of the Extended Area Exchanges.

Zone 3 Zone 3 rates are used to rate calls made within the 13-16 mile range. Zone 3 charges are applicable in lieu of, not in addition to, toll charges, for Zone 3 calling at the rates listed in Section 4, Local Exchange Service.

LOCAL EXCHANGES AND EXTENDED SERVICE AREAS

III. SPECIAL CONDITIONS - Continued

B. Local Calling Areas

Local Exchanges and District Areas

Extended Area exchanges and District Areas

Alpine

Alpine

Blythe ¹ (including
Ehrenberg, Arizona)

Blythe
Palo Verde ¹ (including
Cibola, Arizona)

Coleville

Coleville

Earp ¹
(including Lost Lake Area)

Earp
Parker, Arizona
Parker Dam, California ¹
(including Parker Dam, Arizona)
Poston, Arizona

Havasu Lake

Havasu Lake
Lake Havasu City, AZ
Castle Rock, AZ

Palo Verde (incl.
Cibola, Arizona)

Blythe (including
Ehrenberg, Arizona)
Palo Verde

Parker Dam ¹

Earp ¹(including Lost Lake Area)
Parker, Arizona
Parker Dam, Arizona
Parker Dam
Poston, Arizona

Effective: 07/09/10

GENERAL SERVICES

<u>SECTION</u>	<u>SHEET</u>
Automated Information Service (AIS)	1
Customer Name and Address Service (CNA)	3
Inside Wire Maintenance (IWM) Service	4
Billable Repair Service	7
Home Voice Mail/Voice Messaging Service	9
Business Traffic Study Service	22
Foreign Exchange Service	24
High Voltage Protection Service	26
Miscellaneous Billing Service	33
Multiple Bill Copy Service (MBCS)	33
Call Screening	34
Special Billing Number Service	35
Magnetic Tape Reproduction	36
Level Bill Plan (LBP)	37
Telephone Answering Service	38
Supplemental Services	54
Metering Service	55
Rotary Control Arrangement	55
Interexchange Receiving Service	58
Private Line Services and Channels	59

Effective: 03/06/14

GENERAL SERVICES

<u>SECTION</u>	<u>SHEET</u>	
Automated Information Service (AIS)	1	
Customer Name and Address Service (CNA)	3	
Frontier Wire Care	4	(T)
Billable Repair Service	7	
Home Voice Mail/Voice Messaging Service	9	
Business Traffic Study Service	22	
Foreign Exchange Service	24	
High Voltage Protection Service	26	
Miscellaneous Billing Service	33	
Multiple Bill Copy Service (MBCS)	33	
Call Screening	34	
Special Billing Number Service	35	
Magnetic Tape Reproduction	36	
Level Bill Plan (LBP)	37	
Telephone Answering Service	38	
Supplemental Services	54	
Metering Service	55	
Rotary Control Arrangement	55	
Interexchange Receiving Service	58	
Private Line Services and Channels	59	

Effective: 11/15/15

GENERAL SERVICES

<u>SECTION</u>	<u>SHEET</u>	
Automated Information Service (AIS)	1	
Customer Name and Address Service (CNA)	3	
Frontier Wire Care	4	
Billable Repair Service	7	
Home Voice Mail/Voice Messaging Service	9	
Business Traffic Study Service	22	
Foreign Exchange Service	24	
High Voltage Protection Service	26	
Miscellaneous Billing Service	33	
Multiple Bill Copy Service (MBCS)	33	
Reserved For Future Use	34	
Special Billing Number Service	35	(T)
Magnetic Tape Reproduction	36	
Level Bill Plan (LBP)	37	
Telephone Answering Service	38	
Supplemental Services	54	
Metering Service	55	
Rotary Control Arrangement	55	
Interexchange Receiving Service	58	
Private Line Services and Channels	59	

Effective: 01/22/17

GENERAL SERVICES

<u>SECTION</u>	<u>SHEET</u>
Automated Information Service (AIS)	1
Customer Name and Address Service (CNA)	3
Frontier Wire Care	4
Billable Repair Service	7
Home Voice Mail/Voice Messaging Service	9
Business Traffic Study Service	22
Foreign Exchange Service	24
High Voltage Protection Service	26
Miscellaneous Billing Service	33
Multiple Bill Copy Service (MBCS)	33
Reserved For Future Use	34
Special Billing Number Service	35
Magnetic Tape Reproduction	36
Level Bill Plan (LBP)	37
Telephone Answering Service	38
Supplemental Services	54
Metering Service	55
Rotary Control Arrangement	55
Interexchange Receiving Service	58
Private Line Services and Channels	59
Convenience Fee	60

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Effective: 06/23/11

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE

Special Conditions

- A. Inside Wire Maintenance (IMW) Service is available to residence and business customers subscribing to individual-line Basic Exchange Access Line Service, and Calling Feature Pack customers. (T)

Inside Wire Maintenance (IWM) includes the following:

Determining source of trouble.

Repair or replacement of defective, damaged, or improperly operating standard inside wire or standard jacks.

Inside Wire Maintenance (IWM) excludes the following:

Repair of marine, recreational vehicle (RV), and construction trailer jacks and wiring.

Repair of damage due to natural disasters.

Repair or replacement of non-industry-standard wire and jacks.

Repair of damage due to malicious activity.

Repair of complex inside wiring or jacks associated with complex inside wiring, WATS, or data services.

Repair of customer-provided equipment.

Effective: 06/23/11

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Special Conditions - Continued

A. - Continued

Lines of customers who subscribe to Inside Wire Maintenance (IWM) or who receive Billable Repair Service may be disconnected for nonpayment of rates and charges for either service.

The services provided in accordance with this guide do not include removal, installation, or re-installation of inside wire nor do they include installation of additional wire or jacks.

An Inside Wire Maintenance (IWM) agreement does not imply resolution of a problem within any specific time period.

Customers who subscribe to Inside Wire Maintenance (IWM) must subscribe on a per-line basis for full coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) with the initial order for telephone service, will receive immediate inside wire maintenance coverage.

Customers who subscribe to Inside Wire Maintenance (IWM) after service has been initiated, will have a thirty (30) day waiting period before inside wire maintenance coverage becomes effective. ¹

Residence customers who subscribe to a package, *i.e.*, Local Calling Plan Light, Local Calling Plan Elite, Regional Calling Unlimited, Regional Essentials or Regional Calling Value, and the applicable long distance calling plan through Frontier Communications of the Southwest Inc. Long Distance, will be eligible for a lower monthly rate for Inside Wire Maintenance (IWM).

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B. Inside Wire Maintenance (IWM) Alternative Offer

Inside Wire Maintenance (IWM) Alternative Offer is available to residence customers. The IWM Alternative Offer provides immediate repair coverage at the time of purchase, and covers pre-existing conditions.

All other special conditions for the standard IWM plan will apply.

The customer must maintain the plan for a 12 month period. An early termination fee will be billed if the customer cancels the plan prior to the end of the 12 month period.

A nonrecurring charge will be billed at the time of purchase.

Monthly charges are the same as for the standard IWM plan.

¹ Does not apply to the Inside Wire Maintenance (IWM) Alternative Offer.

Effective: 03/06/14

GENERAL SERVICES

FRONTIER WIRE CARE - Continued

Rates

A. Frontier Wire Care

	<u>Monthly Rate</u>
Residence service with a package subscription ¹ , Each Line	\$ 5.99
Residence service without a package subscription, Each Line	6.99
Business service, Each Line	6.75
Customized Multi-line Telephone Service, Each Line	6.75

B. Frontier Wire Care Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.99
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$5.99	
Residence service without a package subscription, Each Line, with a 12-month commitment	6.99	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

¹ Available to residence customers who subscribe to Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Essentials or Regional Calling Value and the applicable long distance calling plan through Frontier Communications Online and Long Distance Inc.

Material relocated from Sheet 6.

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Effective: 03/16/15

GENERAL SERVICES

FRONTIER WIRE CARE - Continued

Rates

A. Frontier Wire Care

	<u>Monthly Rate</u>
Residence service with a package subscription ¹ , Each Line	\$5.99
Residence service without a package subscription, Each Line	6.99
Business service, Each Line	6.75
Customized Multi-line Telephone Service, Each Line	6.75

B. Frontier Wire Care Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.99	
Residence service with a package subscription ¹ Grandfathered, Each Line, with a 12-month commitment	\$5.99		(C)
Residence and Business service without a package subscription, Each Line, with a 12-month commitment	6.99		(C)
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00	

¹ Grandfathered as of March 16, 2015 to existing customers at existing locations. Available to residence customers who subscribe to Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Essentials or Regional Calling Value and the applicable long distance calling plan through Frontier Communications Online and Long Distance Inc. (C)

GENERAL SERVICES

FRONTIER WIRE CARE - Continued

Rates

A. Frontier Wire Care

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$5.99	
Residence service without a package subscription, Each Line	7.75	(I)
Business service, Each Line	7.75	(I)
Customized Multi-line Telephone Service, Each Line	6.75	

B. Frontier Wire Care Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.99	
Residence service with a package subscription ¹ Grandfathered, Each Line, with a 12-month commitment	\$5.99		
Residence and Business Service without a package subscription, Each Line, with a 12-month commitment			
Residence	7.50		(I)
Business	6.99		
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00	

¹ Grandfathered as of March 16, 2015 to existing customers at existing locations. Available to residence customers who subscribe to Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Essentials or Regional Calling Value and the applicable long distance calling plan through Frontier Communications Online and Long Distance Inc.

Effective: 12/01/17

GENERAL SERVICES

FRONTIER WIRE CARE - Continued

Rates

A. Frontier Wire Care

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$5.99	
Residence service without a package subscription, Each Line	8.00	(I)
Business service, Each Line	8.50	(I)

B. Frontier Wire Care Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.99	
Residence service with a package subscription ¹ Grandfathered, Each Line, with a 12-month commitment	\$5.99		
Residence and Business Service without a package subscription, Each Line, with a 12-month commitment			
Residence	7.99		(I)
Business	7.99		(I)
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00	

¹ Grandfathered as of March 16, 2015 to existing customers at existing locations. Available to residence customers who subscribe to Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Essentials or Regional Calling Value and the applicable long distance calling plan through Frontier Communications Online and Long Distance Inc.

Effective: 07/22/18

GENERAL SERVICES

FRONTIER WIRE CARE - Continued

Rates

A. Frontier Wire Care

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$5.99	
Residence service without a package subscription, Each Line	\$8.00	
Business service, Each Line	\$9.00	(I)

B. Frontier Wire Care Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.99	
Residence service with a package subscription ¹ Grandfathered, Each Line, with a 12-month commitment	\$5.99		
Residence and Business Service without a package subscription, Each Line, with a 12-month commitment			
Residence	\$8.00		(I)
Business	\$8.50		(I)
Charge for cancellation prior to the end of the 12-month period Early termination fee		\$50.00	

¹ Grandfathered as of March 16, 2015 to existing customers at existing locations. Available to residence customers who subscribe to Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Essentials or Regional Calling Value and the applicable long distance calling plan through Frontier Communications Online and Long Distance Inc.

GENERAL SERVICES

FRONTIER WIRE CARE - Continued

Rates

A. Frontier Wire Care

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$5.99	
Residence service without a package subscription, Each Line	\$8.50	(I)
Business service, Each Line	\$9.50	(I)

B. Frontier Wire Care Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
Initial charge for immediate coverage		\$39.99	
Residence service with a package subscription ¹ Grandfathered, Each Line, with a 12-month commitment	\$5.99		
Residence and Business Service without a package subscription, Each Line, with a 12-month commitment			
Residence	\$8.50		(I)
Business	\$9.50		(I)
Charge for cancellation prior to the end of the 12-month period Early termination fee		\$50.00	

¹ Grandfathered as of March 16, 2015 to existing customers at existing locations. Available to residence customers who subscribe to Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Essentials or Regional Calling Value and the applicable long distance calling plan through Frontier Communications Online and Long Distance Inc.

Effective: 06/23/11

GENERAL SERVICES

INSIDE WIRE MAINTENANCE (IWM) SERVICE - Continued

Rates

A. Inside Wire Maintenance (IWM)

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$ 5.99	
Residence service without a package subscription, Each Line	\$ 6.99	
Business service, Each Line	6.75	
Customized Multi-line Telephone Service, Each Line	6.75	(T)

B. Inside Wire Maintenance (IWM) Alternative Offer

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial charge for immediate coverage		\$39.95
Residence service with a package subscription ¹ , Each Line, with a 12-month commitment	\$ 5.99	
Residence service without a package subscription, Each Line, with a 12-month commitment	\$ 6.99	
Charge for cancellation prior to the end of the 12-month period Early termination fee		50.00

¹ Available to residence customers who subscribe to Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Essentials or Regional Calling Value and the applicable long distance calling plan through Frontier Communications Online and Long Distance Inc. (T)
 (T)

GENERAL SERVICES

BILLABLE REPAIR SERVICE

Special Conditions

The charges for Billable Repair Service commence after a customer accepts the charges, as specified in this section, and the Company's technician is on the premises. Prior to the commencement of actual repair, the customer must be notified that the trouble is on the customer's side of the LLDP and must be advised of competitive alternatives.

Billable Repair Service will be provided to residence and business customers subscribing to individual-line Basic Exchange Access Line Services, WATS, 800, or Private Line and Special Access Service or to any combination of those services.

Rates

Simple Inside Wire Billable Repair Service - Residence

Repair Charge ¹	Nonrecurring <u>Charge</u>
First hour, or less, of billable time required to dispatch employee, locate trouble, and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$ 85.00
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	127.00
Sundays and Holidays	170.00
Each additional 15 minutes, or less, of billable time required to locate trouble and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	21.00
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	31.00
Sundays and Holidays	42.00

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

GENERAL SERVICES

BILLABLE REPAIR SERVICE - Continued

Rates - Continued

Simple Inside Wire Billable Repair Service - Business

	<u>Current NRC</u>
Repair Charge ¹	
First hour, or less, of billable time required to dispatch employee, locate trouble, and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$ 150.00
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	190.00
Sundays and Holidays	225.00
Each additional 15 minutes, or less, of billable time required to locate trouble and complete repair	
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	27.50
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	40.00
Sundays and Holidays	55.00

¹ Includes minor materials, i.e. wire, jacks, and material used directly on wire and jacks.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

D. OnePoint Voice Mail (OPVM) Service. An electronic voice mailbox service for residential and business customers that provides the customer with the ability to utilize a single voice mailbox for wireline voice messages.

- 1) OnePoint Voice Mail (OPVM) Service includes the features of Home Voice Mail - Standard (except with 50 message capacity), plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification, Special Delivery, Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service.
- 2) Conditions

OnePoint Voice Mail (OPVM) Service allows up to four additional wireline telephone numbers (Multiple Number Service), in addition to the main telephone number, to forward calls into a single mailbox.

In order to forward calls to the OPVM mailbox, the four additional numbers must subscribe to the Call Forwarding feature with the Busy Line Don't Answer function.¹ Customers who desire a non-Frontier Communications of the Southwest Inc. number as one of the four additional numbers must contact the provider of that number to order the Call Forwarding feature.

The applicable call-forwarding, toll charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

OnePoint Voice Mail (OPVM) Service is available where equipment and facilities permit, in accordance with the terms and special conditions specified in this Product Guide and other Frontier Communications Online and Long Distance Inc. tariff schedules. Non-Frontier Communications Online and Long Distance Inc. wireline numbers may or may not work as additional numbers, as the data received from the provider may not be compatible with Frontier Communications of the Southwest Inc. network.

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any existing Home Voice Mail or Voice Messaging Service to OPVM.

¹ See Section 6, Custom Calling Services for Call Forwarding rates.

Effective: 06/23/11

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

D. One Point Voice Mail (OPVM) Service. An electronic voice mailbox service for residential and business customers that provides the customer with the ability to utilize a single voice mailbox for wireline voice messages. (T)

1) One Point Voice Mail (OPVM) Service includes the features of Home Voice Mail - Standard (except with 50 message capacity), plus eight (8) Individual Mail Boxes, Group Lists, Personal Receptionist, Pager Notification, Special Delivery, Ring Count Change (RCC)(formerly Customer Controlled Ringing [CCR]) and Multiple Number Service. (T)

2) Conditions

One Point Voice Mail (OPVM) Service allows up to four additional wireline telephone numbers (Multiple Number Service), in addition to the main telephone number, to forward calls into a single mailbox. (T)

In order to forward calls to the OPVM mailbox, the four additional numbers must subscribe to the Call Forwarding feature with the Busy Line Don't Answer function. ¹ Customers who desire a non-Frontier Communications of the Southwest Inc. number as one of the four additional numbers must contact the provider of that number to order the Call Forwarding feature.

The applicable call-forwarding, toll charges may apply for each completed call made between the additional line from which the call is forwarded and the OPVM mailbox to which the call is forwarded. For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

One Point Voice Mail (OPVM) Service is available where equipment and facilities permit, in accordance with the terms and special conditions specified in this Product Guide and other Frontier Communications Online and Long Distance Inc. tariff schedules. Non-Frontier Communications Online and Long Distance Inc. wireline numbers may or may not work as additional numbers, as the data received from the provider may not be compatible with Frontier Communications of the Southwest Inc. network. (T)

The nonrecurring charge associated with establishing OPVM Service will be waived for customers who choose to upgrade from any existing Home Voice Mail or Voice Messaging Service to OPVM.

¹ See Section 6, Custom Calling Services for Call Forwarding rates.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

D. OnePoint Voice Mail (OPVM) Service - Continued

3) Feature Descriptions

Group List. A feature that allows customers to create a list with the mailbox numbers of people to whom they send frequent broadcast-type messages. The customer records a message from the OnePoint Voice Mail (OPVM) mailbox or a Voice Messaging Services mailbox and then sends it to a specified group list. This feature is available with Voice Messaging Service and OnePoint Voice Mail (OPVM) Service.

Individual Mail Box. A message storage service which permits customers to set up as many as eight secondary message boxes. Available in One Point Voice Mail for residential customers. Available as Extension Message Boxes to business customers.

Multiple Number Service. A feature of OnePoint Voice Mail (OPVM) Service that allows up to four additional wireline telephone numbers, in addition to the main telephone number, to forward calls into a single mailbox.

Personal Receptionist. A service which permits a caller who has reached the OnePoint Voice Mail (OPVM) mailbox to press "zero" and be transferred to a live answer number.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates

A. Home Voice Mail

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹
Home Voice Mail Packages		
- Home Voice Mail - Basic	each box	\$10.00
- Home Voice Mail - Standard	each box	10.00
Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	--
- Audible Ring Burst (ARB)	each line	--
- Spanish Prompt	each line	--
OnePoint Voice Mail (OPVM) Service	each box	\$15.00

¹ Service Charges from Section 3 are not applicable.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Home Voice Mail Packages ^{1, 2}		
- Home Voice Mail - Basic	each box	7.45 ³
- Home Voice Mail - Standard	each box	8.45 ³
Home Voice Mail Optional Features		
- Ring Count Change (RCC)	each line	1.00
- Audible Ring Burst (ARB)	each line	1.50
- Spanish Prompt	each line	--
OnePoint Voice Mail (OPVM) Service ^{1, 2}	each box	9.45 ³
Message Waiting Indication Visual – FSK	each box	.50

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ To be implemented on a full bill period basis on or after November 1, 2009.

Effective: 06/23/11

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates - Continued

A. Home Voice Mail - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>	
Home Voice Mail Packages ^{1,2}			
- Home Voice Mail - Basic	each box	7.45 ³	
- Home Voice Mail - Standard	each box	8.45 ³	
Home Voice Mail Optional Features			
- Ring Count Change (RCC)	each line	1.00	
- Audible Ring Burst (ARB)	each line	1.50	
- Spanish Prompt	each line	--	
One Point Voice Mail (OPVM) Service ^{1,2}	each box	9.45 ³	(T)
Message Waiting Indication			
Visual – FSK	each box	.50	

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
³ To be implemented on a full bill period basis on or after November 1, 2009.

GENERAL SERVICES

HOME VOICE MAIL VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Voice Messaging Service

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ¹
Remote Call Notification	each box	--
Pager Notification	each box	--
Ring Count Change (RCC)	each line	--
Audible Ring Burst (ARB)	each line	--
BASIC Mailbox		
No term plan	each order	\$ 15.00
12-month term	each order	15.00
Message Boxes – Internal Communications Lines		
No term plan	each box	2.50
12-month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
36-month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
from 251 to 600 boxes	each box	2.50
more than 600 boxes	each box	2.50
60-month term plan		
from 51 to 100 boxes	each box	2.50
from 101 to 250 boxes	each box	2.50
from 251 to 600 boxes	each box	2.50
more than 600 boxes	each box	2.50
84-month term plan		
from 51 to 100 boxes	each box	2.50
from 101 to 250 boxes	each box	2.50
from 251 to 600 boxes	each box	2.50
more than 600 boxes	each box	2.50
Message Boxes - All Other Lines		
No term plan	each order	15.00
12-month term plan	each order	n/a
36-month term plan	each order	n/a

¹ Section 3 Service Charges are not applicable.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Voice Messaging Service - Continued

Nonrecurring Charges - Continued	<u>Unit</u>	<u>NRC</u> ¹
Extension Message Boxes		
First Message Box		
Internal Communications Lines		
No Term plan	each box	\$ 2.50
12 month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
36 month term plan		
from 1 to 50 boxes	each box	2.50
from 51 to 250 boxes	each box	2.50
All Other Lines		
No Term plan	each order	15.00
12 month term plan		
from 1 to 50 boxes	each order	0.00
from 51 to 250 boxes	each order	0.00
36-month term plan		
from 1 to 50 boxes	each order	0.00
from 51 to 250 boxes	each order	0.00
Additional Message Box		
Internal Communications Lines	each box	2.50
All Other Lines	each order	15.00
Enhanced Mailboxes		
with 50 Message Capacity	each box	--
with 100 Message Capacity	each box	--
Internal Communications Enhanced Mailboxes		
with 50 Capacity	each box	--
with 100 Capacity	each box	--
Answering Mailboxes		
Internal Communications Lines		
Five (5) Minute Box	each box	2.50
Three (3) Minute Box	each box	2.50
All Other Lines		
Five (5) Minute Box	each order	15.00
Three (3) Minute Box	each order	15.00
Message Waiting Indicator Visual-FSK	each line	--

¹ Section 3 Service Charges are not applicable.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Voice Messaging Service - Continued

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Remote Call Notification	each box	\$ 3.00
Pager Notification	each box	5.00
Ring Count Change (RCC)	each line	1.00
Audible Ring Burst (ARB)	each line	1.50
BASIC Mailbox ^{1, 2, 3}		
No term plan	each box	6.95
12-month term plan ⁴	each box	4.95
Message Boxes – Internal Communications Lines ^{1, 2, 3}		
No term plan	each box	14.00
12-month term plan ⁴		
from 1 to 50 boxes	each box	12.00
from 51 to 250 boxes	each box	9.50
36-month term plan ⁴		
from 1 to 50 boxes	each box	10.00
from 51 to 250 boxes	each box	8.75
from 251 to 600 boxes	each box	7.50
more than 600 boxes	each box	6.75

¹ See Section 2 of this Product Guide for termination liability terms and conditions.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Message Boxes – Internal Communications Lines ^{1, 2, 3} - Continued		
60-month term plan		
from 51 to 100 boxes	each box	8.25
from 101 to 250 boxes	each box	7.25
from 251 to 600 boxes	each box	6.25
more than 600 boxes	each box	5.75
84-month term plan		
from 51 to 100 boxes	each box	6.95
from 101 to 250 boxes	each box	5.95
from 251 to 600 boxes	each box	5.50
more than 600 boxes	each box	5.25
Message Boxes - All Other Lines ^{1, 2, 3}		
No term plan	each box	14.00
12-month term plan ⁴	each box	12.00
36-month term plan ⁴	each box	10.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.
² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
⁴ Termination liability will be waived for customers on a 12- or 36-month term plan who convert to Unlimited Local and Toll Usage for Business with Feature Package Two or Three. For rates, terms and conditions see Section 6A, Packaged Services.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Extension Message Boxes ^{1, 2, 3}		
First Message Box		
Internal Communications Lines		
No term plan	each box	\$ 19.95
12 month term plan		
from 1 to 50 boxes	each box	17.95
from 51 to 250 boxes	each box	15.95
36 month term plan		
from 1 to 50 boxes	each box	16.95
from 51 to 250 boxes	each box	14.95
All Other Lines		
No Term plan	each box	19.95
12-month term plan		
from 1 to 50 boxes	each box	17.95
from 51 to 250 boxes	each box	15.95
36-month term plan		
from 1 to 50 boxes	each box	16.95
from 51 to 250 boxes	each box	14.95
Additional Message Box		
Internal Communications Lines	each box	5.00
All Other Lines	each box	5.00
Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00
Internal Communications Enhanced Mailboxes		
with 50 Message Capacity	each box	4.00
with 100 Message Capacity	each box	15.00

¹ See Section 2 of this Product Guide for termination liability terms and conditions.
² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Rates - Continued

B. Voice Messaging Service - Continued

Monthly Rates - Continued

	<u>Unit</u>	<u>Monthly Rate</u>
Answering Mailboxes ^{1, 2}		
Internal Communications Lines		
Five (5) Minute Box	each box	\$ 21.90
Three (3) Minute Box	each box	9.95
All Other Lines		
Five (5) Minute Box	each box	21.90
Three (3) Minute Box	each box	9.95
Message Waiting Indicator Visual-FSK	each line	.50

C. OnePoint Voice Mail (OPVM) Service

Nonrecurring Charges

	<u>Unit</u>	<u>NRC</u> ³
Single Line	each order	\$ 20.00
Hunt Group	each order	20.00

Monthly Rates

	<u>Unit</u>	<u>Monthly Rate</u>
Single Line	each box	16.00
Hunt Group	each box	24.00

¹ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4 of this Product Guide, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

³ Section 3 Service Charges are not applicable.

GENERAL SERVICES

BUSINESS TRAFFIC STUDY SERVICE - Continued

Special Conditions - Continued

- (i) A telephone number is defined as a non-hunting business line, a multiline hunt group, or a DID/DOD/PRI or other hunt group.
- (j) Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- (k) A separate traffic study report is required for each of the following:

Individual Access Line	Internal Communications Group
Multiline Hunt Group	Remote Call Forwarding
PBX Trunk Group	Internal Communications Single Line Station
DID Trunk Group	Internal Communications Multiline Hunt Group
DOD Trunk Group	Internal Communications Attendant
ISDN BRI	Internal Communications Features - RCF/ACD
ISDN PRI Trunk Group	Access Network Register(s) / Business Groups
DCS Trunk Group	or other trunk groups
Features Plan Group	

Rates

1. Service Establishment Charge, ¹	<u>NRC</u>
Per Traffic Study Request, Per Customer Location	
(a) Initial One-Week Traffic Study, Per Calendar Year	\$ 50.00
(b) Each Subsequent Traffic Study	50.00 ²
2. Traffic Study Reports,	Monthly
Per Access Line or Hunt Group, Per Calendar Year	<u>Rate</u>
(a) Initial One-Week Study Report, Per Calendar Year	--
(b) Each Subsequent 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

¹ Initial Service Establishment Charge includes a one-week report at no charge.

² See Special Conditions.

Effective: 06/23/11

GENERAL SERVICES

BUSINESS TRAFFIC STUDY SERVICE - Continued

Special Conditions - Continued

- (i) A telephone number is defined as a non-hunting business line, a multiline hunt group, or a DID/DOD/PRI or other hunt group.
- (j) Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- (k) A separate traffic study report is required for each of the following:

Individual Access Line	Customized Multi-line Telephone Service Group	(T)
Multiline Hunt Group	Remote Call Forwarding	
PBX Trunk Group	Customized Multi-line Telephone Service Single Line Station	(T)
DID Trunk Group	Customized Multi-line Telephone Service Multiline Hunt Group	
DOD Trunk Group	Customized Multi-line Telephone Service Attendant	
ISDN BRI	Customized Multi-line Telephone Service Features - RCF/ACD	(T)
ISDN PRI Trunk Group	Access Network Register(s) / Business Groups	
DCS Trunk Group	or other trunk groups	
Features Plan Group		

Rates

1. Service Establishment Charge, ¹	<u>NRC</u>	
Per Traffic Study Request, Per Customer Location		
(a) Initial One-Week Traffic Study, Per Calendar Year	\$ 50.00	
(b) Each Subsequent Traffic Study	50.00 ²	
2. Traffic Study Reports,		Monthly
Per Access Line or Hunt Group, Per Calendar Year		<u>Rate</u>
(a) Initial One-Week Study Report, Per Calendar Year		--
(b) Each Subsequent 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	

¹ Initial Service Establishment Charge includes a one-week report at no charge.

² See Special Conditions.

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE

Special Conditions

1. General

- a. Under the schedule "local exchange" means the exchange where the station located and "foreign exchange" means the exchange from which the service is rendered.
- b. Foreign exchange service will be furnished from the central office of the foreign exchange as designated by the Company or connecting utility but, at the request of the customer, may be furnished from a different central office within the same exchange or district area as provided for under Optional Prefix Service, Sheet 31 in this section.
- c. The rates for local and extended service, in other than ZUM (Zone Usage Measurement) Service Areas, comprehend service without additional charge as set forth in the rates of the foreign exchange. The local service area is determined from the district area or central office area of the foreign exchange from which the service is furnished.
- d. The rates applicable in connection with message toll and/or Zone Usage Measurement service over foreign exchange lines will be in accordance with the Product Guide provisions of the foreign exchange or district area.
- e. The rates for primary foreign exchange service comprehend a listing in the directories having primary distribution in the local and foreign exchange.
- f. Customers of foreign exchange service under this section are not required to take service of the exchange from which service normally would be furnished on the premises on which the service is furnished.
- g. Except as otherwise provided in this section, service furnished in the local exchange will be available in connection with foreign exchange service at rates in accordance with the rates of the local exchange.
- h. Off-premises extension station service will be furnished only for the use of the customer.
- i. Extension station service will be furnished in accordance with the provisions of the local exchange.
- j. Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign exchange directories in accordance with the provisions in effect for the directory containing the additional listing or line of information.

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE

A. Multiple Bill Copy Service (MBCS)

Special Conditions

1. The Company is required to provide customers a single copy of their bill at no charge.
2. No more than three additional copies will be provided at the monthly recurring rate.
3. This service is available on a one-time basis or on a recurring monthly basis.
4. All applicable rates and service order charges will apply to each one-time order as well as to any other order.
5. No charge applies to replace bill copies not received, lost or stolen.
6. No penalty applies to a cancellation of a recurring monthly basis service.
7. All rates and charges will apply when MBCS is reinstated.
8. The rate and charge for MBCS is applicable to business service only.

Rates

Original with one to three copies per business account only	<u>NRC</u> 1	Monthly <u>Rate</u> \$ 2.00
-------------------------------------------------------------	-----------------	-----------------------------------

¹ Subsequent service order charge from Section 3 will apply unless service is ordered at the time initial service is established.

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

B. Call Screening ¹

Special Conditions

1. Call Screening service will prevent the billing of collect or third number billed calls to the telephone number of the call screening service customer. Call screening service will not prevent outgoing collect or third number billed calls made from the telephone service of the call.
2. Collect or third number billed calls accepted by the customer with call screening will be billed to the customer. These calls may not be disputed or adjusted.
3. Collect billed call screening is not allowed on Official accounts.
4. Call screening is provided where facilities and operating conditions permit.
5. This service is available only to customers in the exchanges listed in Section 4A, Sheet 4 of this Product Guide.

Rates

	<u>Monthly Rate</u>
1. Restricts incoming toll calls to prohibit third number billed calls	\$ 1.50
2. Restricts incoming toll calls to prohibit collect billed calls	1.50
3. Restricts incoming toll calls to prohibit collect and third number billed calls	2.00

¹ This service is available only to customers in the exchanges listed in Section 4A, Sheet 4 of this Product Guide.

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

C. Special Billing Number Service

Special Conditions

1. The service provides for furnishing to a customer, each month, in connection with the regular exchange service bill, a separate listing of toll telephone messages for each special billing number used in placing calls.
2. The minimum period for which the service is offered is two months.
3. Zone calling unit rates are not applicable in connection with special billing number service.

Rates

	Monthly <u>Rate</u>
1. First group of 50, or less, Special Billing Numbers	\$ 21.05
2. Each additional group of 50, or less, Special Billing Numbers	10.55

Effective: 01/22/17

GENERAL SERVICES

CONVENIENCE FEE

GENERAL

- A. 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.
- B. 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.

RATES

	<u>Nonrecurring Charge</u>
Convenience Fee, per occurrence	\$4.50

(N)

(N)

GENERAL SERVICES

VACATION GET AWAY SERVICE

(N)

GENERAL

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

CONDITIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers, multi-party customers or optional measure service customers.
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

RATES

NONRECURRING CHARGE

\$39.99

(N)

CUSTOM CALLING SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
A. General	1
B. Individual Calling Services	
Special Conditions	
1. Call Forwarding	3
2. Call Waiting/Cancel Call Waiting	4
3. Speed Dialing	4
4. Three Way Calling	4
5. Distinctive Ring	5
6. Busy Redial	5
7. Select Call Forwarding	5
8. Call Block	5
9. Call Trace	6
10. *69	6
11. Caller ID	7
12. Call Intercept	7
13. Anonymous Call Block	9
14. Call Waiting ID	9
Rates	
1. Call Forwarding	10
2. Call Waiting/Cancel Call Waiting	10
3. Speed Dialing	10
4. Three Way Calling	10
5. Distinctive Ring	11
6. Busy Redial	11
7. Select Call Forwarding	11
8. Call Block	11
9. Call Trace	11
10. *69	11
11. Caller ID	12
12. Call Intercept	12
13. Anonymous Call Block	12
14. Call Waiting ID	12

Effective: 04/01/12

CUSTOM CALLING SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>	
A. General	1	
B. Individual Calling Services		
Special Conditions		
1. Call Forwarding	3	
2. Call Waiting/Cancel Call Waiting	4	
3. Speed Dialing	4	
4. Three Way Calling	4	
5. Distinctive Ring	5	
6. Busy Redial	5	
7. Select Call Forwarding	5	
8. Call Block	5	
9. Call Trace	6	
10. *69	6	
11. Caller ID	7	
12. Anonymous Call Block	9	(D)
13. Call Waiting ID	9	(T)
Rates		
1. Call Forwarding	10	
2. Call Waiting/Cancel Call Waiting	10	
3. Speed Dialing	10	
4. Three Way Calling	10	
5. Distinctive Ring	11	
6. Busy Redial	11	
7. Select Call Forwarding	11	
8. Call Block	11	
9. Call Trace	11	
10. *69	11	
11. Caller ID	12	
12. Anonymous Call Block	12	(D)
13. Call Waiting ID	12	(T)

CUSTOM CALLING SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>	
A. General	1	
B. Individual Calling Services		
Special Conditions		
1. Call Forward	3	(T)
2. Call Waiting/Cancel Call Waiting	4	
3. Speed Calling	4	(T)
4. 3 Way Calling	4	(T)
5. Distinctive Ring	5	
6. Busy Number Redial *66	5	(T)
7. Selective Call Forward	5	(T)
8. Selective Call Rejection	5	
9. Call Trace	6	
10. Call Return *69	6	(T)
11. Caller ID with Name	7	(T)
12. Anonymous Call Rejection	9	(T)
13. Call Waiting ID	9	
Rates		
1. Call Forward	10	(T)
2. Call Waiting/Cancel Call Waiting	10	
3. Speed Calling	10	(T)
4. 3 Way Calling	10	(T)
5. Distinctive Ring	11	
6. Busy Number Redial *66	11	(T)
7. Selective Call Forward	11	
8. Selective Call Rejection	11	(T)
9. Call Trace	11	
10. Call Return *69	11	(T)
11. Caller ID with name	12	
12. Anonymous Call Rejection	12	(T)
13. Call Waiting ID	12	

CUSTOM CALLING SERVICES

TABLE OF CONTENTS - Continued

	<u>SHEET NO.</u>
C. Call Restriction Services	
Special Conditions	
1. Call Restriction Option I.....	13
2. Call Restriction Option I - TSPS Screening.....	13
3. Call Restriction Option III - Split 1+DDD Restriction.....	14
4. Call Restriction Option IV - Call Restriction.....	14
5. Call Restriction Option V - 1+ and 0+(900)XXX-XXXX and 976-XXXX Blocking.....	15
Rates.....	16
D. Remote Call Forwarding.....	17
Special Conditions.....	17
Rates.....	20
E. Direct Connect Service.....	21
F. Enhanced Call Forwarding	
Special Conditions.....	22
Rates.....	26

CUSTOM CALLING SERVICES

A. General

1. Custom Calling Services are exchange services and service order activity charges set forth in Section 3 of this guide are applicable when a feature or package is ordered, unless other work subject to installation charge or service connection charge is done at the same time on the same order. When a Custom Calling Service feature or package is ordered subsequent to the installation of its associated exchange line, the service order activity charges shall be waived for up to 60 days from the initial request for service.
2. The features of Custom Calling Service require special central office equipment and will be provided only where facilities are available. Coincident with the offering of Sharper Call Pack¹, the migration of existing services to this new package may deplete central office facilities, thereby delaying some customers from receiving all of the services until additional central office equipment is installed.
3. Specific central office equipment programs are necessary to provide all the services included in the Sharper Call Pack. Customers may subscribe to the Sharper Call Pack in service areas that do not have the central office programs to provide all the package services or where computer memory is limited. These customers will receive all the packaged services when additional central office equipment and programs are installed/upgraded.
4. Custom Calling Service features may be provided to customers with either dial or Touch Call Telephone Services.
5. Custom Calling Service will not be provided in conjunction with Customer Owned Pay Telephones, Private Branch Exchange Trunk Line Service, Direct Inward Dialing Service or Cellular Service. Additionally, features listed under Custom Calling Service may not be compatible with exchange lines served by key system equipment.
6. Provision of Custom Calling Services may be subject to the availability of SS7 signalling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator.

¹ Sharper Call Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

CUSTOM CALLING SERVICES

A. General

1. Custom Calling Services are exchange services and service order activity charges set forth in Section 3 of this guide are applicable when a feature or package is ordered, unless other work subject to installation charge or service connection charge is done at the same time on the same order. When a Custom Calling Service feature or package is ordered subsequent to the installation of its associated exchange line, the service order activity charges shall be waived for up to 60 days from the initial request for service.
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5. Custom Calling Service will not be provided in conjunction with Customer Owned Pay Telephones, Private Branch Exchange Trunk Line Service, Direct Inward Dialing Service or Cellular Service. Additionally, features listed under Custom Calling Service may not be compatible with exchange lines served by key system equipment.
6. Provision of Custom Calling Services may be subject to the availability of SS7 signalling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator.

¹ Sharper Call Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

CUSTOM CALLING SERVICES

A. General - Continued

9. Satisfaction Guarantee

- a. If, at any time, the customer notifies the Company of any dissatisfaction with any of the Custom Calling Services, the customer will be entitled to a full refund of one (1) month's monthly recurring charge, or a prorated amount if subscription is less than 30 days. This refund will be applied as a credit on a subsequent bill after the service or feature is removed. Each customer will be entitled to the credit once per service.
- b. The Satisfaction Guarantee will apply to all of the Custom Calling Services listed in this product guide.

B. Individual Calling Services

Special Conditions

1. Call Forwarding

- a. Flexible Call Forwarding provides a subscriber with the ability to forward (transfer) incoming calls to another telephone number and to discontinue forwarding. Forwarding and restoral can be executed only from the customer's service.
- b. The quality of the transmission of calls forwarded may vary because of distances and the routes used to complete forwarded calls. Quality of transmission of a forwarded call is not guaranteed.
- c. Each customer subscribing to a call forwarding service is responsible for the payment of applicable charges for each completed call made between the line from which a call is forwarded and the line to which the call is forwarded. Local, ZUM, or message toll charges will be billed in accordance with the rates, terms, and conditions of the Company's Product Guide for the portion of a call forwarded.
- d. Call forwarding services are available to customers subscribing to Individual-Line Services, to Individual-Line Services arranged for rotary service, and to FGA services if facilities permit.
- e. A customer ordering services which forwards calls on a "no-answer" basis, must specify, for himself or on behalf of each client, the number of times the telephone rings before redirection under a no-answer condition. For each change of the number of rings, a subsequent order charge, as specified in Section 3, Service Charges for business customers, is billed to the customer.
- f. Call Forwarding is available with FGA Service as described in Schedule Cal. P.U.C. No. C-1.

CUSTOM CALLING SERVICES

A. General - Continued

9. Satisfaction Guarantee

- a. If, at any time, the customer notifies the Company of any dissatisfaction with any of the Custom Calling Services, the customer will be entitled to a full refund of one (1) month's monthly recurring charge, or a prorated amount if subscription is less than 30 days. This refund will be applied as a credit on a subsequent bill after the service or feature is removed. Each customer will be entitled to the credit once per service.
- b. The Satisfaction Guarantee will apply to all of the Custom Calling Services listed in this product guide.

B. Individual Calling Services

Special Conditions

1. Call Forwarding

- a. Flexible Call Forwarding provides a subscriber with the ability to forward (transfer) incoming calls to another telephone number and to discontinue forwarding. Forwarding and restoral can be executed only from the customer's service.
- b. The quality of the transmission of calls forwarded may vary because of distances and the routes used to complete forwarded calls. Quality of transmission of a forwarded call is not guaranteed.
- c. Each customer subscribing to a call forwarding service is responsible for the payment of applicable charges for each completed call made between the line from which a call is forwarded and the line to which the call is forwarded. Local or message toll charges will be billed in accordance with the rates, terms, and conditions of the Company's Product Guide for the portion of a call forwarded. (C)
- d. Call forwarding services are available to customers subscribing to Individual-Line Services, to Individual-Line Services arranged for rotary service, and to FGA services if facilities permit.
- e. A customer ordering services which forwards calls on a "no-answer" basis, must specify, for himself or on behalf of each client, the number of times the telephone rings before redirection under a no-answer condition. For each change of the number of rings, a subsequent order charge, as specified in Section 3, Service Charges for business customers, is billed to the customer.
- f. Call Forwarding is available with FGA Service as described in Schedule Cal. P.U.C. No. C-1.

CUSTOM CALLING SERVICES

A. General - Continued

9. Satisfaction Guarantee

- a. If, at any time, the customer notifies the Company of any dissatisfaction with any of the Custom Calling Services, the customer will be entitled to a full refund of one (1) month's monthly recurring charge, or a prorated amount if subscription is less than 30 days. This refund will be applied as a credit on a subsequent bill after the service or feature is removed. Each customer will be entitled to the credit once per service.
- b. The Satisfaction Guarantee will apply to all of the Custom Calling Services listed in this product guide.

B. Individual Calling Services

Special Conditions

1. Call Forward

(T)

- a. Basic Call Forwarding provides a subscriber with the ability to forward (transfer) incoming calls to another telephone number and to discontinue forwarding. Forwarding and restoral can be executed only from the customer's service. (T)
- b. The quality of the transmission of calls forwarded may vary because of distances and the routes used to complete forwarded calls. Quality of transmission of a forwarded call is not guaranteed.
- c. Each customer subscribing to a call forwarding service is responsible for the payment of applicable charges for each completed call made between the line from which a call is forwarded and the line to which the call is forwarded. Local or message toll charges will be billed in accordance with the rates, terms, and conditions of the Company's Product Guide for the portion of a call forwarded.
- d. Call forwarding services are available to customers subscribing to Individual-Line Services, to Individual-Line Services arranged for rotary service, and to FGA services if facilities permit.
- e. A customer ordering services which forwards calls on a "no-answer" basis, must specify, for himself or on behalf of each client, the number of times the telephone rings before redirection under a no-answer condition. For each change of the number of rings, a subsequent order charge, as specified in Section 3, Service Charges for business customers, is billed to the customer.
- f. Call Forward is available with FGA Service as described in Schedule Cal. P.U.C. No. C-1. (T)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

2. Call Waiting/Cancel Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established. Cancel Call Waiting permits the customer before making a call to dial a code which will prevent the call waiting tone signal from interrupting for the next call only. The tone signal function will be automatically restored to the customer's line upon a disconnect.

3. Speed Dialing

Speed Dialing permits the customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The feature is available as an eight-code list or thirty-code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one- or two-digit code (for the eight-code and thirty-code lists, respectively) plus the telephone number.

Only one type of Speed Dialing may be provided on each line, either eight-code or thirty-code.

4. Three Way Calling

Three Way Calling permits the customer to add a third party to an established connection by depressing the telephone hookswitch (or an incorporated "flash" button). When the third party answers, a two way conversation can be held before adding the original party for a three way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

This feature is offered on a per line or per occurrence basis. When Three Way Calling is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, up to 10 occurrences per month. Provision of the per occurrence option of this feature may be blocked at the request of the customer free of charge.

Customers can receive a one time adjustment for charges when a customer claims unknown, unauthorized or denied use of the service by calling their Company Billing Representative at the telephone number listed in their telephone directory under the heading, "WHERE TO REACH FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.", for billing. Frontier Communications of the Southwest Inc. will arrange for the service to be "blocked" at the customer's request.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

2. Call Waiting/Cancel Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a 3 way conference cannot be established. Cancel Call Waiting permits the customer before making a call to dial a code which will prevent the call waiting tone signal from interrupting for the next call only. The tone signal function will be automatically restored to the customer's line upon a disconnect. (T)

3. Speed Call (T)

Speed Call permits the customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The feature is available as an eight-code list or thirty-code list. Either code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials either a one- or two-digit code (for the 8 and 30 code lists, respectively) plus the telephone number. (T)(C)

Only one type of Speed Dialing may be provided on each line, either eight-code or thirty-code.

4. 3 Way Calling (T)

3 Way Calling permits the customer to add a third party to an established connection by depressing the telephone hookswitch (or an incorporated "flash" button). When the third party answers, a two way conversation can be held before adding the original party for a three way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls. (T)

This feature is offered on a per line or per occurrence basis. When 3 Way Calling is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, up to 10 occurrences per month. Provision of the per occurrence option of this feature may be blocked at the request of the customer free of charge. (T)

Customers can receive a one time adjustment for charges when a customer claims unknown, unauthorized or denied use of the service by calling their Company Billing Representative at the telephone number listed in their telephone directory under the heading, "WHERE TO REACH FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.", for billing. Frontier Communications of the Southwest Inc. will arrange for the service to be "blocked" at the customer's request.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

5. Distinctive Ring

Distinctive Ring provides the customer with two separate telephone numbers on one line, each with its own distinct ring for call differentiation. A directory listing may be established on the second number at no charge.

6. Busy Redial

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

This feature is offered on a per line or per occurrence basis. When Automatic Busy Redial is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated. Provision of the per occurrence option of this feature may be blocked at the request of the customer.

7. Select Call Forwarding

Select Call Forwarding is an arrangement which permits a customer to pre-specify a maximum of 12 telephone numbers from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the pre-specified numbers will be forwarded.

8. Call Block

Call Block allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

5. Distinctive Ring

Distinctive Ring provides the customer with two separate telephone numbers on one line, each with its own distinct ring for call differentiation. A directory listing may be established on the second number at no charge.

6. Busy Number Redial *66

(T)

Busy Number Redial *66 is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30 minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

(T)

7. Selective Call Forward

(T)

Selective Call Forward is an arrangement which permits a customer to pre-specify a maximum of 12 telephone numbers from which incoming calls are to be forwarded. During the period that Selective Call Forward is activated, only calls from the pre-specified numbers will be forwarded.

(T)

(T)

8. Selective Call Rejection

(T)

Selective Call Rejection allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

(T)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

9. Call Trace

Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call trace feature, the customer automatically authorizes the Company to store the results of any and all traces initiated by the customer in the Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further written request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such further written request by the customer. The customer acknowledges his understanding that under no circumstances will trace results be provided directly to the customer.

The customer must contact the Company within ten (10) days after activating a call trace or the trace record will be automatically deleted.

Call Trace will be activated for a one (1) month period only, unless specified otherwise by the customer when ordering the service.

10. *69

*69 allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of this feature, the number of the most recent party who called will be automatically dialed. If the called line is busy, a 30 minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network will periodically test the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the customer is alerted with a distinctive ring signifying that the call can now be completed. When *69 is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, regardless of whether the return call is completed to the calling party. Provision of the per occurrence option of this feature may be blocked at the request of the customer.

Calls initiated by *69 will appear on the subscriber's billing record by area code and prefix only. The calling party's number will not be announced to the *69 customer.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

9. Call Trace

Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the call trace feature, the customer automatically authorizes the Company to store the results of any and all traces initiated by the customer in the Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further written request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such further written request by the customer. The customer acknowledges his understanding that under no circumstances will trace results be provided directly to the customer.

The customer must contact the Company within ten (10) days after activating a call trace or the trace record will be automatically deleted.

Call Trace will be activated for a one (1) month period only, unless specified otherwise by the customer when ordering the service.

10. Call Return *69

(T)

Call Return *69 allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of this feature, the number of the most recent party who called will be automatically dialed. If the called line is busy, a 30 minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network will periodically test the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the customer is alerted with a distinctive ring signifying that the call can now be completed. When *69 is activated on a per occurrence basis, the per occurrence rate applies each time the feature is activated, regardless of whether the return call is completed to the calling party. Provision of the per occurrence option of this feature may be blocked at the request of the customer.

(T)

Calls initiated by *69 will appear on the subscriber's billing record by area code and prefix only. The calling party's number will not be announced to the *69 customer.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID

Caller ID provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to limitations, such as those described below. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

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 Communications of the Southwest Inc., (iv) for certain telephone numbers for which Frontier Communications of the Southwest Inc. 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.

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID is prohibited. This service is available only where facilities and conditions permit.

12. Call Intercept

Call Intercept is an optional enhancement to Caller ID or Caller ID - Number Only Service. It provides residential Caller ID customers with informed choices about accepting or rejecting unidentified calls that typically appear as "Anonymous", "Unavailable", "Out of Area" or "Private", by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a personal or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the Caller ID box. When the customer answers, Call Intercept plays the recorded name. The customer may then choose one of the following options:

- accept the call
- decline the call which will begin an announcement to the caller, notifying the caller of the call denial
- refuse the sales/telemarketing call which then plays the Company's sales screening announcement
- send the call to voice mail, if the subscriber has Frontier Communications of the Southwest Inc. Home Voice Mail service
- replay the recorded name

Effective: 11/03/11

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID

Caller ID provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to limitations, such as those described below. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

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 and international calls, (iii) when phone number or caller name information is not made available to Frontier Communications of the Southwest Inc., (iv) for certain telephone numbers for which Frontier Communications of the Southwest Inc. 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. (C)

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID is prohibited. This service is available only where facilities and conditions permit.

12. Call Intercept

Call Intercept is an optional enhancement to Caller ID or Caller ID - Number Only Service. It provides residential Caller ID customers with informed choices about accepting or rejecting unidentified calls that typically appear as "Anonymous", "Unavailable", "Out of Area" or "Private", by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a personal or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the Caller ID box. When the customer answers, Call Intercept plays the recorded name. The customer may then choose one of the following options:

- accept the call
- decline the call which will begin an announcement to the caller, notifying the caller of the call denial
- refuse the sales/telemarketing call which then plays the Company's sales screening announcement
- send the call to voice mail, if the subscriber has Frontier Communications of the Southwest Inc. Home Voice Mail service
- replay the recorded name

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID

Caller ID provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to limitations, such as those described below. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

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 and international calls, (iii) when phone number or caller name information is not made available to Frontier Communications of the Southwest Inc., (iv) for certain telephone numbers for which Frontier Communications of the Southwest Inc. 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.

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID is prohibited. This service is available only where facilities and conditions permit.

(D)

(D)

Effective: 07/20/14

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

11. Caller ID with Name

(T)

Caller ID with Name provides for the display of an incoming name and telephone number on a customer provided display device which is associated with the customer's local exchange service. Service can be provided to customers subscribing to rotary service. The Caller ID with Name feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to limitations, such as those described below.

(T)

(T)

(T)

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 and international calls, (iii) when phone number or caller name information is not made available to Frontier Communications of the Southwest Inc., (iv) for certain telephone numbers for which Frontier Communications of the Southwest Inc. 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.

All customer provided equipment used to interface with Caller ID with Name must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID with Name is prohibited. This service is available only where facilities and conditions permit.

(T)

(T)

12. Priority Call

(N)

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. Where the technology is available, if a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

13. Selective Call Acceptance

Selective Call Acceptance screens incoming calls and only allows access to those telephone numbers on a customer determined list (up to a maximum of 12 telephone numbers). All others will be directed to a pre-recorded message.

14. Multiple Simultaneous Call Forward

Multiple Simultaneous Call Forward feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

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CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

15. Anonymous Call Block/Rejection (ACR)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

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16. Multiple Simultaneous Call Forward

Multiple Simultaneous Call Forward feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forward, Call Forward Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forward paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

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CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

12. Call Intercept - Continued

If the customer is not home, Call Intercept connects the caller to an answering device, e.g. answering machine or Frontier Communications of the Southwest Inc. Home Voice Mail service if available. If these devices are not available, Call Intercept will play a Company recorded message that the subscriber is not available.

A PIN number is available to customers to be used as an override code by family or friends. By entering the PIN, the caller will bypass the Call Intercept screening and the call will complete as dialed. The customer's telephone will ring with a distinctive ringing pattern that differs from the normal ring and the words "Priority Caller" will be displayed on the Caller ID box.

New or existing customers subscribing to Big Deal - Option A, Local Package, or Local and Toll Package¹ can receive Call Intercept at a discounted monthly recurring rate. See RATES 12.

Call Intercept is offered only where technically feasible.

Customers cannot subscribe to Remote Call Forwarding and Call Intercept on the same line.

Customers cannot subscribe to Enhanced Call Forwarding and Call Intercept on the same line.

¹ Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

Effective: 06/23/11

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

12. Call Intercept - Continued

If the customer is not home, Call Intercept connects the caller to an answering device, e.g. answering machine or Frontier Communications of the Southwest Inc. Home Voice Mail service if available. If these devices are not available, Call Intercept will play a Company recorded message that the subscriber is not available.

A PIN number is available to customers to be used as an override code by family or friends. By entering the PIN, the caller will bypass the Call Intercept screening and the call will complete as dialed. The customer's telephone will ring with a distinctive ringing pattern that differs from the normal ring and the words "Priority Caller" will be displayed on the Caller ID box.

New or existing customers subscribing to Multi Package Residential Offer - Option A, Frontier Local Calling Plan, or Local and Toll Service¹ can receive Call Intercept at a discounted monthly recurring rate. See RATES 12. (T)

Call Intercept is offered only where technically feasible.

Customers cannot subscribe to Remote Call Forwarding and Call Intercept on the same line.

Customers cannot subscribe to Enhanced Call Forwarding and Call Intercept on the same line.

¹ Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. (T)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

13. Anonymous Call Block

Anonymous Call Block allows a customer to reject calls from callers who have activated a blocking option in order to prevent the display of their telephone number. Anonymous Call Block is activated or deactivated by dialing a preassigned code. When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be requested to hang up and place the call again without the blocking feature activated. Callers will not be charged for incomplete calls due to Anonymous Call Block.

14. Call Waiting ID

Call Waiting ID enhances Caller ID and Call Waiting by allowing them to interact with one another. With the interaction of the features, the Caller ID customer can receive Caller ID information, unless the caller blocks the display of name and/or number or the information is unavailable due to technical reasons. The customer must subscribe to both services (Caller ID - Only or Caller ID and Call Waiting). Call Waiting ID Compatible Display equipment is required. (NOTE: Current Name and Number, Type 1 CPE, that is only Caller ID compatible will not work with this service.)

Customers who call to set up the Call Waiting and Caller ID interaction will not be charged applicable Section 3 Service Order charges. Customers who call to subscribe to Caller ID and/or Call Waiting in order to receive the enhanced interaction will be charged the applicable Section 3 Service Order charges.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

12. Anonymous Call Block

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Anonymous Call Block allows a customer to reject calls from callers who have activated a blocking option in order to prevent the display of their telephone number. Anonymous Call Block is activated or deactivated by dialing a preassigned code. When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be requested to hang up and place the call again without the blocking feature activated. Callers will not be charged for incomplete calls due to Anonymous Call Block.

13. Call Waiting ID

(T)

Call Waiting ID enhances Caller ID and Call Waiting by allowing them to interact with one another. With the interaction of the features, the Caller ID customer can receive Caller ID information, unless the caller blocks the display of name and/or number or the information is unavailable due to technical reasons. The customer must subscribe to both services (Caller ID - Only or Caller ID and Call Waiting). Call Waiting ID Compatible Display equipment is required. (NOTE: Current Name and Number, Type 1 CPE, that is only Caller ID compatible will not work with this service.)

Customers who call to set up the Call Waiting and Caller ID interaction will not be charged applicable Section 3 Service Order charges. Customers who call to subscribe to Caller ID and/or Call Waiting in order to receive the enhanced interaction will be charged the applicable Section 3 Service Order charges.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

12. Anonymous Call Rejection

(T)

Anonymous Call Rejection allows a customer to reject calls from callers who have activated a blocking option in order to prevent the display of their telephone number. Anonymous Call Rejection is activated or deactivated by dialing a preassigned code. When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the caller that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be requested to hang up and place the call again without the blocking feature activated. Callers will not be charged for incomplete calls due to Anonymous Call Rejection.

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13. Call Waiting ID

Call Waiting ID enhances Caller ID and Call Waiting by allowing them to interact with one another. With the interaction of the features, the Caller ID customer can receive Caller ID information, unless the caller blocks the display of name and/or number or the information is unavailable due to technical reasons. The customer must subscribe to both services (Caller ID - Only or Caller ID and Call Waiting). Call Waiting ID Compatible Display equipment is required. (NOTE: Current Name and Number, Type 1 CPE, that is only Caller ID compatible will not work with this service.)

Customers who call to set up the Call Waiting and Caller ID interaction will not be charged applicable Section 3 Service Order charges. Customers who call to subscribe to Caller ID and/or Call Waiting in order to receive the enhanced interaction will be charged the applicable Section 3 Service Order charges.

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. <u>Call Forwarding</u>		
a. Flexible Call Forwarding	\$ 4.00	\$ 3.00
Call Forwarding Rotaray	4.50	
b. Fixed Call Forwarding		
(1) Call Forwarding Busy-Line--Fixed	1.25	2.00 (I)
(2) Call Forwarding No-Answer--Fixed	1.25	2.00 (I)
(3) Call Forwarding Busy Line Don't Answer	4.00	2.00 (I)
2. <u>Call Waiting / Cancel Call Waiting</u>	6.00	4.75
3. <u>Speed Dialing</u>		
a. Eight-code capacity	2.50	2.50
b. Thirty-code capacity	3.50	3.50
4. <u>Three Way Calling</u>		
a. per line	5.00	4.00
b. per occurrence ^{1,2}	0.75	0.75

¹ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

Effective: 07/20/14

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates

	Monthly Rate		Pay Per Use	(T) (T)
	<u>Business</u>	<u>Residence</u>		
1. Call Forward				(T)
a. Basic Call Forward	\$5.00	\$4.00		(I)
Call Forward Rotaray	4.50			
b. Call Forward Busy	2.50	3.00		(I)
c. Call Forward No Answer	2.50	3.00		
d. Call Forward Busy/No Answer	5.00	3.00		
e. Enhanced Call Forward	11.00			(T)(I)
2. Call Waiting / Cancel Call Waiting	6.99	5.75		(T)(I)
3. Call Waiting ID	0.00	0.00		
4. Speed Call 8 ⁽¹⁾	3.50	3.50		(T)(I)(C)
5. Speed Call 30	4.50	4.50		
6. 3 Way Calling	6.00	5.00	\$1.50 ⁽²⁾	(T)(I)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

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Effective: 11/15/15

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates

	Monthly Rate		Pay Per Use
	<u>Business</u>	<u>Residence</u>	
1. Call Forward			
a. Basic Call Forward	\$5.00	\$4.00	
Call Forward Rotaray	4.50		
b. Call Forward Busy	2.50	3.00	
c. Call Forward No Answer	2.50	3.00	
d. Call Forward Busy/No Answer	5.00	3.00	
e. Enhanced Call Forward	11.00		
2. Call Waiting/Cancel Call Waiting	6.99	5.75	(T)
3. Call Waiting ID	0.00	0.00	
4. Speed Call 8 ⁽¹⁾	3.50	3.50	
5. Speed Call 30	4.50	4.50	
6. 3 Way Calling	6.00	5.00	\$1.50 ⁽²⁾

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 12/11/16

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates

	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>		
1. Call Forward				
a. Basic Call Forward	\$5.50	\$5.00		(l)
b. Call Forward Busy	4.00	4.00		
c. Call Forward No Answer	4.00	4.00		
d. Call Forward Busy/No Answer	5.50	4.50		
2. Call Waiting/Cancel Call Waiting	7.50	7.00		(l)
3. Call Waiting ID	0.00	0.00		
4. Speed Call 8 ⁽¹⁾	3.50	3.50		
5. Speed Call 30	4.50	4.50		
6. 3 Way Calling	7.00	6.50	\$2.50 ⁽²⁾	(l)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 01/21/18

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates

	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>		
1. Call Forward				
a. Basic Call Forward	\$6.00	\$6.00		(1)
b. Call Forward Busy	5.50	5.00		
c. Call Forward No Answer	5.50	5.25		
d. Call Forward Busy/No Answer	6.00	5.75		
2. Call Waiting/Cancel Call Waiting	8.25	7.75		(1)
3. Call Waiting ID	0.00	0.00		
4. Speed Call 8 ⁽¹⁾	3.50	3.50		
5. Speed Call 30	4.50	4.50		
6. 3 Way Calling	8.25	7.75	\$3.00 ⁽²⁾	(1)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 10/21/18

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates

	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>		
1. Call Forward				
a. Basic Call Forward	\$6.75	\$7.00		(1)
b. Call Forward Busy	6.75	6.50		
c. Call Forward No Answer	6.75	6.50		
d. Call Forward Busy/No Answer	6.75	7.00		
2. Call Waiting/Cancel Call Waiting	8.75	8.25		(1)
3. Call Waiting ID	0.00	0.00		
4. Speed Call 8 ⁽¹⁾	3.50	3.50		
5. Speed Call 30	4.50	4.50		
6. 3 Way Calling	8.50	8.50	\$3.00 ⁽²⁾	(1)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 08/25/19

CUSTOM CALLING SERVICES

B. Individual Calling Services

Rates

	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>		
1. Call Forward				
a. Basic Call Forward	\$7.75	\$8.00		(1)
b. Call Forward Busy	7.75	8.00		
c. Call Forward No Answer	7.75	7.50		
d. Call Forward Busy/No Answer	7.75	8.00		
2. Call Waiting/Cancel Call Waiting	9.25	9.00		(1)
3. Call Waiting ID	0.00	0.00		
4. Speed Call 8 ⁽¹⁾	3.50	3.50		
5. Speed Call 30	4.50	4.50		
6. 3 Way Calling	9.00	9.25	\$3.00 ⁽²⁾	(1)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
5. <u>Distinctive Ring</u>	\$ 6.00	\$ 6.50
6. <u>Busy Redial</u> , ¹		
a. Per line	5.00	5.00
b. Per occurrence ^{2,3}	0.75	0.75
7. <u>Select Call Forwarding</u> ¹ , per line	5.00	5.00
8. <u>Call Block</u> , per line	--	3.50
9. <u>Call Trace</u> , per line ¹	5.00	5.00
10. <u>*69</u> ¹		
a. Per line	5.00	5.00
b. Per occurrence ^{2,3}	0.75	0.75

¹ Flexible Rate Ranges have been established for this service.

² Provision of the per occurrence option of this feature may be blocked at the request of the customer.

³ Application of the per occurrence charge for this service is limited to the first ten (10) occurrences per month.

Effective: 07/20/14

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates – Continued

	Monthly Rate		Pay Per Use		(T) (T)
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
7. Distinctive Ring		\$6.99			(I)
8. Busy Number Redial *66	6.00	6.00	\$1.50 ⁽¹⁾	\$1.50 ⁽¹⁾	(T)
9. Call Trace			5.00 ⁽²⁾	5.00 ⁽²⁾	
10. Call Return *69	6.00	6.00	1.00 ⁽¹⁾	1.50 ⁽¹⁾	
11. Caller ID with Name	10.50	8.95			(T)(I)
12. Priority Call	4.45	4.00			(N)
13. Selective Call Forward	6.00	6.00			(T)(I)
14. Selective Call Acceptance	4.50	3.50			(N)
15. Selective Call Rejection	5.50	4.50			(T)(I)
16. Anonymous Call Rejection	2.00	2.00			(T)(I)
17. Call Waiting ID	0.00	0.00			
18. Remote Call Forward	26.00	19.00			(T)(I)
19. Remote Activated Call Forward	5.00	6.50			(N)
20. Multiple Simultaneous Call Forward	11.00				(N)

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

(N)
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 (N)

Effective: 11/15/15

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates – Continued

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
7. Priority Call	4.45	4.00			
8. Distinctive Ring		\$6.99			
9. *66 Busy Number Redial	6.00	6.00	\$1.50 ⁽¹⁾	\$1.50 ⁽¹⁾	(T)
10. *69 Call Return	6.00	6.00	1.00 ⁽¹⁾	1.50 ⁽¹⁾	
11. Call Trace			5.00 ⁽²⁾	5.00 ⁽²⁾	
12. Caller ID with Name	10.50	8.95			(T)
13. Selective Call Forward	6.00	6.00			
14. Selective Call Acceptance	4.50	3.50			
15. Selective Call Rejection	5.50	4.50			
16. Anonymous Call Block/Rejection	2.00	2.00			(T)
17. Remote Call Forward	26.00	19.00			
18. Remote Activated Call Forward	5.00	6.50			
19. Multiple Simultaneous Call Forward	11.00				(T)

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 12/11/16

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates – Continued

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
7. Priority Call	4.45	4.00			
8. Distinctive Ring		\$6.99			
9. *66 Busy Number Redial	6.00	6.00	\$2.50 ⁽¹⁾	\$2.50 ⁽¹⁾	(1)
10. *69 Call Return	6.00	6.00	2.00 ⁽¹⁾	2.50 ⁽¹⁾	
11. Call Trace			5.50 ⁽²⁾	5.50 ⁽²⁾	
12. Caller ID with Name	11.50	9.95			(1)
13. Selective Call Forward	6.00	6.00			
14. Selective Call Acceptance	4.50	3.50			
15. Selective Call Rejection	5.50	4.50			
16. Anonymous Call Block/Rejection	3.50	3.00			(1)
17. Remote Call Forward	27.00	21.00			(1)
18. Remote Activated Call Forward	5.00	6.50			
19. Multiple Simultaneous Call Forward	12.00				(1)

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 08/11/17

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates – Continued

	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
7. Priority Call	\$4.45	\$4.00		
8. Distinctive Ring		6.99		
9. *66 Busy Number Redial	6.00	6.00	\$2.50 ⁽¹⁾	\$2.50 ⁽¹⁾
10. *69 Call Return	6.00	6.00	2.00 ⁽¹⁾	2.50 ⁽¹⁾
11. Call Trace			5.50 ⁽²⁾	5.50 ⁽²⁾
12. Caller ID with Name	11.50	9.95		
13. Selective Call Forward	6.00	6.00		
14. Selective Call Acceptance	4.50	3.50		
15. Selective Call Rejection	5.50	4.50		
16. Anonymous Call Block/Rejection	3.50	3.00		
17. Remote Call Forward	27.00	21.00		
18. Remote Activated Call Forward	5.00	6.50		
19. Multiple Simultaneous Call Forward	12.00			
20. Enhanced Call Forward	11.00			

(N)

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 01/21/18

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates – Continued

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
7. Priority Call	\$4.45	\$4.00			
8. Distinctive Ring		6.99			
9. *66 Busy Number Redial	6.00	6.00	\$3.00 ⁽¹⁾	\$3.00 ⁽¹⁾	(1)
10. *69 Call Return	6.00	6.00	3.00 ⁽¹⁾	3.00 ⁽¹⁾	
11. Call Trace			6.25 ⁽²⁾	6.00 ⁽²⁾	
12. Caller ID with Name	12.50	10.95			(1)
13. Selective Call Forward	6.00	6.00			
14. Selective Call Acceptance	4.50	3.50			
15. Selective Call Rejection	5.50	4.50			
16. Anonymous Call Block/Rejection	4.50	4.00			(1)
17. Remote Call Forward	28.00	22.00			(1)
18. Remote Activated Call Forward	5.00	6.50			
19. Multiple Simultaneous Call Forward	12.00				
20. Enhanced Call Forward	11.00				

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 08/25/19

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates – Continued

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
7. Priority Call	\$4.45	\$4.00			
8. Distinctive Ring		6.99			
9. *66 Busy Number Redial	6.00	6.00	\$3.00 ⁽¹⁾	\$3.00 ⁽¹⁾	
10. *69 Call Return	6.00	6.00	3.00 ⁽¹⁾	3.00 ⁽¹⁾	
11. Call Trace			7.25 ⁽²⁾	7.25 ⁽²⁾	(I)
12. Caller ID with Name	14.00	11.75			(I)
13. Selective Call Forward	6.00	6.00			
14. Selective Call Acceptance	4.50	3.50			
15. Selective Call Rejection	5.50	4.50			
16. Anonymous Call Block/Rejection	6.50	5.50			(I)
17. Remote Call Forward	32.00	25.00			(I)
18. Remote Activated Call Forward	5.00	6.50			
19. Multiple Simultaneous Call Forward	12.00				
20. Enhanced Call Forward	11.00				

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 11/18/18

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$6.00	(l)
Residence	\$5.00	
3. Foreign Exchange Listing		
Business	\$6.00	(l)
Residence	\$5.50	
4. Extra Lines of information		
Business	\$6.00	(l)
Residence	\$5.00	
5. Non-Listing	\$5.25	
6. Non-Publish	\$5.25	(l)

Effective: 10/21/18

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates – Continued

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
7. Priority Call	\$4.45	\$4.00			
8. Distinctive Ring		6.99			
9. *66 Busy Number Redial	6.00	6.00	\$3.00 ⁽¹⁾	\$3.00 ⁽¹⁾	
10. *69 Call Return	6.00	6.00	3.00 ⁽¹⁾	3.00 ⁽¹⁾	
11. Call Trace			6.50 ⁽²⁾	6.50 ⁽²⁾	(I)
12. Caller ID with Name	13.25	11.25			(I)
13. Selective Call Forward	6.00	6.00			
14. Selective Call Acceptance	4.50	3.50			
15. Selective Call Rejection	5.50	4.50			
16. Anonymous Call Block/Rejection	5.50	5.00			(I)
17. Remote Call Forward	30.00	23.50			(I)
18. Remote Activated Call Forward	5.00	6.50			
19. Multiple Simultaneous Call Forward	12.00				
20. Enhanced Call Forward	11.00				

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽²⁾ The maximum monthly pay per use charge is \$32.50 for residential and business customers, regardless of the number of times the service is activated within a month.

Effective: 02/18/18

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$5.50	(l)
Residence	\$4.50	
3. Foreign Exchange Listing		
Business	\$5.50	(l)
Residence	\$5.00	
4. Extra Lines of information		
Business	\$5.50	(l)
Residence	\$4.25	
5. Non-Listing	\$4.50	
6. Non-Publish	\$4.75	(l)

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 9.50	\$ 7.95
12. <u>Call Intercept</u> ^{2, 3}	--	5.00
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	1.00
14. <u>Call Waiting ID</u> ⁴	0.00	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Available only in conjunction with Caller ID or Caller ID-Number Only. Customers subscribing to Call Intercept in conjunction with Big Deal-Option A, Local Package, or Local and Toll Package will receive this feature at a discounted monthly rate.

³ Nonrecurring charges are not applicable for this feature.

⁴ Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

Effective: 06/23/11

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
11. <u>Caller ID</u> ¹ Per line	\$ 9.50	\$ 7.95
12. <u>Call Intercept</u> ^{2,3}	--	5.00
13. <u>Anonymous Call Block</u> ¹ , Per line	1.00	1.00
14. <u>Call Waiting ID</u> ⁴	0.00	0.00

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Available only in conjunction with Caller ID or Caller ID-Number Only. Customers subscribing to Call Intercept in conjunction with Multi Package Residential Offer - Option A, Frontier Local Calling Plan, or Local and Toll Service will receive this feature at a discounted monthly rate.

³ Nonrecurring charges are not applicable for this feature.

⁴ Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

(T)

Effective: 04/01/12

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Rates - Continued	Monthly Rate		
	<u>Bus</u>	<u>Res</u>	
11. <u>Caller ID</u> ¹ Per line	\$ 9.50	\$ 7.95	(D)
12. <u>Anonymous Call Block</u> ¹ , Per line	1.00	1.00	(T)
13. <u>Call Waiting ID</u> ²	0.00	0.00	(T)

¹ Appropriate nonrecurring charges as set forth in Section 3, Service Charges, apply.

² Rates for Caller ID and Call Waiting/Cancel Call Waiting apply in addition to this rate. See Special Conditions B.14.

(D)
 |
 (D)
 (T)

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Special Conditions

1. Call Restriction Option I

- a. Restricts outgoing calls to the local calling area plus the local-extended calling area.
- b. Permits the customer and/or users of the service to access certain operator assisted calls, which include repair service, directory assistance and emergency service operators.
- c. Denies access to ZUM Zone 3 calling area, toll calls, third party billing, "0" minus and "0" plus calls.
- d. Will only be provided from selected electronic central office switches and then only where such facilities are available.
- e. Charges for all incoming calls (including collect calls) shall be the responsibility of the customer.
- f. It is the customer's responsibility to inform the Company of any failures of the feature to perform as specified herein.

2. Call Restriction Option II - TSPS Screening

- a. Will only be provided from selected electronic central office switches and then only where such facilities are available.
- b. May require telephone number change.
- c. Will allow third number calls, collect calls, local exchange or interexchange carrier calling card calls, operator assisted calls to 611, 711 and 911 and will allow assist calls placed by handicapped who are unable to dial.
- d. Will deny incoming collect calls and third party billing to this service.
- e. Will deny time and charge requests.

Effective: 11/03/11

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Special Conditions

1. Call Restriction Option I

- a. Restricts outgoing calls to the local calling area plus the local-extended calling area.
- b. Permits the customer and/or users of the service to access certain operator assisted calls, which include repair service, directory assistance and emergency service operators.
- c. Denies access to ZUM Zone 3 calling area, toll calls, third party billing, "0" minus and "0" plus calls.
- d. Will only be provided from selected electronic central office switches and then only where such facilities are available.
- e. Charges for all incoming calls (including collect calls) shall be the responsibility of the customer.
- f. It is the customer's responsibility to inform the Company of any failures of the feature to perform as specified herein.

2. Call Restriction Option II - TSPS Screening

- a. Will only be provided from selected electronic central office switches and then only where such facilities are available.
- b. May require telephone number change.
- c. Will allow third number calls, collect calls, operator assisted calls to 611, 711 and 911 and will allow assist calls placed by handicapped who are unable to dial. (C)
- d. Will deny incoming collect calls and third party billing to this service.
- e. Will deny time and charge requests.

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES – Continued

Special Conditions - Continued

2. Call Restriction Option II - TSPS Screening - Continued

- f. Provides operator interactive screening for intraLATA calls only. Screen code customers are required to make screening arrangements with appropriate interexchange carriers for calls placed outside the LATA.
- g. It is the customer's responsibility to inform the Company of any failures of the feature to perform as specified herein.
- h. Traffic Service Position System (TSPS) screening will not be provided in conjunction with Foreign Exchange Service, except those Foreign Exchange lines provided to Pacific Bell Remote Island Areas and will not be provided in conjunction with Internal Communication Service.

3. Option III – Split 1+DDD Restriction

- a. Block calls to 101XXXX+1+ and 101XXXX+011+.
- b. Split 1+DDD Blocking is offered to aggregators upon request, on a per line or trunk basis. An aggregator is any individual, partnership, association, joint-stock company, trust or corporation that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises.

4. Option IV – Call Restriction

- a. Restricts directly dialed calls to the local calling area plus the local extended calling area.
- b. Allows 0- and 0+ calls.

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES – Continued

Special Conditions - Continued

5. Option V – 1+ and 0+(900)XXX-XXXX and 976-XXXX Blocking
 - a. Option V blocking prevents the completion of directly dialed intrastate 976-XXXX and all directly dialed Intrastate 1+ and 0+(900)XXX-XXXX calls where a subscriber is served from a technically capable central office.
 - b. Call Restriction Option V is available to all individual-line and trunk-line customers.
 - c. A residential or business subscriber served from a central office in which blocking cannot be provided may change telephone numbers to be served by a co-located central office for the purpose of obtaining Option V blocking and shall not be charged for the number changed.
 - d. Option V blocking shall be reinstalled for a fee upon request from the residence or business customer.
 - e. Businesses subscribing to Option V blocking will incur no charge if the blocking order is placed at the same time as an initial order or if a blocking or unblocking order is placed at the same time as a subsequent order for other service changes. This charge will be reduced to \$1.00 if the blocking order is placed no more than 60 days after customer receipt of a bill insert announcing the offer.
 - f. Option V blocking shall be removed for a fee upon written request from the residence customer.
 - g. Option V blocking shall be removed for a fee upon request from the business customer.
 - h. For those residence customers who request Option V, blocking, the one-time per-line charge specified in RATES Section will be tracked in a memorandum account in lieu of application to the customer's bill.

This charge does not apply to residence Universal Lifeline Telephone Service customers.
6. Call Restriction Service will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting your Company Account Representative or Business Office at the telephone number listed in your telephone directory under the heading "WHERE TO REACH FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.", for installation/service.

CUSTOM CALLING SERVICES

C. CALL RESTRICTION SERVICES

Rates

	<u>NRC</u>	Monthly Rate	
		<u>Bus</u>	<u>Res</u>
1. Option I - Allows calling within the local exchange and local extended calling area		\$ 5.00	\$ 3.00
2. Option II - Provides operator interactive OSPS screening and BNS	23.00	3.50	3.50
3. Option III - Split 1+DDD Restriction	26.00	5.00	5.00
4. Option IV - Allows sent paid calling to local calling area and EAS only, allows 0+ and 0- access		3.00	3.00
5. Option V - 1+ and 0+(900)XXX-XXXX and 976-XXXX Call Blocking	<u>NRC</u>		<u>NRC</u>
	<u>Bus</u>		<u>Res</u>
a. Blocking of Intrastate 976-XXXX and Interstate/Intrastate 1+ and 0+(900) XXX-XXXX calls when the subscriber elects to have such calls blocked, per line	\$ 15.00 ^{1, 2}		0.01 ³
b. Removal of service per line	15.00 ¹		5.00 ¹
c. Reinstallation of service per line	15.00 ¹		5.00 ¹

¹ This charge will not apply if the blocking order is placed at the same time as an initial order or if a blocking or unblocking order is placed at the same time as a subsequent order for other service changes.

² Excluding Centrex-type customers.

³ For residence customers who request blocking of call attempts to 1+ and 0+(900)XXX-XXXX and 976-XXXX telephone numbers (Option V blocking), the one-time per-line charge specified in RATES Section will be tracked in a memorandum account in lieu of application to the customer's bill. This charge does not apply to Universal Lifeline Telephone Service.

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE

Special Conditions

1. Description of Service

Remote Call Forwarding Service (RCF) is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (transfers) all incoming calls to another network address in a different exchange, to a network address in another wire center (central office) in the same exchange or to a network address in the same wire center.

2. Remote Call Forwarding Service will be provided subject to the following limitations:

- a. The network address must be located in a central office where the required special equipment and facilities are available.
- b. The customer is not required to have telephone service in the exchange where the Remote Call Forwarding Service is furnished.
- c. The service does not include an access line or a telephone set.
- d. The service is not offered where the terminating equipment is a coin/coinless service station.
- e. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
- f. The service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
- g. The minimum service period is one month.
- h. Customers of the service are subject to Schedule Cal. P.U.C. No. D&R, Rule No. 10, and must pay all applicable charges.
- i. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.
- j. Neither Call Forwarding nor Remote Call Forwarding Service will be offered at the answering location.

Effective: 07/20/14

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE

Special Conditions

1. Description of Service

Remote Call Forwardi Service (RCF) is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (transfers) all incoming calls to another network address in a different exchange, to a network address in another wire center (central office) in the same exchange or to a network address in the same wire center. (T)

2. Remote Call Forward Service will be provided subject to the following limitations: (T)

- a. The network address must be located in a central office where the required special equipment and facilities are available.
- b. The customer is not required to have telephone service in the exchange where the Remote Call Forward Service is furnished. (T)
- c. The service does not include an access line or a telephone set.
- d. The service is not offered where the terminating equipment is a coin/coinless service station.
- e. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
- f. The service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
- g. The minimum service period is one month.
- h. Customers of the service are subject to Schedule Cal. P.U.C. No. D&R, Rule No. 10, and must pay all applicable charges.
- i. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.
- j. Neither Call Forward nor Remote Call Forward Service will be offered at the answering location. (T)

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

2. - Continued

- k. Due to technical limitations related to the Caller ID Privacy Indicator, the Company will not provide identification of the calling party number to the RCF customer.
 - l. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
 - m. The answering location for a forwarded call cannot be an international telephone number.
 - n. Remote Call Forwarding Service may be discontinued if a customer violates special conditions (i), (j) and (l) after 10 days from the issuance of written communication from the Company.
 - o. Customers cannot subscribe to Remote Call Forwarding and Call Intercept on the same line.
3. RCF Service will only be provided when the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services in accordance with Schedule Cal. P.U.C. No. D&R, Rule No.11, Impairment of Service.

4. Message Charges

Remote Call Forwarding Service is provided on a measured rate basis only.

- a. The customer will pay the RCF rate and either local usage charges or message toll telephone service charges based on the following:
 - (1) If the forwarding location number is not in the same exchange or same local calling area of the called number, message toll charges are applicable from the called number to the forwarding location number.
 - (2) If the forwarding location number is located in the same exchange or same local calling area of the called number, local usage charges are applicable from the called number to the forwarding location number.

Effective: 04/01/12

CUSTOM CALLING SERVICES

j. REMOTE CALL FORWARDING SERVICE – Continued

Special Conditions – Continued

j. - Continued

- j. Due to technical limitations related to the Caller ID Privacy Indicator, the Company will not provide identification of the calling party number to the RCF customer.
- j. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
- j. The answering location for a forwarded call cannot be an international telephone number.
- j. Remote Call Forwarding Service may be discontinued if a customer violates special conditions (i), (j) and (l) after 10 days from the issuance of written communication from the Company.

(D)

- j. RCF Service will only be provided when the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services in accordance with Schedule Cal. P.U.C. No. D&R, Rule No.11, Impairment of Service.

j. Message Charges

Remote Call Forwarding Service is provided on a measured rate basis only.

- j. The customer will pay the RCF rate and either local usage charges or message toll telephone service charges based on the following:
 - j. If the forwarding location number is not in the same exchange or same local calling area of the called number, message toll charges are applicable from the called number to the forwarding location number.
 - j. If the forwarding location number is located in the same exchange or same local calling area of the called number, local usage charges are applicable from the called number to the forwarding location number.

Effective: 07/20/14

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARDING SERVICE - Continued

Special Conditions - Continued

2. Remote Call Forward Service will be provided subject to the following limitations: - Continued (T)

- k. Due to technical limitations related to the Caller ID Privacy Indicator, the Company will not provide identification of the calling party number to the RCF customer.
- l. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
- m. The answering location for a forwarded call cannot be an international telephone number.
- n. Remote Call Forward Service may be discontinued if a customer violates special conditions (i), (j) and (l) after 10 days from the issuance of written communication from the Company.
- o. RCF Service will only be provided when the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services in accordance with Schedule Cal. P.U.C. No. D&R, Rule No.11, Impairment of Service.

3. Message Charges

Remote Call Forward Service is provided on a measured rate basis only. (T)

- a. The customer will pay the RCF rate and either local usage charges or message toll telephone service charges based on the following:
 - 1. If the forwarding location number is not in the same exchange or same local calling area of the called number, message toll charges are applicable from the called number to the forwarding location number.
 - 2. If the forwarding location number is located in the same exchange or same local calling area of the called number, local usage charges are applicable from the called number to the forwarding location number.

CUSTOM CALLING SERVICES

j. REMOTE CALL FORWARDING SERVICE – Continued

Special Conditions – Continued

j. Message Charges – Continued

- j. The message charges for forwarded calls may be comprised of two separate usage charges:
 - j. A charge for that portion of the call from the originating station to the RCF location, if applicable, billed to the originating station at rates shown in Section 4, Measured-Rate Service – Local Calling Rates.
 - j. The dial station or 800 service charge for that portion of the call from the RCF location to the terminating station designated by the customer.
 - j. The respective charge for each portion of (1) and (2) shall be the rate specified in the appropriate section of this guide.

On all Operator-assisted calls, other than collect, the originating station is charged for the respective Operator-assisted rate for the portion of the call described in (1) preceding. The call forwarding customer is charged the dial station or 800 service rate for that portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

- j. Remote Call Forwarding Service will not be provided in conjunction with an unlimited usage toll plan.

j. Directory Listings

A listing in the alphabetical section of the directory covering the exchange in which Remote Call Forwarding Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 19 of this Product Guide.

Effective: 07/20/14

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARD SERVICE - Continued (T)

Special Conditions - Continued

4. Message Charges - Continued

b. The message charges for forwarded calls may be comprised of two separate usage charges:

(1) A charge for that portion of the call from the originating station to the RCF location, if applicable, billed to the originating station at rates shown in Section 4, Measured-Rate Service - Local Calling Rates.

(2) The dial station or 800 service charge for that portion of the call from the RCF location to the terminating station designated by the customer.

c. The respective charge for each portion of (1) and (2) shall be the rate specified in the appropriate section of this guide.

On all Operator-assisted calls, other than collect, the originating station is charged for the respective Operator-assisted rate for the portion of the call described in (1) preceding. The call forwarding customer is charged the dial station or 800 service rate for that portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (2) preceding, even though such calls might not be accepted at the answering location.

d. Remote Call Forward Service will not be provided in conjunction with an unlimited usage toll plan. (T)

5. Directory Listings

A listing in the alphabetical section of the directory covering the exchange in which Remote Call Forward Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 19 of this Product Guide. (T)

CUSTOM CALLING SERVICES

j. REMOTE CALL FORWARDING SERVICE – Continued

Special Conditions – Continued

j. Network Access

- j. The network address (telephone number) of the Remote Call forwarding service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service.
- j. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges.

j. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

- j. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer.

j. REMOTE CALL FORWARDING SERVICE

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>
a. Initial Path	--	--	
Business			24.00
Residence			17.00
b. Each Additional Path - -			
Business			24.00
Residence			17.00

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARD SERVICE - Continued (T)

Special Conditions - Continued

6. Network Access

a. The network address (telephone number) of the Remote Call forward service is established by the Company at the time of the establishment of service, and at charges equal to those for an individual business line shown in Section 4, Local Exchange Service. (T)

b. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 3, Service Charges. (T)

7. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in Section 2 of this Product Guide for exchange telephone service shall apply to this service.

8. It is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded. Schedule Cal. P.U.C. No. D&R, Rule No. 11, prohibits interference of telephone service of another customer. (T)

(D)

(D)

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING

Special Conditions

1. General

- a. Enhanced Call Forwarding (ECF) is an Advanced Intelligent Network (AIN) based call forwarding service designed to increase personal mobility.
- b. Enhanced Call Forwarding is furnished only from central offices, which have been arranged to provide this service. ECF is provided subject to the availability of facilities.
- c. Enhanced Call Forwarding is available to Business Individual Lines and customers.

2. Description Of Service

- a. ECF customers can forward their number from any touch call phone via a toll-free number. Calls can be forwarded to any dialable pager, cellular phone, work phone, or home phone.
- b. ECF can be provided on the customer's existing telephone number as long as the customer's existing line resides behind an AIN capable switch, or via a personal number. This number is referred to as a default number.
- c. A personal number is a telephone number that does not have any actual line equipment tied to the number. This is a new number that is provided to the customer at initial subscription to ECF. At subscription, customers must designate what number their calls will route to, then customers may program ECF to route their number to any location at any given time.
- d. ECF will be offered as follows:

Enhanced Call Forwarding includes:

- The customer's existing number or a personal number can be used
- (3) Speed Forward Numbers
- Timed Forwarding

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

2. Description Of Service - Continued

d. ECF will be offered as follows:

Enhanced Call Forwarding with Call Manager includes:

- The customers existing number or a personal number can be used
- (3) Speed Forward Numbers
- Timed Forwarding
- Automatic Forwarding
- Two schedules (normal and alternate)
- Two call acceptance lists with 20 number capacity each
- Two four-digit Caller Codes

3. Definitions And Features

Automatic Forwarding - This feature allows customers to route calls automatically to the number they are dialing from. The system picks up the Calling Party's Number (CPN) from the calling phone. By using a feature code, customers can route their calls to the number where they are located at. When CPN is provided, the number the customer is calling from is not needed; the system will automatically route the call.

This is dependent on the CPN being provided. If no CPN is provided, the caller will need to manually enter the number. Calls placed from PBXs and key systems will not activate Automatic Forwarding correctly if DID or DOD trunks are utilized.

Call Acceptance List - This feature can be used by the customer to allow only calls from designated locations to reach him. Two call acceptance lists, each with 20 number capacity, are included with ECF. The customer receives calls from the people with whom he wishes to speak, and all other calls will be routed to the default number.

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

3. Definitions And Features - Continued

Caller Codes - Caller codes are provided as a way to bypass the call acceptance list. If the customer does not want to add every number to the list, he can give out one of two four-digit codes to his callers. The caller enters the code for the call to be routed to the customer. This also allows for an alternative access in case a caller is not calling from his usual number or the CPN is not carried through the call.

Speed Forward Numbers - Speed Forward Numbers are provided as a convenience to the customer. With speed forward numbers, the customer can preprogram up to three numbers to allow for easier redirecting later.

Time-of-Day/Day-of-Week Scheduling - Customers can route all incoming calls to them based on their daily activities. The schedule's primary function is to create the "follow-me wherever I go" functionality. The customer can call the administrative number at any time to route calls elsewhere if he deviates from his schedule. Two Time-of-Day/Day-of-Week schedules are included with ECF to give more flexibility to the customer.

Timed Forwarding - Timed Forwarding allows the customer to route calls for a specified time period to another location.

4. Conditions

- a. Enhanced Call Forwarding is provided subject to the availability of technology and facilities.
- b. ECF will not be available on PBX trunks or DID/DOD trunks; or available to Customer-Owned Pay Telephone (COPT) Coin Line Service.
- c. The ECF customer is responsible for any applicable long distance, Extended Area Service, and/or Frontier Communications of the Southwest Inc. Calling Plans charges when calls to the ECF number are redirected to a number outside the local calling area. When a customer's ECF number is forwarded to a cellular phone, normal air time charges will apply on the redirected call.

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

4. Conditions - Continued

- d. When a Caller Code is entered and if the call acceptance lists(s) is activated, a call to the ECF subscriber is considered complete if the ECF subscriber utilizes answer supervision, even if the forwarded call is not answered. Applicable long distance and/or outside the local calling area (as identified in c. above) charges will apply to the caller.
- e. ECF will not be offered on lines equipped with Special Call Forwarding or Remote Call Forwarding. Special Call Forwarding and Remote Call Forwarding must be removed from the customer's line before adding ECF. ECF is not available as a substitute for Remote Call Forwarding.
- f. Except where facilities permit, ECF cannot be used to forward to locations requiring an international dialing format.
- g. ECF cannot be used to forward to 900/976/700 numbers. These numbers will be blocked to the ECF subscriber.
- h. Where ECF is provided on a service also subscribing to Call Restriction Service which prevents 1+ dialing, the ECF feature can be programmed to forward to a 1+ location at the customer's request. ECF will take precedence over the Call Restriction feature in such circumstance, and the subscriber will be responsible for the appropriate long distance and/or outside the local calling area charges for such calls.
- i. Customers who select a personal number will be provided one directory listing in their ECF central office exchange without charge. Additional directory listings may be obtained as specified in Section 19 of this Product Guide.
- j. Customers cannot subscribe to Enhanced Call Forwarding and Call Intercept on the same line.

Effective: 04/01/12

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING - Continued

Special Conditions - Continued

4. Conditions - Continued

- d. When a Caller Code is entered and if the call acceptance lists(s) is activated, a call to the ECF subscriber is considered complete if the ECF subscriber utilizes answer supervision, even if the forwarded call is not answered. Applicable long distance and/or outside the local calling area (as identified in c. above) charges will apply to the caller.
- e. ECF will not be offered on lines equipped with Special Call Forwarding or Remote Call Forwarding. Special Call Forwarding and Remote Call Forwarding must be removed from the customer's line before adding ECF. ECF is not available as a substitute for Remote Call Forwarding.
- f. Except where facilities permit, ECF cannot be used to forward to locations requiring an international dialing format.
- g. ECF cannot be used to forward to 900/976/700 numbers. These numbers will be blocked to the ECF subscriber.
- h. Where ECF is provided on a service also subscribing to Call Restriction Service which prevents 1+ dialing, the ECF feature can be programmed to forward to a 1+ location at the customer's request. ECF will take precedence over the Call Restriction feature in such circumstance, and the subscriber will be responsible for the appropriate long distance and/or outside the local calling area charges for such calls.
- i. Customers who select a personal number will be provided one directory listing in their ECF central office exchange without charge. Additional directory listings may be obtained as specified in Section 19 of this Product Guide.

(D)

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARDING

Rates	Monthly Rates <u>Bus</u>
1. Enhanced Call Forwarding	
a. Existing Number	\$ 10.00
b. Personal Number	16.25
2. Enhanced Call Forwarding with Call Manager	
a. Existing Number	12.35
b. Personal Number	19.50

Effective: 07/09/10

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	1
2. 150 Satellite Channel Programming PAC	3
3. Features Plan	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business	7
5. Unlimited Business Access (B1) Line and Unlimited Internal Communications Packages.....	12

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Basic Feature Pack	18
7. Complete Feature Pack.....	19
8. Big Deal Calling Services	20
9. Local Calling/Local and Toll Package/Frontier Local Calling Plus/Regional Calling Unlimited/Local Calling Plus and Regional Calling Value.....	23
10. Local Calling	24
11. Frontier Local Calling Plus	25
12. Local and Toll Package	26
13. Regional Calling Unlimited	27
14. Local Calling Plus	28
15. Local Calling Plus Bundle Discounts.....	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount.....	32
18. FIOS Internet Bundle Discounts II.....	34
19. Home Voice Mail Packaged Offerings.....	35
20. Local Package Lite/Local Package Elite	36
21. Local Package Lite	37
22. Local Package Elite.....	48
25. Regional Essentials Package.....	50
23. Single Line Business PAK.....	52
24. Regional Calling Value Fixed Price Bundle.....	54

Effective: 06/23/11

PACKAGED SERVICES

TABLE OF CONTENTS

SHEET NO.

PACKAGED SERVICES FOR BUSINESS CUSTOMERS

1. Custom Call Plus (CCP) Feature Package	1	
2. 150 Satellite Channel Programming	3	(T)
3. Features Plan	5	
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business	7	
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System	12	(T)

PACKAGED SERVICES FOR RESIDENTIAL CUSTOMERS

6. Basic Feature Pack	18	
7. Complete Feature Pack	19	
8. Multi Package Residential Offers	20	(T)
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value	23	 (T)
10. Local Calling	24	
11. Frontier Local Calling Plan Plus	25	(T)
12. Local and Toll Service	26	(T)
13. Regional Calling Unlimited	27	
14. Regional Essentials	28	(T)
15. Regional Essentials Bundle Discounts	29	(T)
16. Regional Calling Value	31	
17. FIOS Internet Bundle Discount	32	
18. FIOS Internet Bundle Discounts II	34	
19. Home Voice Mail Packaged Offerings	35	
20. Local Calling Plan Light/Local Calling Plan Elite	36	(T)
21. Local Calling Plan Light	37	
22. Local Calling Plan Elite	38	
23. Single Line Business Pack	40	(T)
24. Regional Calling Value Fixed Price Bundle	46	
25. Regional Essentials Package	47	

Effective: 03/01/12

PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package.....	1
2. 150 Satellite Channel Programming	3
3. Features Plan	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System	12
6. Basic Feature Pack	18
7. Complete Feature Pack.....	19
8. Multi Package Residential Offers	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value.....	23
10. Local Calling	24
11. Frontier Local Calling Plan Plus	25
12. Local and Toll Service	26
13. Regional Calling Unlimited	27
14. Regional Essentials	28
15. Regional Essentials Bundle Discounts	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount.....	32
18. FIOS Internet Bundle Discounts II	34
19. Home Voice Mail Packaged Offerings.....	35
20. Local Calling Plan Light/Local Calling Plan Elite	36
21. Local Calling Plan Light	37
22. Local Calling Plan Elite	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle	46
25. Regional Essentials Package	47
26. Frontier Digital Phone Essentials 3	48
27. Frontier Digital Phone State Unlimited with Essentials 3.....	50
28. Frontier Digital Phone Nationwide Unlimited with Essentials 3	52
29. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3.....	54
30. Frontier Business Nationwide Unlimited Service II.....	56
31. Frontier Business Local Unlimited II	58

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Effective: 07/14/12

PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package.....	1
2. 150 Satellite Channel Programming	3
3. Features Plan-Business	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System	12
6. Basic Feature Pack	18
7. Complete Feature Pack.....	19
8. Multi Package Residential Offers	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value.....	23
10. Local Calling	24
11. Frontier Local Calling Plan Plus	25
12. Local and Toll Service	26
13. Regional Calling Unlimited	27
14. Regional Essentials	28
15. Regional Essentials Bundle Discounts	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount.....	32
18. FIOS Internet Bundle Discounts II	34
19. Home Voice Mail Packaged Offerings.....	35
20. Local Calling Plan Light/Local Calling Plan Elite	36
21. Local Calling Plan Light	37
22. Local Calling Plan Elite	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle	46
25. Regional Essentials Package	47
26. Frontier Digital Phone Essentials	48
27. Frontier Digital Phone Unlimited	50
28. Frontier Digital Phone Unlimited Plus.....	52
29. Reserved For Future Use	54
30. Frontier Business Nationwide Unlimited Service II.....	56
31. Frontier Business Local Unlimited II	58

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Effective: 10/28/12

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package.....	1
2. 150 Satellite Channel Programming	3
3. Features Plan-Business	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System	12
6. Basic Feature Pack	18
7. Complete Feature Pack.....	19
8. Multi Package Residential Offers	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value.....	23
10. Local Calling	24
11. Frontier Local Calling Plan Plus	25
12. Local and Toll Service	26
13. Regional Calling Unlimited	27
14. Regional Essentials	28
15. Regional Essentials Bundle Discounts	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount.....	32
18. FIOS Internet Bundle Discounts II	34
19. Home Voice Mail Packaged Offerings.....	35
20. Local Calling Plan Light/Local Calling Plan Elite	36
21. Local Calling Plan Light	37
22. Local Calling Plan Elite	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle	46
25. Regional Essentials Package	47
26. Frontier Digital Phone Essentials	48
27. Frontier Digital Phone Unlimited	50
28. Frontier Digital Phone Unlimited Plus.....	52
29. Frontier Simply Unlimited Service-Leader.....	54
30. Frontier Business Nationwide Unlimited Service II.....	56
31. Frontier Business Local Unlimited II	58

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Effective: 04/26/13

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>	
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1	(T)
2. 150 Satellite Channel Programming – Grandfathered	3	
3. Features Plan-Business – Grandfathered	5	
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7	
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12	(T)
6. Basic Feature Pack	18	
7. Complete Feature Pack	19	
8. Multi Package Residential Offers	20	
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23	(T)
10. Local Calling	24	
11. Frontier Local Calling Plan Plus	25	
12. Local and Toll Service – Grandfathered	26	(T)
13. Regional Calling Unlimited – Grandfathered	27	(T)
14. Regional Essentials	28	
15. Regional Essentials Bundle Discounts – Grandfathered	29	(T)
16. Regional Calling Value	31	
17. FIOS Internet Bundle Discount – Grandfathered	32	(T)
18. FIOS Internet Bundle Discounts II – Grandfathered	34	
19. Home Voice Mail Packaged Offerings – Grandfathered	35	
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36	
21. Local Calling Plan Light – Grandfathered	37	
22. Local Calling Plan Elite – Grandfathered	38	(T)
23. Single Line Business Pack	40	
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46	(T)
25. Regional Essentials Package	47	
26. Frontier Digital Phone Essentials	48	
27. Frontier Digital Phone Unlimited	50	
28. Frontier Digital Phone Unlimited Plus	52	
29. Frontier Simply Unlimited Service-Leader	54	
30. Frontier Business Nationwide Unlimited Service II	56	
31. Frontier Business Local Unlimited II	58	

Effective: 07/01/14

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1
2. 150 Satellite Channel Programming – Grandfathered	3
3. Features Plan-Business – Grandfathered	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12
6. Basic Feature Pack	18
7. Complete Feature Pack	19
8. Multi Package Residential Offers	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23
10. Local Calling	24
11. Frontier Local Calling Plan Plus	25
12. Local and Toll Service – Grandfathered	26
13. Regional Calling Unlimited – Grandfathered	27
14. Regional Essentials	28
15. Regional Essentials Bundle Discounts – Grandfathered	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount – Grandfathered	32
18. FIOS Internet Bundle Discounts II – Grandfathered	34
19. Home Voice Mail Packaged Offerings – Grandfathered	35
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36
21. Local Calling Plan Light – Grandfathered	37
22. Local Calling Plan Elite – Grandfathered	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46
25. Regional Essentials Package	47
26. Frontier Digital Phone Essentials	48
27. Frontier Digital Phone Unlimited	50
28. Frontier Digital Phone Unlimited Plus	52
29. Frontier Simply Unlimited Service-Leader	54
30. Frontier Business Nationwide Unlimited Service II	56
31. Frontier Business Local Unlimited II	58
32. Frontier Digital Phone Unlimited (Challenger)	59
33. Frontier Digital Phone Unlimited Plus (Challenger)	61
34. Frontier Simply Unlimited (Challenger)	63

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Effective: 07/20/14

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1
2. 150 Satellite Channel Programming – Grandfathered	3
3. Features Plan-Business – Grandfathered	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12
6. Basic Feature Pack - Grandfathered	18
7. Complete Feature Pack - Grandfathered	19
8. Multi Package Residential Offers - Grandfathered	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23
10. Local Calling	24
11. Frontier Local Calling Plan Plus	25
12. Local and Toll Service – Grandfathered	26
13. Regional Calling Unlimited – Grandfathered	27
14. Regional Essentials	28
15. Regional Essentials Bundle Discounts – Grandfathered	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount – Grandfathered	32
18. FIOS Internet Bundle Discounts II – Grandfathered	34
19. Home Voice Mail Packaged Offerings – Grandfathered	35
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36
21. Local Calling Plan Light – Grandfathered	37
22. Local Calling Plan Elite – Grandfathered	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46
25. Regional Essentials Package	47
26. Frontier Digital Phone Essentials	48
27. Frontier Digital Phone Unlimited	50
28. Frontier Digital Phone Unlimited Plus	52
29. Frontier Simply Unlimited Service-Leader	54
30. Frontier Business Nationwide Unlimited Service II	56
31. Frontier Business Local Unlimited II	58
32. Frontier Digital Phone Unlimited (Challenger)	59
33. Frontier Digital Phone Unlimited Plus (Challenger)	61
34. Frontier Simply Unlimited (Challenger)	63

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Effective: 09/20/15

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1
2. 150 Satellite Channel Programming – Grandfathered	3
3. Features Plan-Business – Grandfathered	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12
6. Basic Feature Pack - Grandfathered	18
7. Complete Feature Pack - Grandfathered	19
8. Multi Package Residential Offers - Grandfathered	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23
10. Local Calling	24
11. Frontier Local Calling Plan Plus	25
12. Local and Toll Service – Grandfathered	26
13. Regional Calling Unlimited – Grandfathered	27
14. Regional Essentials	28
15. Regional Essentials Bundle Discounts – Grandfathered	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount – Grandfathered	32
18. FIOS Internet Bundle Discounts II – Grandfathered	34
19. Home Voice Mail Packaged Offerings – Grandfathered	35
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36
21. Local Calling Plan Light – Grandfathered	37
22. Local Calling Plan Elite – Grandfathered	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46
25. Regional Essentials Package	47
26. Frontier Digital Phone Essentials	48
27. Frontier Digital Phone Unlimited	50
28. Frontier Digital Phone Unlimited Plus	52
29. Frontier Simply Unlimited Service-Leader	54
30. Frontier Business Nationwide Unlimited Service II	56
31. Frontier Business Local Unlimited II	58
32. Frontier Digital Phone Unlimited (Challenger)	59
33. Frontier Digital Phone Unlimited Plus (Challenger)	61
34. Frontier Simply Unlimited (Challenger)	63
35. Frontier OneVoice	65

(N)

Effective: 05/22/17

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1
2. 150 Satellite Channel Programming – Grandfathered	3
3. Features Plan-Business – Grandfathered	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12
6. Basic Feature Pack - Grandfathered	18
7. Complete Feature Pack - Grandfathered	19
8. Multi Package Residential Offers - Grandfathered	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23
10. Local Calling	24
11. Frontier Local Calling Plan Plus	25
12. Local and Toll Service – Grandfathered	26
13. Regional Calling Unlimited – Grandfathered	27
14. Regional Essentials	28
15. Regional Essentials Bundle Discounts – Grandfathered	29
16. Regional Calling Value	31
17. FIOS Internet Bundle Discount – Grandfathered	32
18. FIOS Internet Bundle Discounts II – Grandfathered	34
19. Home Voice Mail Packaged Offerings – Grandfathered	35
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36
21. Local Calling Plan Light – Grandfathered	37
22. Local Calling Plan Elite – Grandfathered	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46
25. Regional Essentials Package	47
26. Frontier Digital Phone Essentials	48
27. Frontier Digital Phone Unlimited	50
28. Frontier Digital Phone Unlimited Plus	52
29. Frontier Simply Unlimited Service-Leader	54
30. Frontier Business Nationwide Unlimited Service II	56
31. Frontier Business Local Unlimited II	58
32. Frontier Digital Phone Unlimited (Challenger)	59
33. Frontier Digital Phone Unlimited Plus (Challenger)	61
34. Frontier Simply Unlimited (Challenger)	63
35. Frontier OneVoice	65
36. Frontier Commercial Voice Unlimited	67

(N)

Effective: 12/20/17

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>	
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1	
2. 150 Satellite Channel Programming – Grandfathered	3	
3. Features Plan-Business – Grandfathered	5	
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7	
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12	
6. Basic Feature Pack - Grandfathered	18	
7. Complete Feature Pack - Grandfathered	19	
8. Multi Package Residential Offers - Grandfathered	20	
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23	
10. Local Calling	24	
11. Frontier Local Calling Plan Plus	25	
12. Local and Toll Service – Grandfathered	26	
13. Regional Calling Unlimited – Grandfathered	27	
14. Regional Essentials	28	
15. Regional Essentials Bundle Discounts – Grandfathered	29	
16. Regional Calling Value	31	
17. FIOS Internet Bundle Discount – Grandfathered	32	
18. FIOS Internet Bundle Discounts II – Grandfathered	34	
19. Home Voice Mail Packaged Offerings – Grandfathered	35	
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36	
21. Local Calling Plan Light – Grandfathered	37	
22. Local Calling Plan Elite – Grandfathered	38	
23. Single Line Business Pack	40	
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46	
25. Regional Essentials Package	47	
26. Frontier Digital Phone Essentials	48	
27. Frontier Digital Phone Unlimited	50	
28. Frontier Digital Phone Unlimited Plus	52	
29. Frontier Simply Unlimited Service-Leader - Grandfathered	54	(C)
30. Frontier Business Nationwide Unlimited Service II - Grandfathered	56	
31. Frontier Business Local Unlimited II - Grandfathered	58	(C)
32. Frontier Digital Phone Unlimited (Challenger)	59	
33. Frontier Digital Phone Unlimited Plus (Challenger)	61	
34. Frontier Simply Unlimited (Challenger)	63	(C)
35. Frontier OneVoice	65	
36. Frontier Commercial Voice Unlimited	67	(C)

Effective: 06/30/20

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>	
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1	
2. 150 Satellite Channel Programming – Grandfathered	3	
3. Features Plan-Business – Grandfathered	5	
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7	
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12	
6. Basic Feature Pack - Grandfathered	18	
7. Complete Feature Pack - Grandfathered	19	
8. Multi Package Residential Offers - Grandfathered	20	
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23	(D)
		(D)
12. Local and Toll Service – Grandfathered	26	
13. Regional Calling Unlimited – Grandfathered	27	
		(D)
15. Regional Essentials Bundle Discounts – Grandfathered	29	(D)
		(D)
17. FIOS Internet Bundle Discount – Grandfathered	32	
18. FIOS Internet Bundle Discounts II – Grandfathered	34	
19. Home Voice Mail Packaged Offerings – Grandfathered	35	
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36	
21. Local Calling Plan Light – Grandfathered	37	
22. Local Calling Plan Elite – Grandfathered	38	
23. Single Line Business Pack	40	
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46	(D)
		(D)
26. Frontier Digital Phone Essentials	48	
27. Frontier Digital Phone Unlimited	50	
28. Frontier Digital Phone Unlimited Plus	52	
29. Frontier Simply Unlimited Service-Leader - Grandfathered	54	
30. Frontier Business Nationwide Unlimited Service II - Grandfathered	56	
31. Frontier Business Local Unlimited II - Grandfathered	58	
32. Frontier Digital Phone Unlimited (Challenger)	59	
33. Frontier Digital Phone Unlimited Plus (Challenger)	61	
34. Frontier Simply Unlimited (Challenger)	63	
35. Frontier OneVoice	65	
36. Frontier Commercial Voice Unlimited	67	

Effective: 09/20/20

BUNDLED/PACKAGED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
1. Custom Call Plus (CCP) Feature Package – Grandfathered	1
2. 150 Satellite Channel Programming – Grandfathered	3
3. Features Plan-Business – Grandfathered	5
4. Unlimited Local Usage for Business/Unlimited Local and Toll Usage for Business – Grandfathered	7
5. Unlimited Business Access (B1) Line and Unlimited Flexible Telephone System – Grandfathered	12
6. Basic Feature Pack - Grandfathered	18
7. Complete Feature Pack - Grandfathered	19
8. Multi Package Residential Offers - Grandfathered	20
9. Local Calling/Local and Toll Service/Frontier Local Calling Plan Plus/Regional Calling Unlimited/Regional Essentials and Regional Calling Value – Grandfathered	23
12. Local and Toll Service – Grandfathered	26
13. Regional Calling Unlimited – Grandfathered	27
15. Regional Essentials Bundle Discounts – Grandfathered	29
17. FIOS Internet Bundle Discount – Grandfathered	32
18. FIOS Internet Bundle Discounts II – Grandfathered	34
19. Home Voice Mail Packaged Offerings – Grandfathered	35
20. Local Calling Plan Light/Local Calling Plan Elite – Grandfathered	36
21. Local Calling Plan Light – Grandfathered	37
22. Local Calling Plan Elite – Grandfathered	38
23. Single Line Business Pack	40
24. Regional Calling Value Fixed Price Bundle – Grandfathered	46
26. Frontier Digital Phone Essentials	48
27. Frontier Digital Phone Unlimited	50
28. Frontier Digital Phone Unlimited Plus	52
29. Frontier Simply Unlimited Service-Leader - Grandfathered	54
30. Frontier Business Nationwide Unlimited Service II - Grandfathered	56
31. Frontier Business Local Unlimited II - Grandfathered	58
32. Frontier Digital Phone Unlimited (Challenger)	59
33. Frontier Digital Phone Unlimited Plus (Challenger)	61
34. Frontier Simply Unlimited (Challenger)	63
35. Frontier OneVoice	65
36. Frontier Commercial Voice Unlimited	67
37. Frontier Residential Unlimited Voice Service	69

(N)

PACKAGED SERVICES
BUSINESS

1. CUSTOM CALL PLUS FEATURE PACKAGE

Special Conditions

(a) Custom Calling Plus (CCP) is a service offering comprised of a group of features individually described below, which allow customers to effectively manage call flow. Call management is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. CCP will be provided from central offices have the generic capability.

(b) Feature Description

Repeat Call - automatically redials the last outgoing telephone number dialed by the customer by dialing a code, providing there have been no intervening outgoing calls. If it is busy, the central office will continue trying the number until both parties are idle and then the central office will ring the customer.

Priority Call¹ - provides a way to distinguish up to a maximum of twelve calling telephone numbers from all others by using a distinctive alerting signal. Call Waiting customers hear a distinctive call waiting tone when special callers call during another conversation.

Select Call Forwarding - provides customers with a way to forward incoming calls from up to a maximum of twelve (12) calling telephone numbers to another telephone number.

Call Block¹ - allows the customer to automatically block incoming calls from twelve preselected telephone numbers specified by the customer. Calls can be blocked from selected telephone numbers or a number from which a customer has just received a call. The list of numbers may be changed by the customer any time. Call Block routes calls to a standard announcement stating, "The number you have dialed is not accepting calls at this time. Please try again." Toll charges or local usage charges will not apply to the calling party's number whose call is blocked. Pursuant to Ordering paragraph 16, D.92-11-062, the calling party's number will not be delivered or announced to the call recipient under any circumstances.

*69 - allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of this feature, the calling number will be automatically dialed. If the called line is busy, a 30 minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network will periodically test the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the customer is alerted with a distinctive ring signifying that the call can now be completed.

Calls initiated by *69 will appear on the subscriber's billing record by area code and prefix only. The calling party's number will not be announced to the *69 customer.

¹ Priority Call and Business Call Block services are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes may be made to existing service.

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

1. CUSTOM CALL PLUS FEATURE PACKAGE – GRANDFATHERED ¹ (T)

Special Conditions

(a) Custom Calling Plus (CCP) is a service offering comprised of a group of features individually described below, which allow customers to effectively manage call flow. Call management is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. CCP will be provided from central offices have the generic capability.

(b) Feature Description

Repeat Call - automatically redials the last outgoing telephone number dialed by the customer by dialing a code, providing there have been no intervening outgoing calls. If it is busy, the central office will continue trying the number until both parties are idle and then the central office will ring the customer.

Priority Call ¹ - provides a way to distinguish up to a maximum of twelve calling telephone numbers from all others by using a distinctive alerting signal. Call Waiting customers hear a distinctive call waiting tone when special callers call during another conversation.

Select Call Forwarding - provides customers with a way to forward incoming calls from up to a maximum of twelve (12) calling telephone numbers to another telephone number.

Call Block ² - allows the customer to automatically block incoming calls from twelve preselected telephone numbers specified by the customer. Calls can be blocked from selected telephone numbers or a number from which a customer has just received a call. The list of numbers may be changed by the customer any time. Call Block routes calls to a standard announcement stating, "The number you have dialed is not accepting calls at this time. Please try again." Toll charges or local usage charges will not apply to the calling party's number whose call is blocked. Pursuant to Ordering paragraph 16, D.92-11-062, the calling party's number will not be delivered or announced to the call recipient under any circumstances. (T)

*69 - allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of this feature, the calling number will be automatically dialed. If the called line is busy, a 30 minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network will periodically test the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the customer is alerted with a distinctive ring signifying that the call can now be completed.

Calls initiated by *69 will appear on the subscriber's billing record by area code and prefix only. The calling party's number will not be announced to the *69 customer.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² Priority Call and Business Call Block services are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes may be made to existing service. (T)

PACKAGED SERVICES
BUSINESS

1. CUSTOM CALL PLUS FEATURE PACKAGE - Continued

Special Conditions - Continued

Call Trace - automatically initiates a trace of the last incoming calling number when activated by a customer. Information from the traced call is maintained in the company security department's secured database. The customer requesting the Call Trace will not receive the traced calling number from the Company. The call trace information will only be disclosed to a law enforcement agency for investigative purposes.

- (c) CCP is available to customers having exchange access line service provided from a generically equipped central office where adequate facilities are present.
- (d) CCP will not be available to customers having Two-Party/Multi-Party Lines, Key Systems, Coin and Coinless pay Phones, Hotel/Motel and Hospital Lines, PBX Service, Public Access Line Service, Mobile Telephone Service, 900, 976, and 800/888 lines and data access lines. CCP features will only operate when both the caller and the call recipient are served from capable switches and with adequate end user CPE.
- (e) CCP features will be offered on a subscription basis only. The customer must specify each exchange access line to be equipped with the specific CCP features desired.
- (f) A CCP customer may employ all available CCP features under the following conditions:
 - When both the CCP customer and the other party involved in the call are served from the same central office, even if the other party does not subscribe to CCP.
 - When both the CCP customer and the other party involved in the call are served from different central offices which are linked by facilities that can handle the delivery of the calling number, even if the other party does not subscribe to CCP.

Rates

Custom Calling Plus Feature Packages, ¹
each line

- | | |
|-------------------------------------------------------|-----|
| a. Two Feature Package -
percent discount | 25% |
| b. Three Feature Package -
percent discount | 30% |
| c. Four or More Feature Package -
percent discount | 35% |

¹ Custom Calling Plus Feature Packages are available to existing business customers listed in exchanges in Section 4A, Sheet 2 of this Product Guide.

PACKAGED SERVICES
BUSINESS

2. 150 SATELLITE CHANNEL PROGRAMMING PAC

Special Conditions

- (a) This service offers a discount off the monthly rates for the following Custom Calling and Custom Local Area Signaling Service (CLASS) features, provided the customer orders three or more features on the same business account.

The following features are eligible for the Choice PAC offering:

Busy Redial
*69
Call Block ¹
Call Forwarding (Flexible)
Call Waiting ²
Caller ID
Caller ID - Number Only ²
Call Waiting / Cancel Call Waiting
Distinctive Ring (Smart Ring)
Do Not Disturb ¹
Select Call Forwarding
Speed Dialing (8 Code Capacity)
Speed Dialing (30 Code Capacity)
Three Way Calling
Priority Call ¹

Bonus Feature

Anonymous Call Block

- (b) 150 Satellite Channel Programming PAC is available to business customers only.
- (c) When a customer subscribes to three or more of the features as specified in (a) preceding, the discount as specified in Rates following will apply to all of these features.

¹ Call Block, Do Not Disturb and Priority Call are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes of these features may be made to existing 150 Satellite Channel Programming PAC service.

² Call Waiting and Caller ID - Number Only are grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes of these features may be made to existing 150 Satellite Channel Programming PAC service.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

2. 150 SATELLITE CHANNEL PROGRAMMING PAC

Special Conditions

- (a) This service offers a discount off the monthly rates for the following Custom Calling and Custom Local Area Signaling Service (CLASS) features, provided the customer orders three or more features on the same business account.

The following features are eligible for the 150 Satellite Channel Programming PAC offering:

(T)

Busy Redial
*69
Call Block ¹
Call Forwarding (Flexible)
Call Waiting ²
Caller ID
Caller ID - Number Only ²
Call Waiting / Cancel Call Waiting
Distinctive Ring
Do Not Disturb ¹
Select Call Forwarding
Speed Dialing (8 Code Capacity)
Speed Dialing (30 Code Capacity)
Three Way Calling
Priority Call ¹

(T)

Bonus Feature

Anonymous Call Block

- (b) 150 Satellite Channel Programming PAC is available to business customers only.
- (c) When a customer subscribes to three or more of the features as specified in (a) preceding, the discount as specified in Rates following will apply to all of these features.

¹ Call Block, Do Not Disturb and Priority Call are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes of these features may be made to existing 150 Satellite Channel Programming PAC service.

² Call Waiting and Caller ID - Number Only are grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes of these features may be made to existing 150 Satellite Channel Programming PAC service.

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

2. 150 SATELLITE CHANNEL PROGRAMMING PAC – GRANDFATHERED ¹ (T)

Special Conditions

- (a) This service offers a discount off the monthly rates for the following Custom Calling and Custom Local Area Signaling Service (CLASS) features, provided the customer orders three or more features on the same business account.

The following features are eligible for the 150 Satellite Channel Programming PAC offering:

Busy Redial	
*69	
Call Block ²	(T)
Call Forwarding (Flexible)	
Call Waiting ³	(T)
Caller ID	
Caller ID - Number Only ³	(T)
Call Waiting / Cancel Call Waiting	
Distinctive Ring	
Do Not Disturb ²	(T)
Select Call Forwarding	
Speed Dialing (8 Code Capacity)	
Speed Dialing (30 Code Capacity)	
Three Way Calling	
Priority Call ²	(T)

Bonus Feature

Anonymous Call Block

- (b) 150 Satellite Channel Programming PAC is available to business customers only.
- (c) When a customer subscribes to three or more of the features as specified in (a) preceding, the discount as specified in Rates following will apply to all of these features.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² Call Block, Do Not Disturb and Priority Call are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes of these features may be made to existing 150 Satellite Channel Programming PAC service. (T)

³ Call Waiting and Caller ID - Number Only are grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes of these features may be made to existing 150 Satellite Channel Programming PAC service. (T)

PACKAGED SERVICES
BUSINESS

2. 150 SATELLITE CHANNEL PROGRAMMING PAC - Continued

Special Conditions - Continued

- (d) If the number of qualifying features ordered is less than three, or the customer removes a feature or features such that the total subscribed to become less than three, the discount does not apply.
- (e) One feature may be substituted for another, or other features may be added at a later date.
- (f) All features that qualify under Choice PAC will be discounted by the percentage indicated under Rates below.
- (g) Nonrecurring Charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Choice PAC. These charges are not applicable when one feature is substituted for another in the Choice PAC or when other features are added to the Choice PAC after the initial installation of a Choice PAC.
- (h) Anonymous Call Block is offered as a bonus service in the 150 Satellite Channel Programming PAC. When a customer subscribes to three or more of the eligible services listed above and subscribes to Anonymous Call Block as the fourth feature, the monthly rate for Anonymous Call Block will also be discounted at a 30% discount.

Rate

150 Satellite Channel Programming PAC ¹

All features that qualify under the 150 Satellite Channel Programming PAC offering (see SPECIAL CONDITIONS (a) above) will be discounted by 30% for business customers.

¹ Nonrecurring Charges as found in Section 3, Service Charges, will not be applicable to 150 Satellite Channel Programming PAC customers when, (a) ordering 150 Satellite Channel Programming PAC, (b) when one feature is substituted for another in Choice PAC or (c) when other features are added to Choice PAC after the initial installation of a 150 Satellite Channel Programming PAC.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

2. 150 SATELLITE CHANNEL PROGRAMMING PAC - Continued

Special Conditions - Continued

- (d) If the number of qualifying features ordered is less than three, or the customer removes a feature or features such that the total subscribed to become less than three, the discount does not apply.
- (e) One feature may be substituted for another, or other features may be added at a later date.
- (f) All features that qualify under 150 Satellite Channel Programming PAC will be discounted by the percentage indicated under Rates below. (T)
- (g) Nonrecurring Charges as set forth in Section 3, Service Charges, are not applicable to customers ordering 150 Satellite Channel Programming PAC. These charges are not applicable when one feature is substituted for another in the 150 Satellite Channel Programming PAC or when other features are added to the 150 Satellite Channel Programming PAC after the initial installation of a 150 Satellite Channel Programming PAC. (T)
|
(T)
- (h) Anonymous Call Block is offered as a bonus service in the 150 Satellite Channel Programming PAC. When a customer subscribes to three or more of the eligible services listed above and subscribes to Anonymous Call Block as the fourth feature, the monthly rate for Anonymous Call Block will also be discounted at a 30% discount. (T)

Rate

150 Satellite Channel Programming PAC ¹

All features that qualify under the 150 Satellite Channel Programming PAC offering (see SPECIAL CONDITIONS (a) above) will be discounted by 30% for business customers.

¹ Nonrecurring Charges as found in Section 3, Service Charges, will not be applicable to 150 Satellite Channel Programming PAC customers when, (a) ordering 150 Satellite Channel Programming PAC, (b) when one feature is substituted for another in 150 Satellite Channel Programming PAC or (c) when other features are added to 150 Satellite Channel Programming PAC after the initial installation of a 150 Satellite Channel Programming PAC. (T)
(T)

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

2. 150 SATELLITE CHANNEL PROGRAMMING PAC – GRANDFATHERED ¹ (Continued) (T)

Special Conditions - Continued

- (d) If the number of qualifying features ordered is less than three, or the customer removes a feature or features such that the total subscribed to become less than three, the discount does not apply.
- (e) One feature may be substituted for another, or other features may be added at a later date.
- (f) All features that qualify under 150 Satellite Channel Programming PAC will be discounted by the percentage indicated under Rates below.
- (g) Nonrecurring Charges as set forth in Section 3, Service Charges, are not applicable to customers ordering 150 Satellite Channel Programming PAC. These charges are not applicable when one feature is substituted for another in the 150 Satellite Channel Programming PAC or when other features are added to the 150 Satellite Channel Programming PAC after the initial installation of a 150 Satellite Channel Programming PAC.
- (h) Anonymous Call Block is offered as a bonus service in the 150 Satellite Channel Programming PAC. When a customer subscribes to three or more of the eligible services listed above and subscribes to Anonymous Call Block as the fourth feature, the monthly rate for Anonymous Call Block will also be discounted at a 30% discount.

Rate

150 Satellite Channel Programming PAC ² (T)

All features that qualify under the 150 Satellite Channel Programming PAC offering (see SPECIAL CONDITIONS (a) above) will be discounted by 30% for business customers.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² Nonrecurring Charges as found in Section 3, Service Charges, will not be applicable to 150 Satellite Channel Programming PAC customers when, (a) ordering 150 Satellite Channel Programming PAC, (b) when one feature is substituted for another in 150 Satellite Channel Programming PAC or (c) when other features are added to 150 Satellite Channel Programming PAC after the initial installation of a 150 Satellite Channel Programming PAC. (T)

PACKAGED SERVICES
BUSINESS

3. Features Plan-Business

Features Plan-Business, Complete and Deluxe Packages are a combination of Custom Calling and CLASS features available at term discounts to business customers.

a. Features - Features within the packages cannot be substituted for other features.

(1) Features offered in Features Plan-Business Package consist of:

Option A ¹

Call Waiting/Cancel Call Waiting	Caller ID ²
Three-Way Calling	Special Call Forwarding

Option B ¹

Call Waiting/Cancel Call Waiting	Caller ID ²
Three-Way Calling	Enhanced Call Forwarding-Existing Number

(2) Features offered in Features Plan-Business Complete Package consist of:

Call Waiting/Cancel Call Waiting	Caller ID ²
Three-Way Calling	Flexible Call Forwarding

(3) Features offered in Features Plan-Business Deluxe Package consist of:

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	*69
Caller ID ²	Distinctive Ring

b. Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring charges; however, the Termination Liability will be waived. If the customer terminates service after 60 days but prior to completion of the term commitment period, the customer shall be liable for an early termination charge. See Section 2, B.15. of this Product Guide for Termination Liability terms and conditions.

If the customer terminates Features Plan-Business to subscribe to Unlimited Local and Toll Usage for Business with Feature Package One, Two A, or Three ³ on the same line, no termination liability charges will apply.

¹ Offered in exchanges where technically feasible.

² Includes Anonymous Call Block at no additional charge.

³ See rates, terms and conditions for Unlimited Local and Toll Usage for Business and Feature Package One, Two A, and Three in this Section.

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

3. FEATURES PLAN BUSINESS – GRANDFATHERED ¹ (T)

Features Plan-Business, Complete and Deluxe Packages are a combination of Custom Calling and CLASS features available at term discounts to business customers.

a. Features - Features within the packages cannot be substituted for other features.

(1) Features offered in Features Plan-Business Package consist of:

Option A ²			(T)
Call Waiting/Cancel Call Waiting		Caller ID ³	(T)
Three-Way Calling		Special Call Forwarding	

Option B ²			(T)
Call Waiting/Cancel Call Waiting		Caller ID ³	(T)
Three-Way Calling		Enhanced Call Forwarding-Existing Number	

(2) Features offered in Features Plan-Business Complete Package consist of:

Call Waiting/Cancel Call Waiting		Caller ID ³	(T)
Three-Way Calling		Flexible Call Forwarding	

(3) Features offered in Features Plan-Business Deluxe Package consist of:

Call Waiting/Cancel Call Waiting		Flexible Call Forwarding	
Three-Way Calling		*69	
Caller ID ³		Distinctive Ring	(T)

b. Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring charges; however, the Termination Liability will be waived. If the customer terminates service after 60 days but prior to completion of the term commitment period, the customer shall be liable for an early termination charge. See Section 2, B.15. of this Product Guide for Termination Liability terms and conditions.

If the customer terminates Features Plan-Business to subscribe to Unlimited Local and Toll Usage for Business with Feature Package One, Two A, or Three ⁴ on the same line, no termination liability charges will apply. (T)

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² Offered in exchanges where technically feasible. (T)

³ Includes Anonymous Call Block at no additional charge. (T)

⁴ See rates, terms and conditions for Unlimited Local and Toll Usage for Business and Feature Package One, Two A, and Three in this Section. (T)

PACKAGED SERVICES
BUSINESS

3. Features Plan-Business ¹ - Continued

	<u>Monthly Rate</u> <u>Business</u>
a. Basic Package	
Option A ²	
1 Year Term	\$ 15.30
2 Year Term	14.03
3 Year Term	12.75
Option B ²	
1 Year Term	18.30
2 Year Term	16.78
3 Year Term	15.25
b. Complete Package	
1 Year Term	14.70
2 Year Term	13.48
3 Year Term	12.25
c. Deluxe Package	
1 Year Term	21.30
2 Year Term	19.53
3 Year Term	17.75

¹ Nonrecurring Charges as found in Section 3, Service Charges, are not applicable to customers ordering Features Plan Packages. Features within the Features Plan Packages cannot be substituted for other features.

² Offered in exchanges where technically feasible.

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), Internal Communications or Internal Communications, system and call management features Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, ZUM Zone 3 usage where facilities permit.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Zones 1 and 2, ZUM Zone 3, and intraLATA areas, where facilities permit.

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, Internal Communications or Internal Communications, system and call management features Service monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, Internal Communications or Internal Communications, system and call management features Service.

- (c) All terms and conditions applicable to B1, Internal Communications or Internal Communications, system and call management features Service apply to that service when offered with the these packages.

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Frontier Communications of the Southwest Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Frontier Communications of the Southwest Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.

- (f) The packages are not available with the following services:

- Digital Service-Voice, LD and Internet
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service. (T)

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area, including Zones 1 and 2, ZUM Zone 3 usage where facilities permit.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Zones 1 and 2, ZUM Zone 3, and intraLATA areas, where facilities permit.

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, Customized Multi-line Telephone Service Custom Line Telephone Service monthly line rates. (T)

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, Customized Multi-line Telephone Service or Custom Line Telephone Service. (T)

- (c) All terms and conditions applicable to B1, Customized Multi-line Telephone Service or Custom Line Telephone Service apply to that service when offered with the these packages. (T)

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Frontier Communications of the Southwest Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Frontier Communications of the Southwest Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.

- (f) The packages are not available with the following services:

- Flexible Digital Channel Service, LD and Internet (T)
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area. (C)

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local and intraLATA areas, where facilities permit. (C)

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, Customized Multi-line Telephone Service Custom Line Telephone Service monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, Customized Multi-line Telephone Service or Custom Line Telephone Service.

- (c) All terms and conditions applicable to B1, Customized Multi-line Telephone Service or Custom Line Telephone Service apply to that service when offered with the these packages.

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Frontier Communications of the Southwest Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Frontier Communications of the Southwest Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.

- (f) The packages are not available with the following services:

- Flexible Digital Channel Service, LD and Internet
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS – GRANDFATHERED ¹

(T)

Special Conditions

- (a) The Unlimited Local Usage for Business and Unlimited Local and Toll Usage for Business packages are optional calling plans available on a month-to-month or one-year term to business customers with Basic Exchange Access Line Business Service (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service.

The Unlimited Local Usage for Business plan provides unlimited local voice usage for a flat monthly rate within the customer's local calling area.

The Unlimited Local and Toll Usage for Business plan provides unlimited local and intraLATA Toll voice usage for a flat monthly rate within the customer's local and intraLATA areas, where facilities permit.

- (b) Monthly rates or one-year term rates for either plan apply per line in addition to B1, Customized Multi-line Telephone Service Custom Line Telephone Service monthly line rates.

Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either plan on an existing B1, Customized Multi-line Telephone Service or Custom Line Telephone Service.

- (c) All terms and conditions applicable to B1, Customized Multi-line Telephone Service or Custom Line Telephone Service apply to that service when offered with the these packages.

- (d) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is only available to business customers who subscribe to Frontier Communications of the Southwest Inc. as their carrier for all local and intraLATA toll calls.

- (e) These packages are available to business customers who subscribe to 25 or fewer Frontier Communications of the Southwest Inc. lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business for a maximum of ten (10) lines per customer location.

- (f) The packages are not available with the following services:

- Flexible Digital Channel Service, LD and Internet
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013.

(N)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

- (g) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:
- Corporate Rewards
 - Internal Communication Calling Solutions
- (h) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:
- Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit/Calling Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900 and 976 Service
 - 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - *69 (per activation)
- (i) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business applies to voice traffic only. Frontier Communications of the Southwest 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 either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of Schedule Cal. P.U.C. No. D&R, Rule No. 11.
- (j) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. 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 the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

(g) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:

- Company Rewards
- Customized Multi-line Telephone Service Calling Solutions

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(h) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

(i) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business applies to voice traffic only. Frontier Communications of the Southwest 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 either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of Schedule Cal. P.U.C. No. D&R, Rule No. 11.

(j) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. 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 the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

Effective: 11/03/11

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

(g) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:

- Company Rewards
- Customized Multi-line Telephone Service Calling Solutions

(h) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

(C)

(i) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business applies to voice traffic only. Frontier Communications of the Southwest 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 either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of Schedule Cal. P.U.C. No. D&R, Rule No. 11.

(j) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. 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 the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS – GRANDFATHERED ¹ (Continued)

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Special Conditions - Continued

- (g) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is not available in combination with the following business packages or optional plans:
- Company Rewards
 - Customized Multi-line Telephone Service Calling Solutions
- (h) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business package does not apply to the following calls or services:
- Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900 and 976 Service
 - 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - *69 (per activation)
- (i) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business applies to voice traffic only. Frontier Communications of the Southwest 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 either of these Services for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service according to the provisions of Schedule Cal. P.U.C. No. D&R, Rule No. 11.
- (j) Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business is available on a month-to-month or on a one-year term. 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 the Customer to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013.

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PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

(k) In the event a Customer terminates one-year term service within the first 60 days, starting on the Order Completion Date, the Customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the Customer terminates service after 60 calendar days, but prior to the completion of the term commitment period, the customer shall be liable for early termination charges as set forth in Section 2, B.15. of this Product Guide. Early termination charges will not be assessed under the circumstances described in part B of Section 2, B.15. of this Product Guide..

(l) A Customer may discontinue enrollment in a month-to-month package at any time upon request to the Company.

(m) UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS FEATURE PACKAGES

- 1) Feature Package One is available for the customer with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (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 of the features, or all three features offered for the same rate.
- 2) Feature Package Two A is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, or Internal Communications, system and call management features Basic Service Line. Feature Package Two B is available for customers with a Internal Communications Station Line. Feature Package Two includes Caller ID and/or Voice Messaging. The customer may choose either or both of the features offered for the same rate.
- 3) Feature Package Three is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, Internal Communications and Call Management features Basic Service Line, or a Internal Communications Station Line. Feature Package Three includes Caller ID and/or One Point Voice Mail (OPVM). The customer may choose either or both of the features offered for the same rate.
- 4) Monthly rates for Feature Packages One, Two, or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business. Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on an existing B1,line , Internal Communications and Call Management features Basic Service Line, or a Internal Communications with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, Internal Communications and Call Management features Basic Service Line, or a Internal Communications Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Special Conditions - Continued

(k) In the event a Customer terminates one-year term service within the first 60 days, starting on the Order Completion Date, the Customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the Customer terminates service after 60 calendar days, but prior to the completion of the term commitment period, the customer shall be liable for early termination charges as set forth in Section 2, B.15. of this Product Guide. Early termination charges will not be assessed under the circumstances described in part B of Section 2, B.15. of this Product Guide..

(l) A Customer may discontinue enrollment in a month-to-month package at any time upon request to the Company.

(m) UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS FEATURE PACKAGES

1) Feature Package One is available for the customer with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (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 of the features, or all three features offered for the same rate.

2) Feature Package Two A is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, or Custom Line Telephone Service Line. Feature Package Two B is available for customers with a Customized Multi-line Telephone Service Station Line. Feature Package Two includes Caller ID and/or Voice Messaging. The customer may choose either or both of the features offered for the same rate.

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3) Feature Package Three is available for customers with Unlimited Local and Toll Usage for Business on a Basic Exchange Access Business (B1) Line, Custom Line Telephone Service Basic Service Line, or a Customized Multi-line Telephone Service Station Line. Feature Package Three includes Caller ID and/or One Point Voice Mail (OPVM). The customer may choose either or both of the features offered for the same rate.

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4) Monthly rates for Feature Packages One, Two, or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business. Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on an existing B1, line, Customized Multi-line Telephone Service Basic Service Line, or a Custom Line Telephone Service with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, Customized Multi-line Telephone Service Basic Service Line, or a Customized Multi-line Telephone Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

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PACKAGED SERVICES
 BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
 Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>
Unlimited Local Usage for Business ^{1,2,3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 34.00	\$26.00
b. Per Internal Communications Station Line	34.00	26.00
c. Per Internal Communications Basic Service Line	34.00	26.00
Unlimited Local and Toll Usage for Business ^{1,2,3}		
a. Per Basic Exchange Access Business (B1) Line	\$ 29.00	\$21.00
b. Per Internal Communications Station Line	29.00	21.00
c. Per Internal Communications Basic Service Line	29.00	21.00

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, Internal Communications line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services.

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location.

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, Internal Communications line.

Effective: 06/23/11

PACKAGED SERVICES
 BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
 Continued

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>	
Unlimited Local Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	\$ 34.00	\$26.00	
d. Per Customized Multi-line Telephone Service Station Line	34.00	26.00	(T)
e. Per Custom Line Telephone Service Basic Service Line	34.00	26.00	(T)
Unlimited Local and Toll Usage for Business ^{1, 2, 3}			
a. Per Basic Exchange Access Business (B1) Line	\$ 29.00	\$21.00	
b. Per Customized Multi-line Telephone Service Station Line	29.00	21.00	(T)
c. Per Custom Line Telephone Service Basic Service Line	29.00	21.00	(T)

¹ Unlimited Local Usage for Business or Unlimited Local and Toll Usage for Business does not include a B1, Customized Multi-line Telephone Service or Custom Line Telephone Service line. Monthly rates or term rates for either package apply in addition to the monthly line rates associated with these services. (T)

² For Business customers with 25 or fewer lines at time service is initiated per customer location. Eligible Business customers may subscribe to these packages for a maximum of ten (10) lines per customer location. (T)

³ Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable for customers ordering either of these packages on an existing B1, Customized Multi-line Telephone Service or Custom Line Telephone Service line. (T)

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
Continued

Rates - Continued

	<u>Monthly Rate</u> <u>Business</u>
Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}	
1) Feature Package One per Basic Exchange Access Business (B1) Line	\$ 9.00
2) Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or Internal Communications Basic Service Line	15.00
Feature Package Two B per Internal Communications Station Line	15.00
3) Feature Package Three per Basic Exchange Access Business (B1) Line, Internal Communications Basic Service Line, or Internal Communications Station Line	18.00

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, Internal Communications lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, Internal Communications Service, does not apply for an order for Feature Packages Two A, Two B, or Three.

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

Effective: 06/23/11

PACKAGED SERVICES
 BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS -
 Continued

Rates - Continued

	<u>Monthly Rate</u> <u>Business</u>	
Unlimited Local and Toll Usage for Business Feature Packages ^{1, 2, 3}		
1) Feature Package One per Basic Exchange Access Business (B1) Line	\$ 9.00	
2) Feature Package Two Feature Package Two A per Basic Exchange Access Business (B1) Line, or Custom Line Telephone Service Basic Service Line	15.00	(T)
Feature Package Two B per Custom Line Telephone Service Station Line	15.00	(T)
3) Feature Package Three per Basic Exchange Access Business (B1) Line, Custom Line Telephone Service Basic Service Line, or Customized Multi-line Telephone Service Station Line	18.00	(T) (T)

¹ Monthly rates for Feature Packages One, Two or Three apply in addition to the monthly rate or term rate for Unlimited Local and Toll Usage for Business.

² Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable when ordering Feature Packages One, Two, or Three on existing B1, Customized Multi-line Telephone Service lines with Unlimited Local and Toll Usage for Business. Minor Software Change Charge in Section 8, Customized Multi-line Telephone Service, does not apply for an order for Feature Packages Two A, Two B, or Three. (T)
(T)

³ See Special Conditions in this Section for Feature Package descriptions and conditions.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES

Special Conditions

Unlimited Business Access (B1) Line and Internal Communications, System and Management Features Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

a. Unlimited Business Access (B1) Line Basic Package includes the following:

- One (1) Business Access (B1) Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

An additional credit will apply if provisioned with Frontier Communications of the Southwest Inc. Broadband service.

1) Unlimited Business Access (B1) Expansion Lines

At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

(b) Expansion Lines without unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, and choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES (T)

Special Conditions

Unlimited Business Access (B1) Line and Flexible Telephone System Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered. (T)

The following two (2) options are available:

a. Unlimited Business Access (B1) Line Basic Package includes the following:

- One (1) Business Access (B1) Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

An additional credit will apply if provisioned with Frontier Communications of the Southwest Inc. Broadband service.

1) Unlimited Business Access (B1) Expansion Lines

At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

(b) Expansion Lines without unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, and choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – GRANDFATHERED ¹

(T)

Special Conditions

Unlimited Business Access (B1) Line and Flexible Telephone System Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

a. Unlimited Business Access (B1) Line Basic Package includes the following:

- One (1) Business Access (B1) Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

An additional credit will apply if provisioned with Frontier Communications of the Southwest Inc. Broadband service.

1) Unlimited Business Access (B1) Expansion Lines

At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

(b) Expansion Lines without unlimited calling

B1 Expansion Lines are available for a monthly rate, per line, and choice of any or all of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013.

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PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES –
Continued

Special Conditions - Continued

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

b. Internal Communications Package includes the following:

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

Caller ID and/or any Frontier Communications of the Southwest Inc. Voice Messaging Service

An additional credit will apply if provisioned with Frontier Communications of the Southwest Inc. Broadband service.

1) Unlimited \Communication System Expansion Lines

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

(a) Expansion Lines with unlimited calling

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

Caller ID and/or any Frontier Communications of the Southwest Inc. Voice Messaging Service

(b) Expansion Lines without unlimited calling

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

Caller ID and/or any Frontier Communications of the Southwest Inc. Voice Messaging Service

c. Conditions

- 1) Unlimited B1 and Communication System Basic Packages are available only on Basic Exchange Access Line Business Service and Internal Communication System lines where facilities and conditions permit.
- 2) Unlimited B1 and Communication System Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – (T)
Continued

Special Conditions - Continued

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

- b. Flexible Telephone System includes the following: (T)
- One (1) Flexible Telephone System Line (T)
 - Unlimited local calling
 - Unlimited intraLATA toll calling
 - Choice of one or both of the following calling features:

Caller ID and/or any Frontier Communications of the Southwest Inc. Voice Messaging Service

An additional credit will apply if provisioned with Frontier Communications of the Southwest Inc. Broadband service.

- 1) Unlimited \ Flexible Telephone System Expansion Lines (T)

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

- (a) Expansion Lines with unlimited calling

Flexible Telephone System Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one or both of the following calling features: (T)

Caller ID and/or any Frontier Communications of the Southwest Inc. Voice Messaging Service

- (b) Expansion Lines without unlimited calling

Flexible Telephone System Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features: (T)

Caller ID and/or any Frontier Communications of the Southwest Inc. Voice Messaging Service

- c. Conditions

- 1) Unlimited B1 and Flexible Telephone System Basic Packages are available only on Basic Exchange Access Line Business Service and Custom Line Telephone Service lines where facilities and conditions permit. (T)
- 2) Unlimited B1 and Flexible Telephone 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. (T)

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES –
Continued

c. Conditions - Continued

- 3) Unlimited B1 and Communication System Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of the Southwest Inc. Inc. Each Expansion Line must also subscribe to a business long distance calling plan through Frontier Communications of the Southwest Inc. Inc.
- 4) Customers must purchase at least one (1) Expansion Line with each Unlimited B1 Basic Package or Unlimited Communication System Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine (9) such lines can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Frontier Communications of the Southwest Inc. Inc.
- 5) Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.
- 6) Usage rates will apply in addition to the Monthly rate for Expansion Lines without Unlimited Calling.
- 7) Unlimited B1 and Communication System Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
- 9) All terms and conditions applicable to B1 or Internal Communications, system and call management features Service apply to that service when offered with the Unlimited B1 and Communication System Basic Packages.
- 8) Unlimited B1 and Communication System Basic Packages are not available in combination with the following business packages or optional plans:
 - Corporate Rewards
 - Internal Communications and Call Management Features
- 10) Unlimited B1 and Communication System Basic Packages are not available in combination with other optional calling plans or virtual private network services.
- 11) Unlimited B1 and Unlimited Communications System Basic Packages are not available with services provided under a special contract.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – (T)
Continued
- c. Conditions - Continued
- 3) Unlimited B1 and Flexible Telephone System Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of the Southwest Inc. Inc. Each Expansion Line must also subscribe to a business long distance calling plan through Frontier Communications of the Southwest Inc. Inc. (T)
- 4) Customers must purchase at least one (1) Expansion Line with each Unlimited B1 Basic Package or Unlimited Flexible Telephone System Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine (9) such lines can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Frontier Communications of the Southwest Inc. Inc. (T)
- 5) Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.
- 6) Usage rates will apply in addition to the Monthly rate for Expansion Lines without Unlimited Calling.
- 7) Unlimited B1 and Flexible Telephone 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. (T)
- 9) All terms and conditions applicable to B1 or Custom Line Telephone Service apply to that service when offered with the Unlimited B1 and Flexible Telephone System Basic Packages. (T)
(T)
- 8) Unlimited B1 and Flexible Telephone System Basic Packages are not available in combination with the following business packages or optional plans: (T)
- Company Rewards (T)
 - Customized Multi-line Telephone Service (T)
- 10) Unlimited B1 and Flexible Telephone System Basic Packages are not available in combination with other optional calling plans or virtual private network services. (T)
- 11) Unlimited B1 and Flexible Telephone System Basic Packages are not available with services provided under a special contract. (T)

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES –
Continued

c. Conditions - Continued

12) Unlimited B1 and Unlimited Communications System Basic Packages are not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Unlimited Communications System Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Unlimited 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. Frontier Communications of the Southwest 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.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Unlimited Communications System Basic Packages are offered on a one-year or a three-year term agreement.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – (T)
Continued

c. Conditions - Continued

12) Unlimited B1 and Flexible Telephone System Basic Packages are not available with the following services: (T)

- Flexible Digital Channel Service (T)
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Flexible Telephone System Basic Packages do not apply to the following calls or services: (T)

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Flexible Telephone 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. Frontier Communications of the Southwest 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. (T)

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Flexible Telephone System Basic Packages are offered on a one-year or a three-year term agreement. (T)

Effective: 11/03/11

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES –
Continued

c. Conditions - Continued

12) Unlimited B1 and Flexible Telephone System Basic Packages are not available with the following services:

- Flexible Digital Channel Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Flexible Telephone System Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

(C)

14) Unlimited B1 and Flexible Telephone 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. Frontier Communications of the Southwest 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.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Flexible Telephone System Basic Packages are offered on a one-year or a three-year term agreement.

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – GRANDFATHERED ¹ (Continued)

(T)

c. Conditions - Continued

12) Unlimited B1 and Flexible Telephone System Basic Packages are not available with the following services:

- Flexible Digital Channel Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

13) Unlimited B1 and Flexible Telephone System Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

14) Unlimited B1 and Flexible Telephone 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. Frontier Communications of the Southwest 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.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Flexible Telephone System Basic Packages are offered on a one-year or a three-year term agreement.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013.

(N)

Effective: 11/15/15

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – GRANDFATHERED ¹ (Continued)

c. Conditions - Continued

12) Unlimited B1 and Flexible Telephone System Basic Packages are not available with the following services:

- Flexible Digital Channel Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forward Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

(T)

13) Unlimited B1 and Flexible Telephone System Basic Packages do not apply to the following calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 Call Return (per activation)

14) Unlimited B1 and Flexible Telephone 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. Frontier Communications of the Southwest 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.

15) Call details are not available for this service.

d. Termination Liability

Unlimited B1 and Flexible Telephone System Basic Packages are offered on a one-year or a three-year term agreement.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013.

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES -
Continued

d. Termination Liability - Continued

Early termination of a Unlimited B1 Basic Package or Unlimited Communications System Basic Package term agreement by the customer will result in a one-time flat Termination Charge of:

<u>1-year term agreement</u>	<u>3-year term agreement</u>
\$75	\$225 for default within the 1st year of the term \$150 for default within the 2nd year of the term \$75 for default within the 3rd year of the term

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

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

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

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

e. Application of Rates and Charges

- 1) Service Order Activity Charges from Section 3 are waived if a class of service change is required in order to have an Unlimited B1 or Unlimited Communications System Basic Package.
- 2) Applicable Service Charges as specified in Section 3, Service Charges, will be waived for customers subscribing to a three-year agreement.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND FLEXIBLE TELEPHONE SYSTEM PACKAGES - Continued (T)

d. Termination Liability - Continued

Early termination of a Unlimited B1 Basic Package or Flexible Telephone System Basic Package term agreement by the customer will result in a one-time flat Termination Charge of: (T)

<u>1-year term agreement</u>	<u>3-year term agreement</u>
\$75	\$225 for default within the 1st year of the term \$150 for default within the 2nd year of the term \$75 for default within the 3rd year of the term

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

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

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

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

e. Application of Rates and Charges

- 1) Service Order Activity Charges from Section 3 are waived if a class of service change is required in order to have an Unlimited B1 or Flexible Telephone System Basic Package. (T)
- 2) Applicable Service Charges as specified in Section 3, Service Charges, will be waived for customers subscribing to a three-year agreement.

PACKAGED SERVICES
 BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED COMMUNICATIONS SYSTEM PACKAGES -
 Continued

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 63.00	\$ 48.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	35.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	35.00

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Unlimited Communications System Basic Package ¹	\$ 58.00	\$ 48.00

	<u>Monthly Rate</u>
1) Expansion Line with Unlimited Calling, per line ²	45.00
2) Expansion Line without Unlimited Calling, per line ^{2,3}	30.00

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited Communications System Basic Package ordered.

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

³ Usage rates apply in addition to the monthly rate.

Effective: 06/23/11

PACKAGED SERVICES
 BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND FLEXIBLE TELEPHONE SYSTEM PACKAGES - Continued (T)

Rates

	<u>Monthly Rate</u>		
	<u>One-Year Term</u>	<u>Three-Year Term</u>	
a. Unlimited Business Access (B1) Line Basic Package ¹	\$ 63.00	\$ 48.00	
	<u>Monthly Rate</u>		
1) Expansion Line with Unlimited Calling, per line ²		35.00	
2) Expansion Line without Unlimited Calling, per line ^{2,3}		35.00	
	<u>Monthly Rate</u>		
	<u>One-Year Term</u>	<u>Three-Year Term</u>	
b. Flexible Telephone System Basic Package ¹	\$ 58.00	\$ 48.00	(T)
	<u>Monthly Rate</u>		
1) Expansion Line with Unlimited Calling, per line ²		45.00	
2) Expansion Line without Unlimited Calling, per line ^{2,3}		30.00	

¹ At least one (1) Expansion Line is required with each Unlimited Business Access (B1) Line Basic Package or Unlimited Flexible Telephone System Basic Package ordered. (T)

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

³ Usage rates apply in addition to the monthly rate.

PACKAGED SERVICES
RESIDENCE

6. BASIC FEATURE PACK

Special Conditions

- (a) This service offers six (6) custom calling features in a service package to single line residential customers only.
- (b) The custom calling features offered in the Basic Feature Pack are:
 - Call Waiting
 - Cancel Call Waiting
 - Caller ID
 - *69
 - Three Way Calling
 - Call Block
- (c) Basic Feature Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Basic Feature Pack.
- (e) Custom calling features within the Basic Feature Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Basic Feature Pack, per line ¹	\$ 11.95

¹ Nonrecurring charges in Section 3, Service Charges, are not applicable.

Effective: 07/20/14

PACKAGED SERVICES
RESIDENCE

6. BASIC FEATURE PACK - GRANDFATHERED ⁽¹⁾ (C)

Special Conditions

- (a) This service offers six (6) custom calling features in a service package to single line residential customers only.
- (b) The custom calling features offered in the Basic Feature Pack are:
 - Call Waiting
 - Cancel Call Waiting
 - Caller ID
 - *69
 - Three Way Calling
 - Call Block
- (c) Basic Feature Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Basic Feature Pack.
- (e) Custom calling features within the Basic Feature Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Basic Feature Pack, per line	\$ 11.95

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: 07/09/10

PACKAGED SERVICES
RESIDENCE

7. COMPLETE FEATURE PACK

Special Conditions

(a) Complete Feature Pack offers fourteen (14) custom calling services into one service package to single line residential customers.

(b) Services offered in the Complete Feature Pack are:

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

(c) Complete Feature Pack is offered where the network is technically capable.

(d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Complete Feature Pack.

(e) Custom calling features within the Complete Feature Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Complete Feature Pack, per line ¹	\$ 16.95

¹ Nonrecurring charges in Section 3, Service Charges, are not applicable.

Effective: 07/20/14

PACKAGED SERVICES
RESIDENCE

7. COMPLETE FEATURE PACK - GRANDFATHERED ⁽¹⁾ (C)

Special Conditions

- (a) Complete Feature Pack offers fourteen (14) custom calling services into one service package to single line residential customers.
- (b) Services offered in the Complete Feature Pack are:
 - Call Waiting *69
 - Cancel Call Waiting Speed Dialing 30
 - Caller ID Anonymous Call Block
 - Distinctive Ring Busy Redial
 - Three Way Calling Priority Call
 - Call Block Do Not Disturb
 - Call Forwarding Select Call Forwarding
- (c) Complete Feature Pack is offered where the network is technically capable.
- (d) Nonrecurring charges as set forth in Section 3, Service Charges, are not applicable to customers ordering Complete Feature Pack.
- (e) Custom calling features within the Complete Feature Pack cannot be substituted for other custom calling features. Customers may subscribe to additional individual custom calling services at the rates in Section 5, General Services, Custom Calling Services.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Complete Feature Pack, per line	\$ 16.95

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES

Special Conditions

Big Deal Calling Services – Option A and Option B, offer a combination of Custom Calling and CLASS features available to Residential Exchange Service customers.

The predefined list of features noted in the packages cannot be substituted with other features.

a. Customers who subscribe to Big Deal Calling Services - Option A will receive the following features:

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

Home Voice Mail - Standard Package and Call Intercept may be purchased at the discounted rates specified in Rates, part a. following.

b. Customers who subscribe to Big Deal Calling Services - Option B will receive the following features:

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

Home Voice Mail - Deluxe ¹ Package may be purchased at the discounted rate specified in Rates, part a. following.

OnePoint Voice Mail Service may be purchased with Big Deal Option A or B at the discounted rate specified Rates, part .a. or b. following.

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS (T)

Special Conditions

Multi Package Residential Offers – Option A and Option B, offer a combination of Custom Calling and CLASS features available to Residential Exchange Service customers. (T)

The predefined list of features noted in the packages cannot be substituted with other features.

a. Customers who subscribe to Multi Package Residential Offers - Option A will receive the following features: (T)

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

Home Voice Mail - Standard Package and Call Intercept may be purchased at the discounted rates specified in Rates, part a. following.

b. Customers who subscribe to Multi Package Residential Offers - Option B will receive the following features: (T)

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

Home Voice Mail - Deluxe ¹ Package may be purchased at the discounted rate specified in Rates, part a. following.

One Point Voice Mail Service may be purchased with Multi Package Residential Offer A or B at the discounted rate specified Rates, part .a. or b. following. (T)

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 04/01/12

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS

Special Conditions

Multi Package Residential Offers – Option A and Option B, offer a combination of Custom Calling and CLASS features available to Residential Exchange Service customers.

The predefined list of features noted in the packages cannot be substituted with other features.

- a. Customers who subscribe to Multi Package Residential Offers - Option A will receive the following features:

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

(D)
(D)

- b. Customers who subscribe to Multi Package Residential Offers - Option B will receive the following features:

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

Home Voice Mail - Deluxe ¹ Package may be purchased at the discounted rate specified in Rates, part a. following.

One Point Voice Mail Service may be purchased with Multi Package Residential Offer A or B at the discounted rate specified Rates, part .a. or b. following.

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 07/20/14

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS - GRANDFATHERED ⁽²⁾ (C)

Special Conditions

Multi Package Residential Offers – Option A and Option B, offer a combination of Custom Calling and CLASS features available to Residential Exchange Service customers.

The predefined list of features noted in the packages cannot be substituted with other features.

a. Customers who subscribe to Multi Package Residential Offers - Option A will receive the following features:

Call Waiting	Anonymous Call Block
Cancel Call Waiting	Busy Redial
Call Forwarding-Variable	*69
Three-Way Calling	Call Block
Speed Dialing 8	Do Not Disturb
Distinctive Ring	Select Call Forwarding
Caller ID	Priority Call
Call Waiting ID (where available)	

b. Customers who subscribe to Multi Package Residential Offers - Option B will receive the following features:

Call Waiting	Three-Way Calling
Cancel Call Waiting	*69
Call Forwarding-Variable	Call Block

Home Voice Mail - Deluxe ⁽¹⁾ Package may be purchased at the discounted rate specified in Rates, part a. following.

One Point Voice Mail Service may be purchased with Multi Package Residential Offer A or B at the discounted rate specified Rates, part .a. or b. following.

⁽¹⁾ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Special Conditions

c. Home Voice Mail Packaged Offerings

(1) Home Voice Mail Standard - Package provides the following features:

Basic Voice Mail	Reminder Messages
Automatic Message Review	Wake Up Service

(2) Home Voice Mail Deluxe ¹ - Package provides the following features:

Basic Voice Mail	Pager Notification
Automatic Message Review	Reminder Messages
Four Individual Mail Boxes	Wake Up Service

(3) OnePoint Voice Mail (OPVM) Service - see Section 5 for features and special conditions for OnePoint Voice Mail Service.

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS - Continued (T)

Special Conditions

c. Home Voice Mail Packaged Offerings

(1) Home Voice Mail Standard - Package provides the following features:

Basic Voice Mail	Reminder Messages
Automatic Message Review	Wake Up Service

(2) Home Voice Mail Deluxe ¹ - Package provides the following features:

Basic Voice Mail	Pager Notification
Automatic Message Review	Reminder Messages
Four Individual Mail Boxes	Wake Up Service

(3) One Point Voice Mail (OPVM) Service - see Section 5 for features and special conditions for One Point Voice Mail Service. (T)

¹ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

8. BIG DEAL CALLING SERVICES - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>
a. Big Deal Option A ¹	17.00
Customers who subscribe to Big Deal Option A may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) OnePoint Voice Mail Service ^{2, 3, 4}	7.00
(3) Call Intercept ¹	4.00
b. Big Deal Option B ¹	10.00
Customers who subscribe to Big Deal Option B may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(2) OnePoint Voice Mail Service ^{2, 3, 4}	7.00

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Big Deal Calling Services Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 06/23/11

PACKAGED SERVICES
 RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS - Continued (T)

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
a. Multi Package Residential Offer A ¹	17.00	(T)
Customers who subscribe to Multi Package Residential Offer A may purchase the following features at the specified discounted rate:		(T)
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00	
(2) One Point Voice Mail Service ^{2, 3, 4}	7.00	(T)
(3) Call Intercept ¹	4.00	
b. Multi Package Residential Offer B ¹	10.00	(T)
Customers who subscribe to Multi Package Residential Offer B may purchase the following features at the specified discounted rate:		(T)
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00	
(2) One Point Voice Mail Service ^{2, 3, 4}	7.00	(T)

¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.

² Feature must be purchased in conjunction with Multi Package Residential Offers Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services. (T)

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 04/01/12

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS - Continued

Rates

	<u>Monthly Rate</u> <u>Residential</u>
a. Multi Package Residential Offer A ¹	17.00
Customers who subscribe to Multi Package Residential Offer A may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) One Point Voice Mail Service ^{2, 3, 4}	7.00
b. Multi Package Residential Offer B ¹	10.00
Customers who subscribe to Multi Package Residential Offer B may purchase the following features at the specified discounted rate:	
(1) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(2) One Point Voice Mail Service ^{2, 3, 4}	7.00

(D)

- ¹ Nonrecurring charges from Section 3, Service Charges, are not applicable.
- ² Feature must be purchased in conjunction with Multi Package Residential Offers Option A or Option B to receive a waiver of the nonrecurring charges set forth in Section 5, General Services, Home Voice Mail Services.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 07/09/10

PACKAGED SERVICES
RESIDENCE

9. LOCAL CALLING/ LOCAL AND TOLL PACKAGE ¹/ FRONTIER LOCAL CALLING PLUS/ REGIONAL CALLING UNLIMITED / LOCAL CALLING PLUS/AND REGIONAL CALLING VALUE

Special Conditions

Local Calling/ Local and Toll Package ¹/Frontier Local Calling Plus/ Regional Calling Unlimited/ and Local Calling Plus provide customers with a combination of Basic Exchange Flat-Rate Service, a choice of Custom Calling and CLASS features, and unlimited ZUM calling.

Regional Calling Value provides Basic Exchange Flat-Rate Service and unlimited ZUM calling with no custom calling services. The Regional Packages all include unlimited IntraLATA Toll calling.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges are not applicable to customers subscribing to Local Calling/ Local and Toll Package ¹/ Frontier Local Calling Plus/ Regional Calling Unlimited / Local Calling Plus/ or Regional Calling Value.

Local Calling/ Local and Toll Package ¹/ Frontier Local Calling Plus/ Regional Calling Unlimited/ Local Calling Plus/ and Regional Calling Value are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- business classes of service

Additionally, the Regional Packages are not offered in conjunction with:

- optional toll calling plans
- Integrated Services Digital Network (ISDN) service

The predefined list of features noted in the packages cannot be substituted with other features.

Local Calling/ Local and Toll Package ¹/ Frontier Local Calling Plus/ Regional Calling Unlimited/ Local Calling Plus/ and Regional Calling Value are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-9. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9.

¹ Frontier Communications of the Southwest Inc. Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

9. FRONTIER LOCAL CALLING PLAN/ LOCAL AND TOLL SERVICE ¹/ FRONTIER LOCAL CALLING PLAN PLUS/ (T)
FRONTIER REGIONAL CALLING PLAN UNLIMITED/ REGIONAL ESSENTIALS/ AND REGIONAL CALLING VALUE (T)

Special Conditions

Frontier Local Calling Plan/ Local and Toll Service ¹/ Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan (T)
Unlimited/ and Regional Essentials provide customers with a combination of Basic Exchange Flat-Rate Service, a (T)
choice of Custom Calling and CLASS features, and unlimited ZUM calling.

Regional Calling Value provides Basic Exchange Flat-Rate Service and unlimited ZUM calling with no custom calling (T)
services. The Frontier Regional Calling Plans all include unlimited IntraLATA Toll calling.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer (T)
of Service charge, as specified in Section 3, Service Charges are not applicable to customers subscribing to Frontier
Local Calling Plan/ Local and Toll Service ¹/ Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan
Unlimited / Regional Essentials/ or Regional Calling Value.

Frontier Local Calling Plan/ Local and Toll Service ¹/ Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan (T)
Unlimited/ Regional Essentials/ and Regional Calling Value are not offered in conjunction with: (T)

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- business classes of service

Additionally, the Frontier Regional Calling Plans are not offered in conjunction with: (T)

- optional toll calling plans
- Integrated Services Digital Network (ISDN) service

The predefined list of features noted in the packages cannot be substituted with other features.

Frontier Local Calling Plan/ Local and Toll Service ¹/ Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan (T)
Unlimited/ Regional Essentials/ and Regional Calling Value are provided to ULTS-eligible subscribers at a discount (T)
equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange
Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-9. ULTS-eligible subscribers also
receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers
must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9 to
receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an
additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff,
Schedule Cal. P.U.C. No. A-9.

¹ Frontier Communications of the Southwest Inc. Local and Toll Service is grandfathered and limited to existing customers at (T)
existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

9. FRONTIER LOCAL CALLING PLAN/ LOCAL AND TOLL SERVICE ^{1/} FRONTIER LOCAL CALLING PLAN PLUS/
FRONTIER REGIONAL CALLING PLAN UNLIMITED/ REGIONAL ESSENTIALS/ AND REGIONAL CALLING VALUE

Special Conditions

Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited/ and Regional Essentials provide customers with a combination of Basic Exchange Flat-Rate Service, a choice of Custom Calling and CLASS features. (C)

Regional Calling Value provides Basic Exchange Flat-Rate Service with no custom calling services. The Frontier Regional Calling Plans all include unlimited IntraLATA Toll calling. (C)

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges are not applicable to customers subscribing to Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited / Regional Essentials/ or Regional Calling Value.

Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited/ Regional Essentials/ and Regional Calling Value are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- business classes of service

Additionally, the Frontier Regional Calling Plans are not offered in conjunction with:

- optional toll calling plans
- Integrated Services Digital Network (ISDN) service

The predefined list of features noted in the packages cannot be substituted with other features.

Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited/ Regional Essentials/ and Regional Calling Value are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-9. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9.

¹ Frontier Communications of the Southwest Inc. Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

Effective: 01/01/13

PACKAGED SERVICES
RESIDENCE

9. FRONTIER LOCAL CALLING PLAN/ LOCAL AND TOLL SERVICE ^{1/} FRONTIER LOCAL CALLING PLAN PLUS/
FRONTIER REGIONAL CALLING PLAN UNLIMITED/ REGIONAL ESSENTIALS/ AND REGIONAL CALLING VALUE

Special Conditions

Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited/ and Regional Essentials provide customers with a combination of Basic Exchange Flat-Rate Service, a choice of Custom Calling and CLASS features.

Regional Calling Value provides Basic Exchange Flat-Rate Service with no custom calling services. The Frontier Regional Calling Plans all include unlimited IntraLATA Toll calling.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges are not applicable to customers subscribing to Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited / Regional Essentials/ or Regional Calling Value.

Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited/ Regional Essentials/ and Regional Calling Value are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- business classes of service

Additionally, the Frontier Regional Calling Plans are not offered in conjunction with:

- optional toll calling plans
- Integrated Services Digital Network (ISDN) service

The predefined list of features noted in the packages cannot be substituted with other features.

Frontier Local Calling Plan/ Local and Toll Service ^{1/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan Unlimited/ Regional Essentials/ and Regional Calling Value are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-9. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9 to receive the ULTS discount and EUCL allowance.

In lieu of the customary discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9.

(C)

¹ Frontier Communications of the Southwest Inc. Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

PACKAGED SERVICES
RESIDENCE

10. LOCAL CALLING

Special Conditions

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

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ¹
*69	Select Call Forwarding
Priority Call ¹	Caller ID
Speed Dialing 8	Speed Dialing 30

Local Calling also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16, Frontier Communications of the Southwest Inc. Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Calling	\$ 36.99

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

10. LOCAL CALLING

Special Conditions

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

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ¹
*69	Select Call Forwarding
Priority Call ¹	Caller ID
Speed Dialing 8	Speed Dialing 30

Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16, Frontier Communications of the Southwest Inc. Calling Plans. (C)

Rates

	Monthly Rate <u>Residential</u>
Local Calling	\$ 36.99

¹ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 10/15/14

PACKAGED SERVICES
RESIDENCE

10. LOCAL CALLING

Special Conditions

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

Call Waiting/Cancel Call Waiting
3 Way Calling
Distinctive Ring
Busy Number Redial *66
Call Return *69
Priority Call ⁽¹⁾
Speed Call 8 ⁽²⁾

Basic Call Forward
Anonymous Call Rejection
Selective Call Rejection
Do Not Disturb ⁽¹⁾
Selective Call Forward
Caller ID with Name
Speed Call 30

(T)

Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16, Frontier Communications of the Southwest Inc. Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Local Calling	\$ 36.99

- ⁽¹⁾ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁽²⁾ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 07/20/14

PACKAGED SERVICES
 RESIDENCE

10. LOCAL CALLING

Special Conditions

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

- | | |
|----------------------------------|-------------------------------|
| Call Waiting/Cancel Call Waiting | Basic Call Forward |
| 3 Way Calling | Anonymous Call Rejection |
| Distinctive Ring | Selective Call Rejection |
| Busy Number Redial *66 | Do Not Disturb ⁽¹⁾ |
| Call Return *69 | Selective Call Forward |
| Priority Call ⁽¹⁾ | Caller ID with Name |
| Speed Call 8 ⁽²⁾ | Speed Call 30 |

(T)
 |
 (T)(C)

Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16, Frontier Communications of the Southwest Inc. Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Local Calling	\$ 36.99

- (1) Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- (2) Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- (3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: 11/15/15

PACKAGED SERVICES
 RESIDENCE

10. LOCAL CALLING

Special Conditions

Customers who subscribe to Local Calling may choose up to three of the following features: ⁽³⁾

Call Waiting/Cancel Call Waiting	Basic Call Forward	
3 Way Calling	Anonymous Call Block/Rejection	(T)
Distinctive Ring	Selective Call Rejection	
*66 Busy Number Redial	Selective Call Forward	(T)
*69 Call Return	Caller ID with Name	(T)
Priority Call ⁽¹⁾	Speed Call 30	
Speed Call 8 ⁽²⁾		

Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16, Frontier Communications of the Southwest Inc. Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Local Calling	\$ 36.99

- (1) Custom Calling Services Priority Call and Selective Call Rejection are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- (2) Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- (3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(T)

Effective: 10/16/16

PACKAGED SERVICES
RESIDENCE

10. LOCAL CALLING

Special Conditions

Customers who subscribe to Local Calling may choose up to three of the following features: ⁽³⁾

Call Waiting/Cancel Call Waiting	Basic Call Forward
3 Way Calling	Anonymous Call Block/Rejection
Distinctive Ring	Selective Call Rejection
*66 Busy Number Redial	Selective Call Forward
*69 Call Return	Caller ID with Name
Priority Call ⁽¹⁾	Speed Call 30
Speed Call 8 ⁽²⁾	

Home Voice Mail may be purchased at the rates specified in Section 5, General Service, Home Voice Mail Services. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16, Frontier Communications of the Southwest Inc. Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Local Calling	\$ 36.99

⁽¹⁾ Custom Calling Services Priority Call and Selective Call Rejection are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁽²⁾ Nonrecurring Service Charges in Section 3 are not applicable.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

PACKAGED SERVICES
 RESIDENCE

11. FRONTIER LOCAL CALLING PLUS

Special Conditions

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

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing ⁸	Speed Dialing ³⁰

Frontier Local Calling Plus also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Call Intercept and Home Voice Mail or Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16 of this Product Guide, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Frontier Local Calling Plus ¹	\$ 39.99

Customers who subscribe to Frontier Local Calling Plus may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Voice Mail Service ^{2, 3, 4}	7.00
(4) Call Intercept ¹	4.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 06/23/11

PACKAGED SERVICES
 RESIDENCE

11. FRONTIER LOCAL CALLING PLAN PLUS (T)

Special Conditions

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

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing 8	Speed Dialing 30

Frontier Local Calling Plan Plus also includes unlimited Zone Usage Measurement (ZUM) service at no additional charge. Call Intercept and Home Voice Mail or Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16 of this Product Guide, Calling Plans. (T)

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Frontier Local Calling Plan Plus ¹	\$ 39.99	(T)

Customers who subscribe to Frontier Local Calling Plan Plus may purchase the following features at the specified discounted rate: (T)

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Voice Mail Service ^{2, 3, 4}	7.00
(4) Call Intercept ¹	4.00

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Voice Mail Service.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

11. FRONTIER LOCAL CALLING PLAN PLUS

Special Conditions

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

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing ⁸	Speed Dialing ³⁰

Call Intercept and Home Voice Mail or Voice Mail Service may be purchased at the discounted rates specified shown (C)
below. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16 of this Product (C)
Guide, Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Frontier Local Calling Plan Plus ¹	\$ 39.99

Customers who subscribe to Frontier Local Calling Plan Plus may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Voice Mail Service ^{2, 3, 4}	7.00
(4) Call Intercept ¹	4.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 04/01/12

PACKAGED SERVICES
RESIDENCE

11. FRONTIER LOCAL CALLING PLAN PLUS

Special Conditions

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

Call Waiting/Cancel Call Waiting	Flexible Call Forwarding
Three-Way Calling	Anonymous Call Block
Distinctive Ring	Call Block
Busy Redial	Do Not Disturb ⁵
*69	Select Call Forwarding
Priority Call ⁵	Caller ID
Speed Dialing ⁸	Speed Dialing ³⁰

Home Voice Mail or Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16 of this Product Guide, Calling Plans.

(C)

Rates

	Monthly Rate <u>Residential</u>
Frontier Local Calling Plan Plus ¹	\$ 39.99

Customers who subscribe to Frontier Local Calling Plan Plus may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Voice Mail Service ^{2, 3, 4}	7.00

(D)

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
 RESIDENCE

11. FRONTIER LOCAL CALLING PLAN PLUS

Special Conditions

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

- | | |
|----------------------------------|--------------------------|
| Call Waiting/Cancel Call Waiting | Basic Call Forward |
| 3 Way Calling | Anonymous Call Rejection |
| Distinctive Ring | Selective Call Rejection |
| Busy Number Redial *66 | Selective Call Forward |
| Call Return *69 | Caller ID with Name |
| Priority Call ⁵ | Speed Call 30 |
| Speed Call 8 ⁸ | |

(T)



(T)(C)

Home Voice Mail or Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16 of this Product Guide, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Frontier Local Calling Plan Plus ¹	\$ 39.99

Customers who subscribe to Frontier Local Calling Plan Plus may purchase the following features at the specified discounted rate:

- | | |
|------------------------------------------------------------|------|
| (1) Home Voice Mail - Standard Package ^{2, 3, 4} | 5.00 |
| (2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7} | 7.00 |
| (3) Voice Mail Service ^{2, 3, 4} | 7.00 |

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Voice Mail Service.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Custom Calling Services Priority Call and Do Not Disturb are grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁸ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: 11/15/15

PACKAGED SERVICES
 RESIDENCE

11. FRONTIER LOCAL CALLING PLAN PLUS

Special Conditions

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

Call Waiting/Cancel Call Waiting	Basic Call Forward	
3 Way Calling	Anonymous Call Block/Rejection	(T)
Distinctive Ring	Selective Call Rejection	
*66 Busy Number Redial	Selective Call Forward	(T)
*69 Call Return	Caller ID with Name	(T)
Priority Call	Speed Call 30	
Speed Call 8 ⁸		

Home Voice Mail or Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16 of this Product Guide, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Frontier Local Calling Plan Plus ¹	\$ 39.99

Customers who subscribe to Frontier Local Calling Plan Plus may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Voice Mail Service ^{2, 3, 4}	7.00

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁸ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 10/16/16

PACKAGED SERVICES
 RESIDENCE

11. FRONTIER LOCAL CALLING PLAN PLUS

Special Conditions

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

- | | |
|----------------------------------|--------------------------------|
| Call Waiting/Cancel Call Waiting | Basic Call Forward |
| 3 Way Calling | Anonymous Call Block/Rejection |
| Distinctive Ring | Selective Call Rejection |
| *66 Busy Number Redial | Selective Call Forward |
| *69 Call Return | Caller ID with Name |
| Priority Call | Speed Call 30 |
| Speed Call 8 ⁸ | |

Home Voice Mail or Voice Mail Service may be purchased at the discounted rates specified shown below. Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 16 of this Product Guide, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Frontier Local Calling Plan Plus ¹	\$ 39.99

Customers who subscribe to Frontier Local Calling Plan Plus may purchase the following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{2, 3, 4}	5.00
(2) Home Voice Mail - Deluxe Package ^{4, 5, 6, 7}	7.00
(3) Voice Mail Service ^{2, 3, 4}	7.00

- ¹ Nonrecurring Service Charges in Section 3 are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are applicable for Home Voice Mail or Voice Mail Service.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ⁶ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁷ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁸ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(T)

PACKAGED SERVICES
 RESIDENCE

12. LOCAL AND TOLL PACKAGE ¹

Special Conditions

Customers who subscribe to Local and Toll Package¹ may choose any of the following features:

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

Local and Toll Package ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package and Call Intercept may be purchased at the discounted rates specified in Rates following.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local and Toll Package ^{1,7}	\$ 51.95

Customers who subscribe to Local and Toll Package ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(3) Call Intercept ⁶	4.00

- ¹ Frontier Communications of the Southwest Inc. Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring charges are not applicable for Call Intercept.
- ⁷ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 06/23/11

PACKAGED SERVICES
 RESIDENCE

12. LOCAL AND TOLL SERVICE ¹ (T)

Special Conditions

Customers who subscribe to Local and Toll Service¹ may choose any of the following features: (T)

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

Local and Toll Service ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes unlimited Zone Usage Measurement (ZUM) service and Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package and Call Intercept may be purchased at the discounted rates specified in Rates following. (T)

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local and Toll Service ^{1,7}	\$ 51.95	(T)

Customers who subscribe to Local and Toll Service ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate: (T)

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(3) Call Intercept ⁶	4.00

- ¹ Frontier Communications of the Southwest Inc. Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted. (T)
- ² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
- ⁶ Nonrecurring charges are not applicable for Call Intercept.
- ⁷ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 03/01/12

PACKAGED SERVICES
 RESIDENCE

12. LOCAL AND TOLL SERVICE ¹

Special Conditions

Customers who subscribe to Local and Toll Service¹ may choose any of the following features:

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

Local and Toll Service ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes Home Voice Mail - Standard Package at no additional charge. Home Voice Mail - Deluxe ² Package and Call Intercept may be purchased at the discounted rates specified in Rates following. (C)
 (C)

Rates

	Monthly Rate <u>Residential</u>
Local and Toll Service ^{1,7}	\$ 51.95

Customers who subscribe to Local and Toll Service ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00
(3) Call Intercept ⁶	4.00

¹ Frontier Communications of the Southwest Inc. Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.
² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.
⁶ Nonrecurring charges are not applicable for Call Intercept.
⁷ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 04/01/12

PACKAGED SERVICES
 RESIDENCE

12. LOCAL AND TOLL SERVICE ¹

Special Conditions

Customers who subscribe to Local and Toll Service¹ may choose any of the following features:

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

Local and Toll Service ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes Home Voice Mail - Standard Package at no additional charge.

(D)
 (D)

Rates

	Monthly Rate <u>Residential</u>	
Local and Toll Service ^{1,6}	\$ 51.95	(T)

Customers who subscribe to Local and Toll Service ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--	
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5}	7.00	(D)

¹ Frontier Communications of the Southwest Inc. Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.

⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

(D)
 (T)

PACKAGED SERVICES
 RESIDENCE

12. LOCAL AND TOLL SERVICE – GRANDFATHERED ¹

(T)

Special Conditions

Customers who subscribe to Local and Toll Service¹ may choose any of the following features:

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

Local and Toll Service ¹ includes a direct-dialed IntraLATA regional toll allowance of 300 minutes of usage per month. Usage exceeding 300 minutes per month will be rated at \$.05 per minute. This offering also includes Home Voice Mail - Standard Package at no additional charge.

Rates

	Monthly Rate <u>Residential</u>
Local and Toll Service ^{1,6}	\$ 51.95

Customers who subscribe to Local and Toll Service ⁷ will receive Home Voice Mail - Standard Package at no additional charge, and may purchase the other two following features at the specified discounted rate:

(1) Home Voice Mail - Standard Package ^{3, 4}	--
(2) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5, 6}	7.00

¹ Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted. (T)

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Services, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Nonrecurring charges are applicable for Home Voice Mail as specified in Section 5.

⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
RESIDENCE

13. REGIONAL CALLING UNLIMITED

Special Conditions

Customers who subscribe to Regional Calling Unlimited may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Regional Calling Unlimited also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Calling Unlimited ¹	45.00

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 11/03/11

PACKAGED SERVICES
RESIDENCE

13. REGIONAL CALLING UNLIMITED

Special Conditions

Customers who subscribe to Regional Calling Unlimited may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Regional Calling Unlimited also includes unlimited Zone Usage Measurement (ZUM) service and unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from this plan.

(C)

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Calling Unlimited ¹	45.00

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

13. REGIONAL CALLING UNLIMITED

Special Conditions

Customers who subscribe to Regional Calling Unlimited may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Regional Calling Unlimited also includes unlimited IntraLATA Toll Service.

(C)

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Calling Unlimited ¹	45.00

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 04/26/13

PACKAGED SERVICES
RESIDENCE

13. REGIONAL CALLING UNLIMITED – GRANDFATHERED ¹ (T)

Special Conditions

Customers who subscribe to Regional Calling Unlimited may choose up to three of the following features:

Three Way Calling	Caller ID
Call Waiting/Cancel Call Waiting	Speed Dialing 8
Speed Dialing 30	Busy Redial
Distinctive Ring	Call Forwarding
Anonymous Call Block	*69
Select Call Forwarding	

Regional Calling Unlimited also includes unlimited IntraLATA Toll Service.

- Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from this plan.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Regional Calling Unlimited ²	45.00	(T)

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable. (T)

PACKAGED SERVICES
RESIDENCE

14. LOCAL CALLING PLUS

Special Conditions

Local Calling Plus is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

	<u>Monthly Rate</u> <u>Residential</u>
Local Calling Plus ¹	\$ 37.04

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2,3}
- (b) Home Voice Mail - Standard Package ^{2,3}
- (c) Home Voice Mail - Deluxe Package ^{2,3,4}
- (d) Voice Mail Service ^{2,3}

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Voice Mail Service.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS (T)

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line. (T)

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

	<u>Monthly Rate</u> <u>Residential</u>	
Regional Essentials ¹	\$ 37.04	(T)

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2,3}
- (b) Home Voice Mail - Standard Package ^{2,3}
- (c) Home Voice Mail - Deluxe Package ^{2,3,4}
- (d) Voice Mail Service ^{2,3}

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Voice Mail Service. .

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 11/03/11

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Voice Mail Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from these plans.

(C)

	<u>Monthly Rate</u> <u>Residential</u>
Regional Essentials ¹	\$ 37.04

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2,3}
- (b) Home Voice Mail - Standard Package ^{2,3}
- (c) Home Voice Mail - Deluxe Package ^{2,3,4}
- (d) Voice Mail Service ^{2,3}

- ¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
- ² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Voice Mail Service.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Voice Mail Service and unlimited IntraLATA Toll calling for one flat monthly rate per line. (C)

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from these plans.

	Monthly Rate <u>Residential</u>
Regional Essentials ¹	\$ 37.04

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2, 3}
- (b) Home Voice Mail - Standard Package ^{2, 3}
- (c) Home Voice Mail - Deluxe Package ^{2, 3, 4}
- (d) Voice Mail Service ^{2, 3}

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.
² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Voice Mail Service. .
³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 10/16/16

PACKAGED SERVICES
RESIDENCE

14. REGIONAL ESSENTIALS

Special Conditions

Regional Essentials is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, Caller ID and Call Waiting/Cancel Call Waiting, a choice of Home Voice Mail or Voice Mail Service and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from these plans.

	Monthly Rate <u>Residential</u>
Regional Essentials ¹	\$ 37.04

Includes Caller ID and Call Waiting/Cancel Call Waiting, plus a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{2, 3}
- (b) Home Voice Mail - Standard Package ^{2, 3}
- (c) Home Voice Mail - Deluxe Package ^{2, 3, 4}
- (d) Voice Mail Service ^{2, 3}

¹ Nonrecurring Service Charges in Section 3 are not applicable.

² Nonrecurring charges from Section 5, General Services, Home Voice Mail Services, are not applicable for Home Voice Mail Service or Voice Mail Service.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

(T)

PACKAGED SERVICES
RESIDENCE

15. LOCAL CALLING PLUS BUNDLE DISCOUNTS¹

Special Conditions

Local Calling Plus Bundle Discounts may apply when Local Calling Plus is bundled with an unlimited domestic long distance calling plan plus one of the Frontier Communications of the Southwest Inc. affiliate products listed below.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

Frontier Communications of the Southwest Inc. Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Frontier Communications of the Southwest Inc. offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed in Section 14.2, Rates, below.

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Frontier Communications of the Southwest Inc.

Rates

1. For customers already subscribed to the Local Calling Plus Bundle Discounts as of April 30, 2008:

	<u>Monthly Discounts</u>
(a) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	12.99 ²
(c) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package) <i>and</i> either or both Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Local Calling Plus Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

² As of May 1, 2008, the Local Calling Plus bundle with the Local Calling Plus bundle with Direct TV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

15. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹ (T)

Special Conditions

Regional Essentials Bundle Discounts may apply when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one of the Frontier Communications of the Southwest Inc. affiliate products listed below. (T)

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

Frontier Communications of the Southwest Inc. Broadband Up to 3.1 Mbps or up to 7.1 Mbps package refers to a specific Frontier Communications of the Southwest Inc. offering that offers a maximum speed of 3.1 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed in Section 14.2, Rates, below.

Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by Frontier Communications of the Southwest Inc.

Rates

1. For customers already subscribed to the Regional Essentials Bundle Discounts as of April 30, 2008: (T)

	<u>Monthly Discounts</u>
(a) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	12.99 ²
(c) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package) <i>and</i> either or both Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term. (T)

² As of May 1, 2008, the Regional Essentials bundle with the Regional Essentials bundle with Direct TV will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term. (T)

PACKAGED SERVICES
RESIDENCE

15. LOCAL CALLING PLUS BUNDLE DISCOUNTS¹ - Continued

Rates - Continued

2. For customers automatically continuing the Local Calling Plus Bundle Discounts past the expiration date of their 12-month term, when the expiration date of their 12-month term is April 17, 2009 or earlier. (See Special Conditions preceding):

	<u>Monthly Discounts</u>
(a) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	8.00

3. For customers newly subscribing to the Local Calling Plus Bundle Discounts beginning May 1, 2008:

	<u>Monthly Discounts</u>
(a) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package) and Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Local Calling Plus Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

15. REGIONAL ESSENTIALS BUNDLE DISCOUNTS¹ - Continued (T)

Rates - Continued

2. For customers automatically continuing the Regional Essentials Bundle Discounts past the expiration date of their 12-month term, when the expiration date of their 12-month term is April 17, 2009 or earlier. (See Special Conditions preceding): (T)

	<u>Monthly Discounts</u>
(a) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package) and either or both Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	8.00

3. For customers newly subscribing to the Regional Essentials Bundle Discounts beginning May 1, 2008: (T)

	<u>Monthly Discounts</u>
(a) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 8.00
(b) High Speed Internet (Up to 3.1 Mbps or up to 7.1 Mbps package) and Direct TV through Frontier Communications of the Southwest Inc. (Total Choice or higher)	10.00

¹ As of November 1, 2008, the Regional Essentials Bundle Discounts will no longer be offered for purchase, but will remain valid for existing customers through the end of their 12-month term. (T)

PACKAGED SERVICES
RESIDENCE

16. REGIONAL CALLING VALUE

Special Conditions

Regional Calling Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance, operator-handled, and calling card calls are excluded from these plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Calling Value ¹	\$ 35.04 ²

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² To be implemented on a full bill period basis on or after November 1, 2009.

Effective: 11/03/11

PACKAGED SERVICES
RESIDENCE

16. REGIONAL CALLING VALUE

Special Conditions

Regional Calling Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service, unlimited ZUM calling, and unlimited IntraLATA Toll calling for one flat monthly rate per line.

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from these plans.

(C)

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Regional Calling Value ¹	\$ 35.04 ²

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² To be implemented on a full bill period basis on or after November 1, 2009.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

16. REGIONAL CALLING VALUE

Special Conditions

Regional Calling Value is an optional residential service package that provides customers with a combination of Basic Exchange Flat-Rate Service and unlimited IntraLATA Toll calling for one flat monthly rate per line. (C)

Calls included in the unlimited IntraLATA Toll feature of this package are restricted to outbound direct-dialed IntraLATA calling. Directory Assistance and operator-handled calls are excluded from these plans.

Rates

	Monthly Rate <u>Residential</u>
Regional Calling Value ¹	\$ 35.04 ²

¹ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

² To be implemented on a full bill period basis on or after November 1, 2009.

PACKAGED SERVICES
RESIDENCE

17. FIOS Internet Bundle Discounts¹

Special Conditions

FIOS Internet Bundle Discounts² may apply when Local Calling Plus is bundled with an unlimited long distance calling plan plus one of the FIOS products on a 6, 12 or 24 month commitment as listed in Rates following.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

At the expiration of a customer's first twelve-month term under the FIOS Internet Bundle Discounts, the customer will automatically receive the discounts described under (b) in the Rates following, on a month-to-month basis. Customers with a twenty-four-month term will continue to receive their existing discount on a month-to-month basis following expiration of their initial twenty-four-month term. 12 Month Term customers with initial terms ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial term discount.

Customers may instead elect to take month-to-month rates or, if qualified, enroll in another FIOS Bundle Discount term commitment. In such case, the customer must contact Frontier Communications of the Southwest Inc. to arrange for the month-to-month rates or to enroll in the new term commitment.

Discontinuance of any one of the bundled services will result in immediate termination of the discount. Supersedure of service ³ with FIOS Internet Bundle Discounts will not be permitted.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Frontier Communications of the Southwest Inc. or purchased through a Home Owner's Association or Property Manager under contract with Frontier Communications of the Southwest Inc. Enhanced Communities, and none of the products may be billed to a credit card.

¹ As of January 17, 2010, the FIOS Internet Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

³ See Schedule Cal. P.U.C. No. D&R, Rule 8.B.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

17. FIOS Internet Bundle Discounts¹

Special Conditions

FIOS Internet Bundle Discounts² may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the FIOS products on a 6, 12 or 24 month commitment as listed in Rates following. (T)

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

At the expiration of a customer's first twelve-month term under the FIOS Internet Bundle Discounts, the customer will automatically receive the discounts described under (b) in the Rates following, on a month-to-month basis. Customers with a twenty-four-month term will continue to receive their existing discount on a month-to-month basis following expiration of their initial twenty-four-month term. 12 Month Term customers with initial terms ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial term discount.

Customers may instead elect to take month-to-month rates or, if qualified, enroll in another FIOS Bundle Discount term commitment. In such case, the customer must contact Frontier Communications of the Southwest Inc. to arrange for the month-to-month rates or to enroll in the new term commitment.

Discontinuance of any one of the bundled services will result in immediate termination of the discount. Supersedure of service ³ with FIOS Internet Bundle Discounts will not be permitted.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Frontier Communications of the Southwest Inc. or purchased through a Home Owner's Association or Property Manager under contract with Frontier Communications of the Southwest Inc. Enhanced Communities, and none of the products may be billed to a credit card.

¹ As of January 17, 2010, the FIOS Internet Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

² As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

³ See Schedule Cal. P.U.C. No. D&R, Rule 8.B.

PACKAGED SERVICES
 RESIDENCE

17. FIOS Internet Bundle Discounts ^{1,2} - Continued

Rates

FIOS Internet Bundle Discounts may apply when Local Calling Plus is bundled with an unlimited long distance calling plan plus one of the following FIOS products on a 6, 12- or 24-month commitment³:

(a) For customers already subscribed to the FIOS Internet Bundle Discounts as of February 16, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) FIOS Internet	\$ 10.01	\$ 15.01
(ii) FIOS TV	13.01	18.01
(iii) FIOS Internet and FIOS TV	18.00	18.00

(b) For customers automatically continuing the FIOS Internet Bundle Discounts past the expiration date of their twelve-month term commitment (See Special Conditions preceding):

	Monthly Discounts
	<u>12 Months</u>
(i) FIOS Internet	\$ 10.01
(ii) FIOS TV	9.01
(iii) FIOS Internet and FIOS TV	13.00

(c) For customers who subscribed to the FIOS Internet Bundle Discounts between February 17, 2008 and June 20, 2009:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) FIOS Internet	\$ 18.01	\$ 13.01
(ii) FIOS TV	18.01	18.01
(iii) FIOS Internet and FIOS TV	18.00	18.00

(d) For customers newly subscribing to the FIOS Internet Bundle Discounts on or after June 21, 2009:

	Monthly Discounts
	<u>6 or 12 Month Term</u>
(i) FIOS Internet	\$ 10.01
(ii) FIOS TV	13.01
(iii) FIOS Internet and FIOS TV	18.00

¹ Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

² As of January 17, 2010, the FIOS Internet Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

³ As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

Effective: 06/23/11

PACKAGED SERVICES
 RESIDENCE

17. FIOS Internet Bundle Discounts ^{1, 2} - Continued

Rates

FIOS Internet Bundle Discounts may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one of the following FIOS products on a 6, 12- or 24-month commitment³: (T)

(a) For customers already subscribed to the FIOS Internet Bundle Discounts as of February 16, 2008:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) FIOS Internet	\$ 10.01	\$ 15.01
(ii) FIOS TV	13.01	18.01
(iii) FIOS Internet and FIOS TV	18.00	18.00

(b) For customers automatically continuing the FIOS Internet Bundle Discounts past the expiration date of their twelve-month term commitment (See Special Conditions preceding):

	Monthly Discounts
	<u>12 Months</u>
(i) FIOS Internet	\$ 10.01
(ii) FIOS TV	9.01
(iii) FIOS Internet and FIOS TV	13.00

(c) For customers who subscribed to the FIOS Internet Bundle Discounts between February 17, 2008 and June 20, 2009:

	Monthly Discounts	
	<u>12 Months</u>	<u>24 Months</u>
(i) FIOS Internet	\$ 18.01	\$ 13.01
(ii) FIOS TV	18.01	18.01
(iii) FIOS Internet and FIOS TV	18.00	18.00

(d) For customers newly subscribing to the FIOS Internet Bundle Discounts on or after June 21, 2009:

	Monthly Discounts
	<u>6 or 12 Month Term</u>
(i) FIOS Internet	\$ 10.01
(ii) FIOS TV	13.01
(iii) FIOS Internet and FIOS TV	18.00

¹ Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

² As of January 17, 2010, the FIOS Internet Bundle Discounts will not be provided to new subscribers. It will be provided only to customers who subscribed to the plan as of January 16, 2010.

³ As of October 4, 2008, the 24-month term option will no longer be offered for purchase, but will remain valid for existing customers.

PACKAGED SERVICES
RESIDENCE

18. FIOS Internet Bundle Discounts II

Special Conditions

FIOS Internet Bundle Discounts II may apply when Local Calling Plus is bundled with an unlimited long distance calling plan plus one or more of the FIOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Frontier Communications of the Southwest Inc.

Rates

FIOS Internet Bundle Discounts II may apply when Local Calling Plus is bundled with an unlimited long distance calling plan plus one or more of the following FIOS products on a month-to-month basis or for a 24-month commitment period:

(a)

	Monthly Discounts	
	<u>Month-to-Month</u>	<u>24 Months</u>
(i) FIOS Internet, FIOS TV, or both	10.00	15.00

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

18. FIOS Internet Bundle Discounts II

Special Conditions

FIOS Internet Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the FIOS products on a month-to-month basis or for a 24 month commitment period as listed in Rates following. Section 3 nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, are not applicable. (T)

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

Discontinuance of any one of the bundled services will result in immediate termination of the discount.

Customers are limited to one discount only and cannot combine discounts. To qualify for the discounts, each product must be billed by Frontier Communications of the Southwest Inc.

Rates

FIOS Internet Bundle Discounts II may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus one or more of the following FIOS products on a month-to-month basis or for a 24-month commitment period: (T)

(a)

	Monthly Discounts	
	<u>Month-to-Month</u>	<u>24 Months</u>
(i) FIOS Internet, FIOS TV, or both	10.00	15.00

Effective: 07/09/10

PACKAGED SERVICES
RESIDENCE

19. HOME VOICE MAIL PACKAGED OFFERINGS

Special Conditions

- a. Home Voice Mail - Standard Package is available at the discounted rates specified in 10. preceding of this Section when purchased in conjunction with Frontier Local Calling Plus and is included in Local and Toll Package ¹ at no additional charge. Home Voice Mail - Standard Package provides the following features:

Basic Voice Mail	Reminder Messages
Automatic Message Review	Wake Up Service

- b. Home Voice Mail - Deluxe ² Package is available at the discounted rates specified in 10. and 11. preceding of this Section when purchased in conjunction with Frontier Local Calling Plus or Local and Toll Package ¹ and provides the following features:

Basic Voice Mail	Pager Notification
Automatic Message Review	Reminder Messages
Four Individual Mail Boxes	Wake Up Service

- c. Voice Mail (OPVM) Service is available at the discounted rate specified in 10. preceding of this Section when purchased in conjunction with Frontier Local Calling Plus. See Section 5 of this Product Guide for features and special conditions for Voice Mail Service.
- d. A choice of Home Voice Mail or Voice Mail Service is available at no additional charge to customers who subscribe to Local Calling Plus.

¹ Local and Toll Package is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

19. HOME VOICE MAIL PACKAGED OFFERINGS

Special Conditions

- a. Home Voice Mail - Standard Package is available at the discounted rates specified in 10. preceding of this Section when purchased in conjunction with Frontier Local Calling Plan Plus and is included in Local and Toll Service ¹ at no additional charge. Home Voice Mail - Standard Package provides the following features: (T)
- | | |
|--------------------------|-------------------|
| Basic Voice Mail | Reminder Messages |
| Automatic Message Review | Wake Up Service |
- b. Home Voice Mail - Deluxe ² Package is available at the discounted rates specified in 10. and 11. preceding of this Section when purchased in conjunction with Frontier Local Calling Plan Plus or Local and Toll Service ¹ and provides the following features: (T)
- | | |
|----------------------------|--------------------|
| Basic Voice Mail | Pager Notification |
| Automatic Message Review | Reminder Messages |
| Four Individual Mail Boxes | Wake Up Service |
- c. Voice Mail (OPVM) Service is available at the discounted rate specified in 10. preceding of this Section when purchased in conjunction with Frontier Local Calling Plan Plus. See Section 5 of this Product Guide for features and special conditions for Voice Mail Service. (T)
- d. A choice of Home Voice Mail or Voice Mail Service is available at no additional charge to customers who subscribe to Regional Essentials. (T)

¹ Local and Toll Service is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted. (T)

² Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

PACKAGED SERVICES
RESIDENCE

20. LOCAL PACKAGE LITE/LOCAL PACKAGE ELITE

Special Conditions

Local Package Lite / Local Package Elite offer a combination of Basic Exchange Flat-Rate Service, Custom Calling and CLASS features available to Residential Exchange Service customers.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges, are not applicable to customers subscribing to Local Package Lite or Local Package Elite.

Local Package Lite / Local Package Elite are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- optional toll calling plans

The predefined list of features noted in the packages cannot be substituted with other features.

Local Package Lite and Local Package Elite are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-9. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9 to receive the ULTS discount and EUCL allowance.

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

20. LOCAL CALLING PLAN LIGHT/LOCAL CALLING PLAN ELITE (T)

Special Conditions

Local Calling Plan Light / Local Calling Plan Elite offer a combination of Basic Exchange Flat-Rate Service, Custom Calling and CLASS features available to Residential Exchange Service customers. (T)

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges, are not applicable to customers subscribing to Local Calling Plan Light or Local Calling Plan Elite. (T)
(T)

Local Calling Plan Light / Local Calling Plan Elite are not offered in conjunction with: (T)

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- optional toll calling plans

The predefined list of features noted in the packages cannot be substituted with other features.

Local Calling Plan Light and Local Calling Plan Elite are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-9. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9 to receive the ULTS discount and EUCL allowance. (T)

In addition to the discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9.

Effective: 01/01/13

PACKAGED SERVICES
RESIDENCE

20. LOCAL CALLING PLAN LIGHT/LOCAL CALLING PLAN ELITE

Special Conditions

Local Calling Plan Light / Local Calling Plan Elite offer a combination of Basic Exchange Flat-Rate Service, Custom Calling and CLASS features available to Residential Exchange Service customers.

The nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge, as specified in Section 3, Service Charges, are not applicable to customers subscribing to Local Calling Plan Light or Local Calling Plan Elite.

Local Calling Plan Light / Local Calling Plan Elite are not offered in conjunction with:

- any other package or bundled offering on the same line
- measured line service
- employee concession service
- optional toll calling plans

The predefined list of features noted in the packages cannot be substituted with other features.

Local Calling Plan Light and Local Calling Plan Elite are provided to ULTS-eligible subscribers at a discount equal to the difference between the Residential Basic Exchange Access Line rates shown in the Local Exchange Tariff, Schedule A-1, and the ULTS Access Line rate as shown in Schedule A-9. ULTS-eligible subscribers also receive an allowance equal to the federally mandated primary End User Common Line (EUCL) charge. Subscribers must meet the qualifications for ULTS as described in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9 to receive the ULTS discount and EUCL allowance.

In lieu of the customary discount provided to ULTS customers, Native American Lifeline (NALL) customers will receive an additional discount on their Residential Basic Exchange Access Line rate as shown in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A-9.

(C)

PACKAGED SERVICES
RESIDENCE

21. LOCAL PACKAGE LITE

Special Conditions

Customers who subscribe to Local Package Lite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Package Lite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Lite ⁵	\$ 39.95

- ¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service.
- ² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 06/23/11

PACKAGED SERVICES
 RESIDENCE

21. LOCAL CALLING PLAN LIGHT (T)

Special Conditions

Customers who subscribe to Local Calling Plan Light may choose any or all of the following features: (T)

- | | |
|----------------------------------|-----------------|
| Call Waiting/Cancel Call Waiting | Speed Dialing 8 |
| Three-Way Calling | Caller ID |
| Speed Dialing 30 | |

Local Calling Plan Light also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge: (T)

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local Calling Plan Light ⁵	\$ 39.95	(T)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service.
² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

21. LOCAL CALLING PLAN LIGHT

Special Conditions

Customers who subscribe to Local Calling Plan Light may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Speed Dialing 8
Three-Way Calling	Caller ID
Speed Dialing 30	

Local Calling Plan Light also includes a choice of one of the following Home Voice Mail packages at no additional charge: (C)

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Local Calling Plan Light ⁵	\$ 39.95

- ¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service.
- ² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 04/26/13

PACKAGED SERVICES
 RESIDENCE

21. LOCAL CALLING PLAN LIGHT – GRANDFATHERED ¹ (T)

Special Conditions

Customers who subscribe to Local Calling Plan Light may choose any or all of the following features:

- | | |
|----------------------------------|-----------------|
| Call Waiting/Cancel Call Waiting | Speed Dialing 8 |
| Three-Way Calling | Caller ID |
| Speed Dialing 30 | |

Local Calling Plan Light also includes a choice of one of the following Home Voice Mail packages at no additional charge:

- | | |
|------------------------------------------------------------|-----|
| (a) Home Voice Mail - Basic Package ^{2, 3, 4} | (T) |
| (b) Home Voice Mail - Standard Package ^{2, 3, 4} | |
| (c) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5} | |
| (d) Voice Mail Service ^{2, 3, 4} | (T) |

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	Monthly Rate <u>Residential</u>	
Local Calling Plan Light ⁶	\$ 39.95	(T)

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service. (T)

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. (T)

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area. (T)

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted. (T)

⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable. (T)

PACKAGED SERVICES
RESIDENCE

22. LOCAL PACKAGE ELITE

Rates

(2) Customers who subscribe to Local Package Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	Call Intercept
Speed Dialing 30	

Local Package Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>
Local Package Elite ⁵	\$ 44.95

- ¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service.
- ² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 06/23/11

PACKAGED SERVICES
 RESIDENCE

22. LOCAL CALLING PLAN ELITE

(T)

Rates

(2) Customers who subscribe to Local Calling Plan Elite may choose any or all of the following features:

(T)

- | | |
|----------------------------------|--------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Block |
| Three-Way Calling | Call Block |
| Distinctive Ring | Flexible Call Forwarding |
| Busy Redial | Select Call Forwarding |
| *69 | Caller ID |
| Speed Dialing 8 | Call Intercept |
| Speed Dialing 30 | |

Local Calling Plan Elite also includes unlimited Zone Usage Measurement (ZUM) service and a choice of one of the following Home Voice Mail packages at no additional charge:

(T)

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	<u>Monthly Rate</u> <u>Residential</u>	
Local Calling Plan Elite ⁵	\$ 44.95	(T)

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service.
² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 03/01/12

PACKAGED SERVICES
RESIDENCE

22. LOCAL CALLING PLAN ELITE

Rates

(2) Customers who subscribe to Local Calling Plan Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting	Anonymous Call Block
Three-Way Calling	Call Block
Distinctive Ring	Flexible Call Forwarding
Busy Redial	Select Call Forwarding
*69	Caller ID
Speed Dialing 8	Call Intercept
Speed Dialing 30	

Local Calling Plan Elite also includes a choice of one of the following Home Voice Mail packages at no additional charge: (C)

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Local Calling Plan Elite ⁵	\$ 44.95

- ¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service.
- ² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.
- ³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.
- ⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.
- ⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

Effective: 04/01/12

PACKAGED SERVICES
RESIDENCE

22. LOCAL CALLING PLAN ELITE

Rates

(2) Customers who subscribe to Local Calling Plan Elite may choose any or all of the following features:

- | | |
|----------------------------------|--------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Block |
| Three-Way Calling | Call Block |
| Distinctive Ring | Flexible Call Forwarding |
| Busy Redial | Select Call Forwarding |
| *69 | Caller ID |
| Speed Dialing 8 | |
| Speed Dialing 30 | |

(D)

Local Calling Plan Elite also includes a choice of one of the following Home Voice Mail packages at no additional charge:

- (a) Home Voice Mail - Basic Package ^{1, 2, 3}
- (b) Home Voice Mail - Standard Package ^{1, 2, 3}
- (c) Home Voice Mail - Deluxe Package ^{1, 2, 3, 4}
- (d) Voice Mail Service ^{1, 2, 3}

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	Monthly Rate <u>Residential</u>
Local Calling Plan Elite ⁵	\$ 44.95

¹ Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service.

² For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox.

³ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

⁴ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted.

⁵ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable.

PACKAGED SERVICES
 RESIDENCE

22. LOCAL CALLING PLAN ELITE – GRANDFATHERED ¹ (T)

Rates

(2) Customers who subscribe to Local Calling Plan Elite may choose any or all of the following features:

- | | |
|----------------------------------|--------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Block |
| Three-Way Calling | Call Block |
| Distinctive Ring | Flexible Call Forwarding |
| Busy Redial | Select Call Forwarding |
| *69 | Caller ID |
| Speed Dialing 8 | |
| Speed Dialing 30 | |

Local Calling Plan Elite also includes a choice of one of the following Home Voice Mail packages at no additional charge:

- | | |
|------------------------------------------------------------|-----|
| (a) Home Voice Mail - Basic Package ^{2, 3, 4} | (T) |
| (b) Home Voice Mail - Standard Package ^{2, 3, 4} | |
| (c) Home Voice Mail - Deluxe Package ^{2, 3, 4, 5} | |
| (d) Voice Mail Service ^{2, 3, 4} | (T) |

Customers are also eligible to subscribe to 5 Cent a minute plan as set forth in Section 17, Calling Plans.

Rates

	Monthly Rate <u>Residential</u>	
Local Calling Plan Elite ⁶	\$ 44.95	(T)

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² Nonrecurring charges from Section 5, Home Voice Mail Services, are not applicable for Home Voice Mail or Voice Mail Service. (T)

³ For customers with Measured-Rate Service, Local Calling Rate charges from Section 4, Local Exchange Service, will apply each time the Voice Mailbox is accessed, and for each call forwarded to the Mailbox. (T)

⁴ Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area. (T)

⁵ Home Voice Mail Deluxe is grandfathered and limited to existing customers at existing locations as of February 15, 2008. No moves, changes or additions will be permitted. (T)

⁶ Nonrecurring service order activity, central office activity, and subsequent order charges, including the Transfer of Service charge from Section 3, Service Charges, are not applicable. (T)

PACKAGED SERVICES
RESIDENCE

22. LOCAL PACKAGE ELITE - Continued

Local Calling Plus / Regional Calling Value PSTN Bundles

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier Communications of the Southwest Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

Rates

Local Calling Plus or Regional Calling Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Frontier Communications of the Southwest Inc.:

	Monthly Discounts	
	<u>Local Calling Plus</u>	<u>Regional Calling Value</u>
a. High Speed Internet	\$10.00	\$13.00 ¹
b. DIRECTV through Frontier Communications of the Southwest Inc.	10.00	13.00 ¹
c. High Speed Internet and Direct TV through Frontier Communications of the Southwest Inc.	10.00	18.00 ¹

¹ To be implemented on a full bill period basis on or after November 1, 2009.

Effective: 06/23/11

PACKAGED SERVICES
 RESIDENCE

22. LOCAL CALLING PLAN ELITE - Continued (T)

Regional Essentials / Regional Calling Value PSTN Bundles (T)

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier Communications of the Southwest Inc. under the same billing name and address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service -Unlimited rates, terms, and conditions, as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

Rates

Regional Essentials or Regional Calling Value customers who subscribe to an unlimited long distance calling plan are eligible for a twelve-month discount when they also subscribe to one of the following services as specified by Frontier Communications of the Southwest Inc.: (T)

	Monthly Discounts		(T)
	<u>Regional Essentials</u>	<u>Regional Calling Value</u>	
a. High Speed Internet	\$10.00	\$13.00 ¹	
b. Direct TV through Frontier Communications of the Southwest Inc.	10.00	13.00 ¹	(T)
c. High Speed Internet and Direct TV through Frontier Communications of the Southwest Inc.	10.00	18.00 ¹	

¹ To be implemented on a full bill period basis on or after November 1, 2009.

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PAK

General

Single Line Business PAK is an optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Singe Line Business PAK includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Frontier Communications of the Southwest Inc. Broadband Service (Frontier Communications of the Southwest Inc. High-Speed Internet service or Frontier Communications of the Southwest Inc .FIOS service.)

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (T)

General

Single Line Business Pack is an optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment: (T)

Single Line Business Pack includes the following: (T)

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features: Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Frontier Communications of the Southwest Inc. Broadband Service (Frontier Communications of the Southwest Inc. High-Speed Internet service or Frontier Communications of the Southwest Inc .FIOS service.)

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PAK (Continued)

Regulations

Single Line Business PAK is available only where facilities and conditions permit.

1. Single Line Business PAK is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business PAK is available only on a one-year or three-year term agreement.
3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of the Southwest Inc. Long Distance and Frontier Communications of the Southwest Inc. High-Speed Internet service or Frontier Communications of the Southwest Inc. FIOS service.
4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK 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 Communications of the Southwest Inc. Customers may not combine this package with the Unlimited Dialtone and Communications System Packages.
6. Single Line Business PAK is not available with the following services:
 - Centrex, Communications System, Flexgrow or Enhanced Flexgrow Service
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Business Special Toll Plan
 - Corporate Rewards
 - Business Calling Plus
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Rewarding Connections
 - Maximum Value Plan (MVP)
 - Foreign Zone Service
 - Easy Savings Flat Rate Plan for Business
 - Pay Telephone Lines

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued) (T)
- Regulations
- Single Line Business Pack is available only where facilities and conditions permit. (T)
1. Single Line Business Pack is available only to customers who subscribe to the company for their local usage and intraLATA toll calls (T)
 2. Single Line Business Pack is available only on a one-year or three-year term agreement. (T)
 3. Single Line Business Pack is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of the Southwest Inc. Long Distance and Frontier Communications of the Southwest Inc. High-Speed Internet service or Frontier Communications of the Southwest Inc. FIOS service. (T)
 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. (T)
 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 Communications of the Southwest Inc. Customers may not combine this package with the Unlimited Dialtone and Flexible Telephone System Packages. (T)
 6. Single Line Business Pack is not available with the following services: (T)
 - Centrex, Flexible Telephone System, Flexible Digital Channel Service or Enhanced Flexible Digital Channel Service (T)
 - ISDN Service (T)
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Business Special Toll Plan
 - Company Rewards (T)
 - Business Calling Plus
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Price Protection Plan – Small Business (T)
 - Long Distance Calling Plan-Two Point Service (T)
 - Foreign Zone Service
 - Regional Toll Business Plan (T)
 - Pay Telephone Lines

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PAK (Continued)

Regulations (Continued)

7. Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business PAK does not apply to the following calls or services:
 - Collect Calls - Easy Number Service
 - Calling Card - Emergency Interrupt
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed - Busy Line Verification
 - Intercept Call Completion - Circuit 9 Service
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Connect Request Calls/Directory Assistance Call Completion
 - Easy Number Service
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued) (T)
- Regulations (Continued)
7. Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services. (T)
8. Single Line Business Pack does not apply to the following calls or services: (T)
- Collect Calls – Call Routing Deluxe (T)
 - Calling Card - Emergency Interrupt
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed - Busy Line Verification
 - Intercept Call Completion - Circuit 9 Service
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Directory Assistance Calls/Directory Assistance Call Completion (T)
 - Call Routing Deluxe (T)
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)

Effective: 11/03/11

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued)

Regulations (Continued)

7. Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business Pack does not apply to the following calls or services:
 - Collect Calls – Call Routing Deluxe
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed - Busy Line Verification
 - Intercept Call Completion - Circuit 9 Service
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Directory Assistance Calls/Directory Assistance Call Completion
 - Call Routing Deluxe
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)

(D)

Effective: 04/01/12

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued)

Regulations (Continued)

7. Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business Pack does not apply to the following calls or services:
 - Collect Calls – Call Routing Deluxe
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed - Busy Line Verification
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Directory Assistance Calls/Directory Assistance Call Completion
 - Call Routing Deluxe
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)

(D)

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued)

Regulations (Continued)

7. Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business Pack does not apply to the following calls or services:
 - Collect Calls – Call Routing Deluxe
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed - Busy Line Verification
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Directory Assistance Calls/Directory Assistance Call Completion
 - Call Routing Deluxe
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - 3 Way Calling (per activation)

(T)

PACKAGED SERVICES
RESIDENCE

23. SINGLE LINE BUSINESS PAK (Continued)

Regulations (Continued)

9. Single Line Business PAK may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
10. Details on calls made will not be available for this service.
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 PAK.
12. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

Effective: 06/23/11

PACKAGED SERVICES
RESIDENCE

23. SINGLE LINE BUSINESS PACK (Continued) (T)

Regulations (Continued)

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. (T)
10. Details on calls made will not be available for this service.
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. (T)
12. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

PACKAGED SERVICES
RESIDENCE

23. SINGLE LINE BUSINESS PAK (Continued)

Termination Liability

Single Line Business PAK is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement: \$75

3-year term agreement:

\$125 for default within the 1st year of the term

\$100 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

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

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

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

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

PACKAGED SERVICES
RESIDENCE

23. SINGLE LINE BUSINESS PAK (Continued)

Rates

	Monthly Rate	
	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business PAK	\$58.00	\$58.00
Broadband Credit	10.00	--

PACKAGED SERVICES
RESIDENCE

24. REGIONAL CALLING VALUE FIXED PRICE BUNDLE

Special Conditions

The Regional Calling Value Fixed Price Bundle (FPB) offers a monthly discounted rate on Regional Calling Value to qualifying residential customers, subject to the limitations described below. The customer must: 1) establish dial tone service with Frontier Communications of the Southwest Inc. or call Frontier Communications of the Southwest Inc. to disconnect their Frontier Communications of the Southwest Inc. dial tone service and agree to retain such service; 2) agree to subscribe to Regional Calling Value along with a qualifying unlimited long distance calling plan as described below, and 3) reside in a location not eligible for High Speed Internet or FIOS products at the time services are established.

Subject to future modification or elimination of the FPB, the discounted rate will be available for as long as the customer:

- remains at the same service address;
- continues to meet the conditions listed above.

Each product must be purchased through and billed by Frontier Communications of the Southwest Inc..

The Regional Calling Value Fixed Price Bundle cannot be provided by Frontier Communications of the Southwest Inc. during periods of Vacation Service (see Section 4 of this Product Guide). Following the end of any period during which a FPB customer's service is on Vacation Service, the customer will have to re-order the Regional Calling Value Fixed Price Bundle.

Failure of the customer to meet any of the conditions listed above will result in immediate termination of the FPB discounted rate.

Customers are limited to one FPB discounted rate at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in the FBP discounted rate offering.

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

FPB will not be provided automatically but will be provided only upon a request by an eligible customer, or upon an eligible customer's acceptance of a Frontier Communications of the Southwest Inc. representative's offer or suggestion or recommendation of the service

Rates

	<u>Monthly Discounted Rate</u>
Regional Calling Value Fixed Price Bundle	
Regional Calling Value	\$17.04

PACKAGED SERVICES
RESIDENCE

24. REGIONAL CALLING VALUE FIXED PRICE BUNDLE – GRANDFATHERED ¹

(T)

Special Conditions

The Regional Calling Value Fixed Price Bundle (FPB) offers a monthly discounted rate on Regional Calling Value to qualifying residential customers, subject to the limitations described below. The customer must: 1) establish dial tone service with Frontier Communications of the Southwest Inc. or call Frontier Communications of the Southwest Inc. to disconnect their Frontier Communications of the Southwest Inc. dial tone service and agree to retain such service; 2) agree to subscribe to Regional Calling Value along with a qualifying unlimited long distance calling plan as described below, and 3) reside in a location not eligible for High Speed Internet or FIOS products at the time services are established.

Subject to future modification or elimination of the FPB, the discounted rate will be available for as long as the customer:

- remains at the same service address;
- continues to meet the conditions listed above.

Each product must be purchased through and billed by Frontier Communications of the Southwest Inc..

The Regional Calling Value Fixed Price Bundle cannot be provided by Frontier Communications of the Southwest Inc. during periods of Vacation Service (see Section 4 of this Product Guide). Following the end of any period during which a FPB customer's service is on Vacation Service, the customer will have to re-order the Regional Calling Value Fixed Price Bundle.

Failure of the customer to meet any of the conditions listed above will result in immediate termination of the FPB discounted rate.

Customers are limited to one FPB discounted rate at any given time and cannot combine discounts.

There is no charge for eligible customers to enroll in the FBP discounted rate offering.

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

FPB will not be provided automatically but will be provided only upon a request by an eligible customer, or upon an eligible customer's acceptance of a Frontier Communications of the Southwest Inc. representative's offer or suggestion or recommendation of the service

Rates

	<u>Monthly Discounted Rate</u>
Regional Calling Value Fixed Price Bundle	
Regional Calling Value	\$17.04

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013.

(N)

PACKAGED SERVICES
RESIDENCE

25. REGIONAL ESSENTIALS PACKAGE

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 and a non-regulated product.

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 Terms and Conditions.

Each product must be billed by Frontier Communications of the Southwest Inc.

Effective: 07/20/14

PACKAGED SERVICES
RESIDENCE

25. REGIONAL ESSENTIALS PACKAGE

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:

- Basic Call Forward, 3 Way Calling and a non-regulated product.

(T)

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 Terms and Conditions.

Each product must be billed by Frontier Communications of the Southwest Inc.

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS 3

(N)

A. General

The Frontier Digital Phone Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Unlimited Extended Area Service and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Package

Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting

Call Waiting ID
Caller ID Plus Name
Three-Way Calling

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3 package at a special price. The following features are available:

Busy Redial
Special Call Acceptance
Speed Calling 8
VIP Alert
Anonymous Call Block
Call Trace
Call Forwarding-Variable
Call Forwarding Do Not Answer

Distinctive Ringing
Blocked Call Rejection
Automatic Call Return
Caller ID
Call Forwarding Fixed
Call Waiting
Speed Calling 30

B. Regulations

1. The Frontier Digital Phone Essentials 3 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes apply and will be billed in addition to the package.

(N)

Effective: 07/14/12

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS

(N)

A. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one Residential Local Exchange Network Access Line, a combination of local features, Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Package

Basic Exchange Access Line	Caller ID
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Call Waiting ID	

Feature Package

Three-Way Calling	Call Forwarding
Busy Redial	Speed Dialing Eighth-code capacity
*69 (Call Return)	Distinctive Ring
Anonymous Call Block	Call Forwarding Busy Line
Flexible Call Forwarding	Call Block
Select Call Forwarding	Priority Call
Basic or Deluxe Voicemail	

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually Product Guide rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The package is offered on a month-to-month basis.
8. The package will appear as a single line item on the bill.
9. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

PACKAGED SERVICES
 RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS

A. General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one Residential Local Exchange Network Access Line, a combination of local features, Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Package

Basic Exchange Access Line	Unlimited Extended Area Service	
Call Waiting/Call Waiting ID/Cancel Call Waiting	Caller ID with Name	(T)

Feature Package

3 Way Calling	Selective Call Forward	(T)
Busy Number Redial *66	Speed Call 8 ⁽¹⁾ or 30	
Call Return *69	Distinctive Ring	
Anonymous Call Rejection	Call Forward Busy	
Basic Call Forward	Selective Call Rejection	
Basic or Deluxe Voicemail	Priority Call	

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually Product Guide rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The package is offered on a month-to-month basis.
8. The package will appear as a single line item on the bill.
9. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

PACKAGED SERVICES
RESIDENCE

26. Frontier Digital Phone Essentials 3 (Continued)

(N)

B. Regulations (Continued)

7. The package is offered on a month-to-month basis.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. Frontier Digital Phone Essentials 3 is a residential service offering.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the SLC.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3 Package	\$21.99
Stay Connected Seasonal Offering	9.99
Unlimited Feature Pack	2.99

(N)

Effective: 07/14/12

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

(N)

B. Regulations (Continued)

10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
12. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Product Guide Section 3 apply to the installation of individual components of the package.
3. Frontier Digital Phone Essentials package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

(N)

PACKAGED SERVICES
RESIDENCE

27. Frontier Digital Phone State Unlimited with Essentials 3

(N)

A. General

The Frontier Digital Phone 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, Unlimited Extended Area Service and local features.

Basic Package

Flat Rate Access Line
Unlimited Extended Area Service
Caller ID Plus Name
Call Forwarding

Speed Calling 8
Call Waiting/Cancel Call Waiting
Call Waiting ID
Busy Redial

B. Regulations

1. The Frontier Digital Phone State Unlimited with Essentials 3 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.
5. The package is offered on a month to month.
6. The package will appear as a single line item on the bill.
7. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
8. Features will be available to the Frontier Digital Phone State Unlimited with Essentials 3 package at a special price. The following features are available:

Speed Calling 30
Special Call Acceptance
Call Trace

Call Return
Anonymous Call Block
Three-Way Calling

(N)

Effective: 10/16/16

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. Regulations (Continued)

13. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
14. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
15. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - B. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

4. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
5. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package. (T)
6. Frontier Digital Phone Essentials package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

Effective: 10/08/17

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. Regulations (Continued)

16. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
17. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
18. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - C. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

7. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
8. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
9. Frontier Digital Phone Essentials package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

Effective: 12/16/18

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. Regulations (Continued)

- 19. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 20. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 21. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - D. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

- 10. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 11. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
- 12. Frontier Digital Phone Essentials package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

Effective: 11/24/19

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. Regulations (Continued)

- 22. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 23. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 24. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - E. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

- 13. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 14. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
- 15. Frontier Digital Phone Essentials package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$5.99
Stay Connected Seasonal Offering	\$9.99

Effective: 06/30/20

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

B. Regulations (Continued)

- 25. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 26. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 27. Stay Connected Seasonal Offering* allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)
 - F. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

- 16. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 17. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
- 18. Frontier Digital Phone Essentials package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$5.99
Stay Connected Seasonal Offering*	\$9.99

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

(C)
(N)
(N)

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED

(N)

A. General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers. The package includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Basic Exchange Access Line	Call Waiting ID
Unlimited Extended Area Service	Speed Dialing Eight-code capacity
Busy Redial	*69 (Call Return)
Caller ID	Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forwarding	

Feature Package

Call Forwarding	Three-Way Calling
Distinctive Ring	Speed Dialing Thirty-code capacity
Call Forwarding Busy Line	Anonymous Call Block
Call Block	Flexible Call Forwarding
Select Call Forwarding	

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The package is offered on a month-to-month.
7. The package will appear as a single line item on the bill.
8. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

(N)

Effective: 07/20/14

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED

A. General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers. The package includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Basic Exchange Access Line	Speed Call 3 ⁽¹⁾	(T)(C)
Unlimited Extended Area Service	Call Return *69	
Busy Number Redial *66	Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Caller ID with Name		
Voice Mail with Message Waiting Indication and Call Forward		

Feature Package

Call Forwarding	Three-Way Calling
Distinctive Ring	Speed Dialing Thirty-code capacity
Call Forwarding Busy Line	Anonymous Call Block
Call Block	Flexible Call Forwarding
Select Call Forwarding	

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The package is offered on a month-to-month.
7. The package will appear as a single line item on the bill.
8. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

PACKAGED SERVICES
RESIDENCE

27. Frontier Digital Phone State Unlimited with Essentials 3 (Continued)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State Unlimited with Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone State Unlimited with Essentials 3	\$23.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

(N)

(N)

PACKAGED SERVICES
 RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

(N)

B. Regulations (Continued)

- 10. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

- 1. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Product Guide Section 3 apply to the installation of individual components of the package.
- 3. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

(N)

Effective: 10/16/16

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B. Regulations (Continued)

12. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
13. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

4. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
5. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package. (T)
6. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

Effective: 10/08/17

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B. Regulations (Continued)

- 14. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 15. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

- 7. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 8. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
- 9. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B. Regulations (Continued)

16. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
17. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

10. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
11. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
12. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B. Regulations (Continued)

18. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
19. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

13. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
14. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply. (C)
15. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B. Regulations (Continued)

20. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
21. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
- A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

16. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
17. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
18. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: 06/30/20

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B. Regulations (Continued)

22. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.

11. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)

A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.

B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.

D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

E. The cost of the service includes the Subscriber Line Charge.

F. This service does not change any other terms and conditions of the product.

G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

H. The Federal Subscriber Line Charge is included in the monthly rate.

I. All applicable taxes and surcharges apply.

C. Rates and Charges

19. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.

20. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.

21. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$5.99	
Stay Connected Seasonal Offering*	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020. (N)

Effective: 03/01/23

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED (Continued)

B. Regulations (Continued)

23. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
11. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
- A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates and Charges

22. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
23. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
24. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

PACKAGED SERVICES
RESIDENCE

28. Frontier Digital Phone Nationwide Unlimited with Essentials 3

- A. 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, Unlimited Extended Area Service and the customer's choice of the features and services listed below.

Features and Services

Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer (Variable)	Busy Redial
Caller ID - Name and Number	Speed Calling 8
Voice Mail with Message Waiting Indication	Call Return

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 Calling 30	Three-Way Calling
Call Forwarding Busy/No Answer (Fixed)	Blocked Call Rejection
Call Forwarding Busy Line (Fixed)	Special Call Acceptance

B. Regulations

1. The Frontier Digital Phone Nationwide Unlimited with Essentials 3 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.

(N)

(N)

Effective: 07/14/12

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS

(N)

A. General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two Residential Local Exchange Network Access Lines, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Two Basic Exchange Access Lines	Call Waiting/Cancel Call Waiting
Unlimited Extended Area Service	Call Waiting ID
Busy Redial	Speed Dialing Eight-code capacity
Caller ID	*69 (Call Return)
Voice Mail with Message Waiting Indication and Call Forwarding	

Feature Package

Call Forwarding	Three-Way Calling
Anonymous Call Block	Distinctive Ring
Call Forwarding Busy Line	Flexible Call Forwarding
Select Call Forwarding	Call Block

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually Product Guided rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The package is offered on a month-to-month basis.
8. The package will appear as a single line item on the bill.
9. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

PACKAGED SERVICES
 RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS

A. General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two Residential Local Exchange Network Access Lines, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Two Basic Exchange Access Lines	Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	(C)
Busy Number Redial *66	Call Return *69	
Caller ID with Name		
Voice Mail with Message Waiting Indication and Call Forward		(T)

Feature Package

Basic Call Forward	3 Way Calling	(T)
Anonymous Call Rejection	Distinctive Ring	
Call Forward Busy	Basic Call Forward	
Selective Call Forward	Selective Call Rejection	(T)

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
 2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
 3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually Product Guided rates.
 4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
 5. Customers may add or delete any features offered in the package without a service order charge.
 6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
 7. The package is offered on a month-to-month basis.
 8. The package will appear as a single line item on the bill.
 9. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

PACKAGED SERVICES
RESIDENCE

28. Frontier Digital Phone Nationwide Unlimited with Essentials 3 (Continued)

(N)

B. Regulations (Continued)

7. The package is offered on a month to month.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited with Essentials 3	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

(N)

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

(N)

B. Regulations (Continued)

10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
12. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

1. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of the Product Guide apply to the installation of individual components of the package.
3. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

(N)

Effective: 10/16/16

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Regulations (Continued)

13. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
14. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
15. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

4. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
5. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package. (T)
6. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

Effective: 10/08/17

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Regulations (Continued)

16. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
17. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
18. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

7. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
8. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
9. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

(l)

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Regulations (Continued)

19. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
20. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
21. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

10. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
11. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the package.
12. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Regulations (Continued)

- 22. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 23. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 24. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

- 13. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 14. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply. (C)
(C)
- 15. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

Monthly Rate

Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Regulations (Continued)

- 25. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 26. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 27. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

- 16. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 17. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
- 18. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: 06/30/20

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Regulations (Continued)

28. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
29. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
30. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
- A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

19. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
20. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
21. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$5.99	
Stay Connected Seasonal Offering*	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020. (N)
(N)

Effective: 03/01/23

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Regulations (Continued)

- 31. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 32. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
- 33. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

- 22. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 23. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
- 24. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

PACKAGED SERVICES
RESIDENCE

29. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3

(N)

A. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is a package offering available to residential customers and includes two flat-rate residential one-party service access line, Unlimited Extended Area Service and the customer's choice of the features and services listed below.

Features and Services

Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer (Variable)	Speed Calling 8
Caller ID - Name and Number	Call Return
Voice Mail with Message Waiting Indication	Busy Redial

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 package at a special price. The following features are available:

Speed Calling 30	Three-Way Calling
Call Forwarding Busy/No Answer (Fixed)	Special Call Acceptance
Call Forwarding Busy Line (Fixed)	Blocked Call Rejection

B. Regulations

1. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.
7. The package is offered on a month to month.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(N)

Effective: 10/28/12

BUNDLED/PACKAGED SERVICES
RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

(N)

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this tariff.

C. General

1. Frontier Simply Unlimited Service-Leader 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, Deluxe Voice Mail, and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID w/Name
Eight features from the feature package listed below

3. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID Blocking
Distinctive Ringing	Busy Redial
Multiline Hunt Service	Call Forwarding-Variable
Anonymous Call Rejection	Call Forwarding-Busy
Call Forward-No Answer	Call Waiting ID
Priority Call	Selective Call Forwarding
Selective Call Acceptance	Blocked Call Rejection

(N)

BUNDLED/PACKAGED SERVICES
 RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this tariff.

C. General

2. Frontier Simply Unlimited Service-Leader 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, Deluxe Voice Mail, and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line
 Call Forward Busy/No Answer
 Unlimited Extended Area Service
 Voice Mail – Frontier Deluxe Voice Mail
 Caller ID w/Name
 Eight features from the feature package listed below

(T)

3. Frontier Business All In Feature Package

Call Waiting//Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	Call Return *69	(C)
Speed Call 8 ⁽¹⁾ or 30	Caller ID Rejection	
Distinctive Ring	Busy Number Redial *66	
Multiline Hunt Service	Basic Call Forward	
Anonymous Call Rejection	Call Forward Busy	
Call Forward No Answer	Selective Call Forward	
Priority Call	Selective Call Rejection	(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: 11/15/15

BUNDLED/PACKAGED SERVICES
RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this tariff.

C. General

3. Frontier Simply Unlimited Service-Leader 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, Deluxe Voice Mail, and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tarified in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

2. Basic Bundle

Single Party Flat Rate Access Line

Call Forward Busy/No Answer

Unlimited Extended Area Service

Voice Mail – Frontier Deluxe Voice Mail

Caller ID with Name

Eight features from the feature package listed below

(T)

3. Frontier Business All In Feature Package

Call Waiting//Cancel Call Waiting

3 Way Calling

Speed Call 8⁽¹⁾ or 30

Distinctive Ring

Multiline Hunt Service

Anonymous Call Block/Rejection

Call Forward No Answer

Priority Call

Selective Call Acceptance

*69 Call Return

Caller ID Rejection

*66 Busy Number Redial

Basic Call Forward

Call Forward Busy

Selective Call Forward

Selective Call Rejection

(T)

(T)

(T)

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

PACKAGED SERVICES
RESIDENCE

29. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 (Continued)

(N)

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

(N)

Effective: 10/28/12

BUNDLED/PACKAGED SERVICES
RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

(N)

D. Rates

1. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of the Product Guide apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

E. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
5. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
6. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
7. The bundle rate will appear as a single line item on the customer's bill.
8. 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.
9. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
10. The bundle is offered on a month-to-month basis.
11. When the customer purchases the fourth through twelfth bundle additional discounts are given.
12. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Product Guide monthly rates.

(N)

BUNDLED/PACKAGED SERVICES
RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

D. Rates

3. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
4. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of the Product Guide apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

E. Regulations

13. The bundle is available only where facilities and operating systems are available and technically feasible.
14. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
15. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
16. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
17. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
18. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
19. The bundle rate will appear as a single line item on the customer's bill.
20. 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.
21. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
22. The bundle is offered on a month-to-month basis.
23. When the customer purchases the fourth through twelfth bundle additional discounts are given.
24. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Product Guide monthly rates.

Effective: 10/16/16

BUNDLED/PACKAGED SERVICES
RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

D. Rates

5. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
6. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle. (T)

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

E. Regulations

25. The bundle is available only where facilities and operating systems are available and technically feasible.
26. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
27. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
28. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Product Guide.
29. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
30. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
31. The bundle rate will appear as a single line item on the customer's bill.
32. 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.
33. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
34. The bundle is offered on a month-to-month basis.
35. When the customer purchases the fourth through twelfth bundle additional discounts are given.
36. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Product Guide monthly rates.

PACKAGED SERVICES
BUSINESS

30. Frontier Business Nationwide Unlimited Service II

(N)

A. General

Frontier Business Nationwide Unlimited Service II is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

Single Party Flat Rate Access Line

Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail Voice Mail
Caller ID w/Name
Six features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID Blocking
Distinctive Ringing	Busy Redial
Multiline Hunt Service	Call Forwarding-Variable
Anonymous Call Block	Call Forwarding-Busy
Call Forward-No Answer	Call Waiting ID
Priority Call	Select Call Forwarding
Special Call Acceptance	Blocked Call Rejection

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the package without incurring a Service Connection Charge.

(N)

PACKAGED SERVICES
 BUSINESS

30. Frontier Business Nationwide Unlimited Service II

A. General

Frontier Business Nationwide Unlimited Service II is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

- Single Party Flat Rate Access Line
- Call Forward Busy/No Answer (T)
- Unlimited Extended Area Service
- Voice Mail – Frontier Deluxe Voice Mail
- Caller ID with Name (T)
- Six features from the feature package listed below

Frontier Business All In Feature Package

- | | | |
|--------------------------------------------------|---------------------------|-----|
| Call Waiting/Call Waiting ID/Cancel Call Waiting | Selective Call Acceptance | (T) |
| 3 Way Calling | Call Return *69 | (C) |
| Speed Call 8 ⁽¹⁾ or 30 | Caller ID with Name | |
| Distinctive Ring | Busy Number Redial *69 | (T) |
| Multiline Hunt Service | Basic Call Forward | |
| Anonymous Call Rejection | Call Forward Busy | |
| Call Forward No Answer | Selective Call Forward | |
| Priority Call | Selective Call Rejection | |

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the package without incurring a Service Connection Charge.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 11/15/15

PACKAGED SERVICES
BUSINESS

30. Frontier Business Nationwide Unlimited Service II

A. General

Frontier Business Nationwide Unlimited Service II is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Six features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	*69 Call Return	(T)
Speed Call 8 ⁽¹⁾ or 30	Caller ID with Name	
Distinctive Ring	*66 Busy Number Redial	(T)
Multiline Hunt Service	Basic Call Forward	
Anonymous Call Block/Rejection	Call Forward Busy	(T)
Call Forward No Answer	Selective Call Forward	
Priority Call	Selective Call Rejection	

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the package without incurring a Service Connection Charge.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 10/16/16

PACKAGED SERVICES
BUSINESS

30. Frontier Business Nationwide Unlimited Service II

A. General

Frontier Business Nationwide Unlimited Service II is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Six features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance
3 Way Calling	*69 Call Return
Speed Call 8 ⁽¹⁾ or 30	Caller ID with Name
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Priority Call	Selective Call Rejection

B. Regulations

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the package without incurring a Service Charge. (T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

PACKAGED SERVICES
BUSINESS

30. Frontier Business Nationwide Unlimited Service II (Continued)

(N)

B. Regulations (Continued)

6. The package rate will appear as a single line item on the customer's bill.
7. The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
8. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The package is offered on a month-to-month basis.
10. Up to eleven additional packages can be purchased at a discount rate.

C. Rates

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II	\$52.99
Additional Package	46.99
Frontier Business All In Feature Package	4.99

(N)

PACKAGED SERVICES
BUSINESS

31. Frontier Business Local Unlimited II

(N)

A. General

Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line, Unlimited Extended Area Service, a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Basic Package:

Flat Rate Business Line
Unlimited 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	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID Blocking
Distinctive Ringing	Busy Redial
Multiline Hunt Service	Call Forwarding-Variable
Anonymous Call Block	Call Forwarding-Busy
Call Forward-No Answer	Call Waiting ID
Priority Call	Select Call Forwarding
Special Call Acceptance	Blocked Call Rejection
Basic Voice Mail	Deluxe Voice Mail

B. Regulations

1. The package is available only to customers who are served from a central office in which all services in the package are offered and can be provided by the Company to the customer.
2. The package is offered on a month-to-month basis.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the package rate.
5. The package cannot be used in association with a Residential Line, PBX Service, or ISDN service.
6. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
7. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

C. Rates

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II	\$35.99
Frontier Business All In Feature Package	4.99

(N)

PACKAGED SERVICES
 BUSINESS

31. Frontier Business Local Unlimited II

A. General

Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line, Unlimited Extended Area Service, a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Basic Package:

Flat Rate Business Line
 Unlimited Extended Area Service
 Two features from the Frontier Business All in Feature package listed below

Frontier Business All In Feature Package

Call Waiting/ Call Waiting ID/Cancel Call Waiting
 3 Way Calling
 Speed Call 8 ⁽¹⁾ or 30
 Distinctive Ring
 Multiline Hunt Service
 Anonymous Call Rejection
 Call Forward No Answer
 Priority Call
 Basic Voice Mail

Selective Call Acceptance
 Call Return *69
 Selective Call Rejection
 Busy Number Redial *66
 Basic Call Forward
 Call Forward-Busy
 Selective Call Forward
 Deluxe Voice Mail

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B. Regulations

1. The package is available only to customers who are served from a central office in which all services in the package are offered and can be provided by the Company to the customer.
2. The package is offered on a month-to-month basis.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the package rate.
5. The package cannot be used in association with a Residential Line, PBX Service, or ISDN service.
6. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
7. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

C. Rates

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II	\$35.99
Frontier Business All In Feature Package	4.99

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 11/15/15

PACKAGED SERVICES
 BUSINESS

31. Frontier Business Local Unlimited II

A. General

Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line, Unlimited Extended Area Service, a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Basic Package:

Flat Rate Business Line
 Unlimited 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	Selective Call Acceptance	(T)
3 Way Calling	*69 Call Return	(T)
Speed Call 8 ⁽¹⁾ or 30	Selective Call Rejection	
Distinctive Ring	*66 Busy Number Redial	(T)
Multiline Hunt Service	Basic Call Forward	
Anonymous Call Block/Rejection	Call Forward-Busy	(T)
Call Forward No Answer	Selective Call Forward	
Priority Call	Deluxe Voice Mail	
Basic Voice Mail		

B. Regulations

1. The package is available only to customers who are served from a central office in which all services in the package are offered and can be provided by the Company to the customer.
2. The package is offered on a month-to-month basis.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the package rate.
5. The package cannot be used in association with a Residential Line, PBX Service, or ISDN service.
6. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
7. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

C. Rates

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II	\$35.99
Frontier Business All In Feature Package	4.99

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger)

(N)

A. General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting ID
Caller ID
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Call Forwarding No Answer
Busy Redial	Speed Dialing Eight or Thirty code capacity
*69 Call Return	Distinctive Ring
Anonymous Call Block	Three Way Calling
Call Forwarding	Call Forwarding Busy Line
Select Call Forwarding	Selective Call Rejection
Selective Blocking	

B. Special Conditions

1. The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

(N)

Effective: 07/20/14

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger)

A. General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting/ Call Waiting ID/Cancel Call Waiting
Caller ID with Name

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Feature Package

Busy Number Redial *66	Selective Call Acceptance
Call Return *69	Call Forward No Answer
Anonymous Call Rejection	Speed Call 8 ⁽¹⁾ or 30
Basic Call Forward	Distinctive Ring
Selective Call Forward	3 Way Calling
Selective Call Rejection	Call Forward Busy

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B. Special Conditions

1. The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) (Continued)

(N)

B. Special Conditions (Continued)

11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

(N)

Effective: 10/16/16

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

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C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

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	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

Effective: 10/08/17

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

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BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

Effective: 10/20/19

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring charges associated with Frontier Digital Phone Unlimited (Challenger) service do not apply. (C)
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

Effective: 11/24/19

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring charges associated with Frontier Digital Phone Unlimited (Challenger) service do not apply.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: 06/30/20

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

11. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited (Challenger)(C) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring charges associated with Frontier Digital Phone Unlimited (Challenger) service do not apply.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$5.99
Stay Connected Seasonal Offering*	\$9.99

(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

(N)

Effective: 07/01/14

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger)

(N)

A. General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines
Unlimited Extended Area Service
Call Waiting ID
Caller ID
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Call Forwarding No Answer
Busy Redial	Speed Dialing Eight or Thirty code capacity
*69 Call Return	Distinctive Ring
Anonymous Call Block	Three Way Calling
Call Forwarding	Call Forwarding Busy Line
Select Call Forwarding	Selective Call Rejection
Selective Blocking	

B. Special Conditions

1. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
8. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
9. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

(N)

Effective: 07/20/14

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger)

A. General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines
Unlimited Extended Area Service
Call Waiting/ Call Waiting ID/Cancel Call Waiting
Caller ID with Name

(T)
(T)

Feature Package

Call Waiting	Call Forward No Answer
Busy Number Redial *66	Speed Call 8 ⁽¹⁾ or 30
Call Return *69	Distinctive Ring
Anonymous Call Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy Line
Selective Call Forward	Selective Call Acceptance
Selective Call Rejection	

(T)
(C)
|
(T)

B. Special Conditions

1. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
8. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
9. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

(N)

B. Special Conditions (Continued)

10. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

(N)

Effective: 10/16/16

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

B. Special Conditions (Continued)

10. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

(T)

C. Rates and Charges

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle.
- 3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

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	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

Effective: 10/08/17

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

B. Special Conditions (Continued)

10. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

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BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

B. Special Conditions (Continued)

10. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

Effective: 10/20/19

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

B. Special Conditions (Continued)

10. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring charges associated with Frontier Digital Phone Unlimited Plus (Challenger) service do not apply. (C)
3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

B. Special Conditions (Continued)

10. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring charges associated with Frontier Digital Phone Unlimited Plus (Challenger) service do not apply.
3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: 06/30/20

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

B. Special Conditions (Continued)

10. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the Subscriber Line Charge.
 - g. This service does not change any other terms and conditions of the product.
 - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - i. All applicable taxes and surcharges apply.

C. Rates and Charges

- 1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. Nonrecurring charges associated with Frontier Digital Phone Unlimited Plus (Challenger) service do not apply.
- 3. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	\$5.99	
Stay Connected Seasonal Offering*	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020. (N)

BUNDLED/PACKAGED SERVICES
BUSINESS

34. Frontier Simply Unlimited (Challenger)

(N)

A. General

Frontier Simply Unlimited (Challenger) is a bundle 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 Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Caller ID
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
Three Way Calling	Call Transfer
Distinctive Ring	Caller ID Blocking
Busy Redial	Call Forwarding Busy Line
Multiline Hunt Service	Call Forwarding
Anonymous Call Rejection	Call Waiting/Caller ID
Call Forwarding No Answer	Select Call Forwarding
Selective Call Acceptance	
Speed Dialing Eight or Thirty code capacity	

B. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
6. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
7. The bundle rate will appear as a single line item on the customer's bill.

(N)

BUNDLED/PACKAGED SERVICES
 BUSINESS

34. Frontier Simply Unlimited (Challenger)

A. General

Frontier Simply Unlimited (Challenger) is a bundle 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 Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line

Call Forward Busy/No Answer

Unlimited Extended Area Service

Caller ID with Name

Four features from the feature package listed below

(T)

(T)

Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting

3 Way Calling

Distinctive Ring

Busy Number Redial *66

Multiline Hunt Service

Call Forward Busy

Call Forward No Answer

Speed Call 8 ⁽¹⁾ or 30

Basic Call Forward

Call Return *69

Selective Call Acceptance

Selective Call Rejection

Selective Call Forward

Anonymous Call Rejection

(T)(C)

(T)

B. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
6. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
7. The bundle rate will appear as a single line item on the customer's bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: 11/15/15

BUNDLED/PACKAGED SERVICES
BUSINESS

34. Frontier Simply Unlimited (Challenger)

A. General

Frontier Simply Unlimited (Challenger) is a bundle 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 Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Speed Call 8 ⁽¹⁾ or 30	(T)
3 Way Calling	Basic Call Forward	(T)
Distinctive Ring	*69 Call Return	(T)
*66 Busy Number Redial	Selective Call Acceptance	(T)
Multiline Hunt Service	Selective Call Rejection	(T)
Call Forward Busy	Selective Call Forward	(T)
Call Forward No Answer	Anonymous Call Block/Rejection	(T)

B. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
6. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
7. The bundle rate will appear as a single line item on the customer's bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 10/16/16

BUNDLED/PACKAGED SERVICES
BUSINESS

34. Frontier Simply Unlimited (Challenger)

A. General

Frontier Simply Unlimited (Challenger) is a bundle 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 Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Speed Call 8 ⁽¹⁾ or 30
3 Way Calling	Basic Call Forward
Distinctive Ring	*69 Call Return
*66 Busy Number Redial	Selective Call Acceptance
Multiline Hunt Service	Selective Call Rejection
Call Forward Busy	Selective Call Forward
Call Forward No Answer	Anonymous Call Block/Rejection

B. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of this tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
5. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
6. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
7. The bundle rate will appear as a single line item on the customer's bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED/PACKAGED SERVICES
BUSINESS

34. Frontier Simply Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

8. The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
9. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
10. The bundle is offered on a month-to-month basis.
11. Bundles four through twelve are given an additional discount.

C. Rates and Charges

1. The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited (Challenger)	\$38.99
Additional Bundle (4 to 12 lines)	23.99
All In Feature Package	4.99

(N)

(N)

Effective: 10/16/16

BUNDLED/PACKAGED SERVICES
BUSINESS

34. Frontier Simply Unlimited (Challenger) (Continued)

B. Special Conditions (Continued)

8. The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
9. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
10. The bundle is offered on a month-to-month basis.
11. Bundles four through twelve are given an additional discount.

C. Rates and Charges

1. The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.
2. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundle. (T)

Monthly Rate

Frontier Simply Unlimited (Challenger)	\$38.99
Additional Bundle (4 to 12 lines)	23.99
All In Feature Package	4.99

BUNDLED/PACKAGED SERVICES
BUSINESS

35. Frontier OneVoice

(N)

A. Applicability

Applicable to Single-party Business Flat rate service.

B. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in its Local Exchange Tariff.

C. 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 and Custom Calling features, Basic Voice Mail 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	Caller ID
Call Forwarding Busy/No Answer	Anonymous Call Rejection
Unlimited Extended Area Service	Call Forward
Voice Mail - Basic	Multi-line Hunting
Call Waiting/Cancel Call Waiting	3 Way Calling

Premium Feature Package

Call Return (*69)	Priority Call
Call Transfer	Selective Call Forward
Distinctive Ring	Selective Call Acceptance
Busy Number Redial (*66)	Selective Call Rejection
Voice Mail - Enhanced	Speed Call 30

D. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

(N)

BUNDLED/PACKAGED SERVICES
BUSINESS

35. Frontier OneVoice (Continued)

(N)

D. Special Conditions (Continued)

5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

E. Rates and Charges

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

(N)

Effective: 11/15/15

BUNDLED/PACKAGED SERVICES
BUSINESS

35. Frontier OneVoice (Continued)

D. Special Conditions (Continued)

5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services. (T)
12. The bundle is offered on a month-to-month, one, two or three year term basis.
13. 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.
14. Term plans will auto renew unless notification is received from the customer sixty days in advance.

E. Rates and Charges

3. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
4. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

Effective: 10/16/16

BUNDLED/PACKAGED SERVICES
BUSINESS

35. Frontier OneVoice (Continued)

D. Special Conditions (Continued)

5. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
15. The bundle is offered on a month-to-month, one, two or three year term basis.
16. 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.
17. Term plans will auto renew unless notification is received from the customer sixty days in advance.

E. Rates and Charges

5. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
6. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

Effective: 08/16/20

BUNDLED/PACKAGED SERVICES
BUSINESS

35. Frontier OneVoice (Continued)

D. Special Conditions (Continued)

5. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
18. The bundle is offered on a month-to-month, one, two or three year term basis.

(D)

(D)

E. Rates and Charges

7. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
8. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.

(C)

(C)

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

BUNDLED/PACKAGED SERVICES
BUSINESS

36. Frontier Commercial Voice Unlimited

A. Applicability

Applicable to Single-party Business Flat rate service.

B. 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 included 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
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting ID
3 Way Calling
Hunting

C. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

(N)

(N)

Effective: 05/22/17

BUNDLED/PACKAGED SERVICES
BUSINESS

36. Frontier Commercial Voice Unlimited (Continued)

C. Special Conditions (Continued)

9. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
10. The bundle is offered on a month-to-month, or one year term basis.
11. 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.
19. At the end of the one year term, customers will be moved to the month to month pricing.

D. Rates and Charges

1. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00

(N)

(N)

Effective: 10/08/17

BUNDLED/PACKAGED SERVICES
BUSINESS

36. Frontier Commercial Voice Unlimited (Continued)

C. Special Conditions (Continued)

9. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

10. The bundle is offered on a month-to-month, one or two year term basis. (C)

11. 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.

20. At the end of the one or two year term, customers will be moved to the month to month pricing. (C)

D. Rates and Charges

3. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

4. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

(N)

PROMOTIONAL PRICING

Business Promotion beginning March 1, 2010 and ending no later than August 21, 2010. The Company will offer the following promotion to new business customers who are willing to subscribe to the following services below and maintain those services for a period of 12 consecutive months and/or , if under term, until such time as the their term agreement expires.

Frontier Communications of the Southwest Inc. shall provide a monthly bottom of the bill credit for a period of 12 months in the amount of \$ 20.00 for customers, who subscribe to the services with an HSI plan, or a monthly bottom of the bill credit for a period of 12 months or who subscribe to the services with a FIOS plan.

All required products and services plans are listed below.

Qualifying Services:

- 1 YR Dial Tone Term Line
- Frontier Communications of the Southwest Inc. must be the carrier of record for local, regional and long distance calling. (* any Optional calling plan to be selected by the customer)
- Caller ID & Standard Voicemail
- Toll Free Service – Usage charges will be based on LD calling plan elected by the customer
- Broadband – 1M HSI Service; 1 Year Term required; or 15/5 M FIOS Service; Minimum 1 Yr. Term. Higher speeds not available for offer.

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 Communications of the Southwest Inc., except as authorized by Frontier Communications of the Southwest Inc..

Effective: 08/16/10

PROMOTIONAL PRICING

Business Save/Retention Promotion beginning March 1, 2010 and ending no later than November 21, 2010. The Company will offer the following promotion to new business customers who are willing to subscribe to the following services below and maintain those services for a period of 12 consecutive months and/or , if under term, until such time as the their term agreement expires.

Frontier Communications of the Southwest Inc. shall provide a monthly bottom of the bill credit for a period of 12 months in the amount of \$ 20.00 for customers, who subscribe to the services with an HSI plan, or a monthly bottom of the bill credit for a period of 12 months or who subscribe to the services with a FIOS plan.

All required products and services plans are listed below.

Qualifying Services:

- 1 YR Dial Tone Term Line
- Frontier Communications of the Southwest Inc. must be the carrier of record for local, regional and long distance calling. (* any Optional calling plan to be selected by the customer)
- Caller ID & Standard Voicemail
- Toll Free Service – Usage charges will be based on LD calling plan elected by the customer
- Broadband – 1M HSI Service; 1 Year Term required; or 15/5 M FIOS Service; Minimum 1 Yr. Term. Higher speeds not available for offer.

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 Communications of the Southwest Inc., except as authorized by Frontier Communications of the Southwest Inc..

PROMOTIONAL PRICING

Frontier's Simply Unlimited Service Promotion

Beginning May 3, 2013 and extending until July 30, 2013 new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

(N)

(N)

PROMOTIONAL PRICING

Frontier's Simply Unlimited Service Promotion

Beginning May 3, 2013 and extending until July 30, 2013 new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

Simply Unlimited Bundle Promotion

Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

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PROMOTIONAL PRICING

Frontier's Simply Unlimited Service Promotion

Beginning May 3, 2013 and extending until July 30, 2013 new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

Simply Unlimited Bundle Promotion

Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

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PROMOTIONAL PRICING

Frontier's Simply Unlimited Service Promotion

Beginning May 3, 2013 and extending until July 30, 2013 new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

Simply Unlimited Bundle Promotion

Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

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PROMOTIONAL PRICING

Frontier's Simply Unlimited Service Promotion

Beginning May 3, 2013 and extending until July 30, 2013 new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

Simply Unlimited Bundle Promotion

Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited 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 12 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.

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PROMOTIONAL PRICING

Frontier's Simply Unlimited Service Promotion

Beginning May 3, 2013 and extending until July 30, 2013 new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

Simply Unlimited Bundle Promotion

Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited 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 12 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.

Simply Unlimited Bundle Promotion

Beginning March 31, 2014 and extending until June 14, 2014, new business broadband commercial customers who purchase the Simply Unlimited 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 12 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.

PROMOTIONAL PRICING

Business Winback Service Promotion beginning March 1, 2010 through June 4, 2010.

Customers who meet the criteria detailed in the following promotional offers will receive bill credits which will be applied to the total monthly bill, on a per Billed Telephone Number, per location 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, did not qualify for a broadband service or elect not to purchase Frontier Communications of the Southwest Inc. broadband service at the time of sale.

Customers who agree to subscribe to a minimum 3 year term agreement POTS, plus a minimum one year term agreement for Frontier Communications of the Southwest Inc. Unlimited Local & Toll Usage for Business service on at least one line, plus Unlimited Local & Toll Usage for Business Feature Packages 1 & 2 will receive a one-time credit of the applicable non-recurring charge of \$86.64 plus a monthly recurring charge waiver of \$27.00 for 36 consecutive months per line and POTS customers only will also receive a one-time additional credit of the applicable non-recurring charge of \$49.57.

Customers who agree to subscribe to a minimum 2 line, 3 year term agreement Internal Communications and Call Management Features term plan, or Internal Communications, System and Call Management Features term plan, plus a minimum one year term agreement for Frontier Communications of the Southwest Inc. Unlimited Local & Toll Usage for Business service on at least one line, plus Unlimited Local & Toll Usage for Business Feature Package 2 will receive a one-time credit of the applicable non-recurring charge of \$86.64 plus a monthly recurring charge waiver of \$27.00 for 36 consecutive months per line.

These promotional offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier Communications of the Southwest Inc. or any Frontier Communications of the Southwest Inc. affiliate.

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 Communications of the Southwest Inc..

This promotion is not available to customers who are ordering or disconnecting their local exchange service through the Frontier Communications of the Southwest Inc. website (<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19>).

Business Promotion beginning April 1, 2010 and ending no later than June 29, 2010, qualifying business customers who sign a two-year or three-year term commitment for new, upgraded, or renewed (for contracts expiring within 6 months) ISDN Primary Service - Term and Volume PRI Access System Unlimited Voice Rate Package 1 with a PRI DS1 Facility - Package One. Customers will receive a 30% credit off of the total combined Monthly Recurring Rate of the Term and Volume PRI Access System Unlimited Voice Rate Package 1 and the PRI DS1 Facility, for the duration of the agreement. All applicable PRI non-recurring charges are waived for installations under this promotion.

This promotional offering will be made under the terms and conditions of the Product Guide and will not extend beyond June 29, 2010. The Product Guide listed rates, terms and conditions for the services in this 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 Communications of the Southwest Inc. California Inc.

Effective: 06/23/11

PROMOTIONAL PRICING

Business Winback Service Promotion beginning March 1, 2010 through June 4, 2010.

Customers who meet the criteria detailed in the following promotional offers will receive bill credits which will be applied to the total monthly bill, on a per Billed Telephone Number, per location 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, did not qualify for a broadband service or elect not to purchase Frontier Communications of the Southwest Inc. broadband service at the time of sale.

Customers who agree to subscribe to a minimum 3 year term agreement POTS, plus a minimum one year term agreement for Frontier Communications of the Southwest Inc. Unlimited Local & Toll Usage for Business service on at least one line, plus Unlimited Local & Toll Usage for Business Feature Packages 1 & 2 will receive a one-time credit of the applicable non-recurring charge of \$86.64 plus a monthly recurring charge waiver of \$27.00 for 36 consecutive months per line and POTS customers only will also receive a one-time additional credit of the applicable non-recurring charge of \$49.57.

Customers who agree to subscribe to a minimum 2 line, 3 year term agreement Customized Multi-line Telephone Service term plan, or Custom Line Telephone Service term plan, plus a minimum one year term agreement for Frontier Communications of the Southwest Inc. Unlimited Local & Toll Usage for Business service on at least one line, plus Unlimited Local & Toll Usage for Business Feature Package 2 will receive a one-time credit of the applicable non-recurring charge of \$86.64 plus a monthly recurring charge waiver of \$27.00 for 36 consecutive months per line.

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These promotional offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier Communications of the Southwest Inc. or any Frontier Communications of the Southwest Inc. affiliate.

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 Communications of the Southwest Inc..

This promotion is not available to customers who are ordering or disconnecting their local exchange service through the Frontier Communications of the Southwest Inc. website
(<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19>).

Business Promotion beginning April 1, 2010 and ending no later than June 29, 2010, qualifying business customers who sign a two-year or three-year term commitment for new, upgraded, or renewed (for contracts expiring within 6 months) ISDN Primary Service - Term and Volume PRI Access System Unlimited Voice Rate Package 1 with a PRI DS1 Facility - Package One. Customers will receive a 30% credit off of the total combined Monthly Recurring Rate of the Term and Volume PRI Access System Unlimited Voice Rate Package 1 and the PRI DS1 Facility, for the duration of the agreement. All applicable PRI non-recurring charges are waived for installations under this promotion.

This promotional offering will be made under the terms and conditions of the Product Guide and will not extend beyond June 29, 2010. The Product Guide listed rates, terms and conditions for the services in this 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 Communications of the Southwest Inc. California Inc.

PROMOTIONAL PRICING

Business Service Promotion beginning April 5, 2010 through July 1, 2010, qualifying Frontier Communications of the Southwest Inc. Medium Business customers with \$4,000 - \$250,000 per year in total billed charges for network services provided by the Telephone Company are eligible for the following promotion. New, upgraded, or renewed (for terms expiring within 6 months) customers are eligible to receive an American Express gift card in the amount specified below when any of the following Frontier Communications of the Southwest Inc. tariffed services are purchased with a minimum term agreement (up to a maximum of 15 circuits):

Service Description	Minimum Commitment Period	AMEX Card Amount
Business Line	Month-to-Month	\$40 per line
Internal Communications and Call Management Features*	12 Months	\$40 per line
Communications System*	24 Months	\$40 per line
Transparent LAN Service – 10 Mbps**	3 Years	\$800.00 per circuit
Transparent LAN Service – 100 Mbps**	3 Years	\$2,200.00 per circuit
Transparent LAN Service – 1 Gbps**	3 Years	\$3,000.00 per circuit

*Minimum 2 lines;Maximum 30 lines per customer site.

** Up to a maximum of 5 Transparent LAN Service Circuits

Renewal – Customers with expired terms or terms that are within 6 months of term expiration are eligible to receive an American Express Gift Card (AMEX Card) in the amounts shown below upon their agreement to maintain service with Frontier Communications of the Southwest Inc. for the minimum term available. The qualifying services/speeds are also listed below.

Renewal Offer

Service Description	Minimum Commitment Period	AMEX Card Amount
Business Line	Month-to-Month	\$40 per line
Internal Communications and Call Management Features	12 Months	\$40 per line
Communications System	24 Months	\$40 per line
Transparent LAN Service – 10 Mbps**	3 Years	\$800.00 per circuit
Transparent LAN Service – 100 Mbps**	3 Years	\$2,200.00 per circuit
Transparent LAN Service – 1 Gbps**	3 Years	\$3,000.00 per circuit

*Minimum 2 lines;Maximum 30 lines per customer site.

** Up to a maximum of 5 Transparent LAN Service Circuits

Upon completion of installation, customers will receive an email from Frontier Communications of the Southwest Inc. verifying contact information for sending the gift card. Customers must reply and provide verification by July 31, 2010 to be eligible to receive the American Express Gifts Cards. American Express Gift Cards expire one year from issuance.

These promotional offerings will be made under the terms and conditions of the Tariff and will not extend beyond July 1, 2010. The tariffed rates, terms and conditions for the services in this promotional offer 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 Communications of the Southwest Inc..

Effective: 06/23/11

PROMOTIONAL PRICING

Business Service Promotion beginning April 5, 2010 through July 1, 2010, qualifying Frontier Communications of the Southwest Inc. Medium Business customers with \$4,000 - \$250,000 per year in total billed charges for network services provided by the Telephone Company are eligible for the following promotion. New, upgraded, or renewed (for terms expiring within 6 months) customers are eligible to receive an American Express gift card in the amount specified below when any of the following Frontier Communications of the Southwest Inc. tariffed services are purchased with a minimum term agreement (up to a maximum of 15 circuits):

Service Description	Minimum Commitment Period	AMEX Card Amount
Business Line	Month-to-Month	\$40 per line
Customized Multi-line Telephone Service*	12 Months	\$40 per line
Flexible Telephone System*	24 Months	\$40 per line
Transparent LAN Service – 10 Mbps**	3 Years	\$800.00 per circuit
Transparent LAN Service – 100 Mbps**	3 Years	\$2,200.00 per circuit
Transparent LAN Service – 1 Gbps**	3 Years	\$3,000.00 per circuit

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*Minimum 2 lines;Maximum 30 lines per customer site.

** Up to a maximum of 5 Transparent LAN Service Circuits

Renewal – Customers with expired terms or terms that are within 6 months of term expiration are eligible to receive an American Express Gift Card (AMEX Card) in the amounts shown below upon their agreement to maintain service with Frontier Communications of the Southwest Inc. for the minimum term available. The qualifying services/speeds are also listed below.

Renewal Offer

Service Description	Minimum Commitment Period	AMEX Card Amount
Business Line	Month-to-Month	\$40 per line
Customized Multi-line Telephone Service	12 Months	\$40 per line
Flexible Telephone System	24 Months	\$40 per line
Transparent LAN Service – 10 Mbps**	3 Years	\$800.00 per circuit
Transparent LAN Service – 100 Mbps**	3 Years	\$2,200.00 per circuit
Transparent LAN Service – 1 Gbps**	3 Years	\$3,000.00 per circuit

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*Minimum 2 lines;Maximum 30 lines per customer site.

** Up to a maximum of 5 Transparent LAN Service Circuits

Upon completion of installation, customers will receive an email from Frontier Communications of the Southwest Inc. verifying contact information for sending the gift card. Customers must reply and provide verification by July 31, 2010 to be eligible to receive the American Express Gifts Cards. American Express Gift Cards expire one year from issuance.

These promotional offerings will be made under the terms and conditions of the Tariff and will not extend beyond July 1, 2010. The tariffed rates, terms and conditions for the services in this promotional offer 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 Communications of the Southwest Inc..

PROMOTIONAL PRICING

Business 2010 Promotion beginning April 18, 2010 and ending no later than August 21, 2010*.

- A. Existing qualifying business customers who proactively contact the Company to disconnect their service and subsequently agree not to disconnect and either currently subscribe to or are willing to subscribe to one of the combinations below will receive a promotional bill credit on their Frontier Communications of the Southwest Inc. bill:

An Unlimited Business Dial Tone Line (DTL) Basic Package 36-month term plan or an Unlimited Communications System Basic Package 36-month term plan; and Frontier Communications of the Southwest Inc. a nonregulated service determined by Frontier Communications of the Southwest Inc., will be eligible for a promotional bill credit of \$5.00 for each of the twelve (12) consecutive months.

A Single Line Business Pack 36-month term plan; and a Frontier Communications of the Southwest Inc. nonregulated service determined by Frontier Communications of the Southwest Inc. will be eligible for a promotional bill credit of credit of \$5.00 for each of the twelve (12) consecutive months.

- B. New or existing qualifying business customers who as a direct result of Frontier Communications of the Southwest Inc.'s outbound telemarketing, direct Mail campaigns or other targeted Marketing activities agree to subscribe to one of the combinations of services specified below:

A new limited Business Dial Tone Line (DTL) Basic Package 36-month term plan or a new Unlimited Communications System Basic Package 36-month term plan; and a new dialtone, Communications System, or expansion line or a new Frontier Communications of the Southwest Inc. nonregulated service determined by Frontier Communications of the Southwest Inc., will be eligible for a promotional bill credit of \$5.00 for each of the twelve (12) consecutive months.

A new Single Line Business Pack 36-month term plan; and a new Frontier Communications of the Southwest Inc. nonregulated service determined by Frontier Communications of the Southwest Inc. will be eligible for a promotional bill credit of credit of \$5.00 or \$16.00 (depending on broadband speed chosen) for each of the twelve (12) consecutive months.

Conditions:

This promotion does not apply to customers who are disconnecting their dial tone service through the Frontier Communications of the Southwest Inc. website
<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19>.

This offer is not available to customers disconnecting dial tone service for any of the following reasons:

- Customer moving out of Frontier Communications of the Southwest Inc. serving territory
- Seasonal service
- Death of customer

If the customer discontinues any of the services as listed above and/or leaves the Company 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 Tariff and will not extend beyond August 21, 2010. The tariffed rates, terms and conditions 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 Communications of the Southwest Inc.

* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5.

Effective: 08/16/10

PROMOTIONAL PRICING

Business 2010 Promotion beginning April 18, 2010 and ending no later than November 21, 2010*.

- A. Existing qualifying business customers who proactively contact the Company to disconnect their service and subsequently agree not to disconnect and either currently subscribe to or are willing to subscribe to one of the combinations below will receive a promotional bill credit on their Frontier Communications of the Southwest Inc. bill:

An Unlimited Business Dial Tone Line (DTL) Basic Package 36-month term plan or an Unlimited Communications System Basic Package 36-month term plan; and Frontier Communications of the Southwest Inc. a nonregulated service determined by Frontier Communications of the Southwest Inc., will be eligible for a promotional bill credit of \$5.00 for each of the twelve (12) consecutive months.

A Single Line Business Pack 36-month term plan; and a Frontier Communications of the Southwest Inc. nonregulated service determined by Frontier Communications of the Southwest Inc. will be eligible for a promotional bill credit of credit of \$5.00 for each of the twelve (12) consecutive months.

- B. New or existing qualifying business customers who as a direct result of Frontier Communications of the Southwest Inc.'s outbound telemarketing, direct Mail campaigns or other targeted Marketing activities agree to subscribe to one of the combinations of services specified below:

A new limited Business Dial Tone Line (DTL) Basic Package 36-month term plan or a new Unlimited Communications System Basic Package 36-month term plan; and a new dialtone, Communications System, or expansion line or a new Frontier Communications of the Southwest Inc. nonregulated service determined by Frontier Communications of the Southwest Inc., will be eligible for a promotional bill credit of \$5.00 for each of the twelve (12) consecutive months.

A new Single Line Business Pack 36-month term plan; and a new Frontier Communications of the Southwest Inc. nonregulated service determined by Frontier Communications of the Southwest Inc. will be eligible for a promotional bill credit of credit of \$5.00 or \$16.00 (depending on broadband speed chosen) for each of the twelve (12) consecutive months.

Conditions:

This promotion does not apply to customers who are disconnecting their dial tone service through the Frontier Communications of the Southwest Inc. website

<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19>.

This offer is not available to customers disconnecting dial tone service for any of the following reasons:

- Customer moving out of Frontier Communications of the Southwest Inc. serving territory
- Seasonal service
- Death of customer

If the customer discontinues any of the services as listed above and/or leaves the Company 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 Tariff and will not extend beyond August 21, 2010. The tariffed rates, terms and conditions 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 Communications of the Southwest Inc.

* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5.

PROMOTIONAL PRICING

Business Retain Save Offer*

The Company will offer the following promotion starting May 13, 2010 and ending no later than October 28, 2010.

Qualifying business customers who proactively call Frontier Communications of the Southwest Inc. to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Frontier Communications of the Southwest Inc. bill each month as described below following their agreement not to disconnect their dial tone service.

Qualifying customers who currently subscribe or are willing to subscribe to one or more Frontier Communications of the Southwest Inc. business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or Communications System, a Internal Communications and Call Management Features with a 36mo term and agree to retain their dial-tone service, are eligible to receive one of the following credits:

Promotion A offers \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion B offers \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion C offers \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion D offers \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5

Effective: 07/09/10

PROMOTIONAL PRICING

Business Retain Save Offer*

The Company will offer the following promotion starting May 13, 2010 and ending no later than November 21, 2010.

Qualifying business customers who proactively call Frontier Communications of the Southwest Inc. to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Frontier Communications of the Southwest Inc. bill each month as described below following their agreement not to disconnect their dial tone service.

Qualifying customers who currently subscribe or are willing to subscribe to one or more Frontier Communications of the Southwest Inc. business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or Communications System, a Internal Communications and Call Management Features with a 36mo term and agree to retain their dial-tone service, are eligible to receive one of the following credits:

Promotion A offers \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion B offers \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion C offers \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion D offers \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5

Effective: 11/23/10

PROMOTIONAL PRICING

Business Retain Save Offer*

The Company will offer the following promotion starting November 23, 2010 and ending no later than January 31, 2011. (T)

Qualifying business customers who proactively call Frontier Communications of the Southwest Inc. to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Frontier Communications of the Southwest Inc. bill each month as described below following their agreement not to disconnect their dial tone service.

Qualifying customers who currently subscribe or are willing to subscribe to one or more Frontier Communications of the Southwest Inc. business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or Communications System, a Internal Communications and Call Management Features with a 36mo term and agree to retain their dial-tone service, are eligible to receive one of the following credits:

Promotion A offers \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion B offers \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion C offers \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion D offers \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5

Effective: 02/01/11

PROMOTIONAL PRICING

Business Retain Save Offer*

The Company will offer the following promotion starting February 1, 2011 and ending no later than March 31, 2011. (T)

Qualifying business customers who proactively call Frontier Communications of the Southwest Inc. to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Frontier Communications of the Southwest Inc. bill each month as described below following their agreement not to disconnect their dial tone service.

Qualifying customers who currently subscribe or are willing to subscribe to one or more Frontier Communications of the Southwest Inc. business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or Communications System, a Internal Communications and Call Management Features with a 36mo term and agree to retain their dial-tone service, are eligible to receive one of the following credits:

Promotion A offers \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion B offers \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion C offers \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion D offers \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5

Effective: 06/23/11

PROMOTIONAL PRICING

Business Retain Save Offer*

The Company will offer the following promotion starting February 1, 2011 and ending no later than March 31, 2011.

Qualifying business customers who proactively call Frontier Communications of the Southwest Inc. to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Frontier Communications of the Southwest Inc. bill each month as described below following their agreement not to disconnect their dial tone service.

Qualifying customers who currently subscribe or are willing to subscribe to one or more Frontier Communications of the Southwest Inc. business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or Flexible Telephone System, a Customized Multi-line Telephone Service with a 36mo term and agree to retain their dial-tone service, are eligible to receive one of the following credits:

(T)

Promotion A offers \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion B offers \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion C offers \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion D offers \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5

PROMOTIONAL PRICING

Business Retain Save Offer*

The Company will offer the following promotion starting February 1, 2011 and ending no later than March 31, 2011.

Qualifying business customers who proactively call Frontier Communications of the Southwest Inc. to disconnect their dial tone service, and subsequently agree not to disconnect, will receive a credit on their Frontier Communications of the Southwest Inc. bill each month as described below following their agreement not to disconnect their dial tone service.

Qualifying customers who currently subscribe or are willing to subscribe to one or more Frontier Communications of the Southwest Inc. business exchange lines with a 24-Mo term agreement (i.e., any combination of voice and/or data service lines or their equivalents) or Flexible Telephone System, a Customiezed Multi-line Telephone Service with a 36mo term and agree to retain their dial-tone service, are eligible to receive one of the following credits:

Promotion A offers \$10 for ten (10) months (total of \$100.00 per account) when customers want to disconnect 1 line, have a minimum of \$45 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion B offers \$15 fifteen for (10) months (total of \$150.00 per account) when customers want to disconnect 1 line, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion C offers \$15 fifteen for twelve (12) months (total of \$180 per account) when customers want to disconnect 2-4 or more lines, have a minimum of \$70 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Promotion D offers \$20 twenty for twelve (12) months (total of \$240 per account) when customers want to disconnect 2-4 lines, have a minimum of \$90 in monthly billing with Frontier Communications of the Southwest Inc. and agree to retain the account, the lines, and the minimum monthly spend level.

Frontier Simply Unlimited

Promotional Offering beginning August 15, 2014 and continuing through November 15, 2014, new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Product Guide.

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* This promotion is available to resellers under the terms of tariff Schedule Cal. P.U.C. No. K-5

PROMOTIONAL PRICING

Frontier Simply Unlimited

Promotional Offering beginning August 15, 2014 and continuing through November 15, 2014, new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Product Guide.

Frontier Simply Unlimited

Beginning of January 1, 2015 thru March 31, 2015 new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Product Guide.

(N)

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PROMOTIONAL PRICING

Frontier Simply Unlimited

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Frontier Simply Unlimited

Beginning of April 1, 2015 thru June 29, 2015 new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Product Guide.

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PROMOTIONAL PRICING

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Frontier Simply Unlimited

Beginning of April 1, 2015 thru June 29, 2015 new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Product Guide.

Frontier Simply Unlimited

Beginning of June 30, 2015 thru December 31, 2015 new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Product Guide.

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Effective: 10/18/15

PROMOTIONAL PRICING

Frontier Simply Unlimited

Promotional Offering beginning August 15, 2014 and continuing through November 15, 2014, new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Product Guide.

Frontier Simply Unlimited

Beginning of January 1, 2015 thru March 31, 2015 new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Product Guide.

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Frontier Simply Unlimited

Beginning of June 30, 2015 thru December 31, 2015 new and existing 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 Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Product Guide.

Frontier OneVoice

Beginning October 18, 2015 and extending until January 15, 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 Service Catalog 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 January 15, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

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PROMOTIONAL PRICING

Frontier OneVoice

Beginning April 1, 2016 and extending until June 29, 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 Service Catalog 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 June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

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PROMOTIONAL PRICING

Frontier OneVoice

Beginning April 1, 2016 and extending until June 29, 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 Service Catalog 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 June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Frontier OneVoice

Beginning June 30, 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 Service Catalog 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.

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PROMOTIONAL PRICING

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Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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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(N)

Effective: 09/15/17

PROMOTIONAL PRICING

Frontier OneVoice

Beginning April 1, 2016 and extending until June 29, 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 Service Catalog 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 June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Frontier OneVoice

Beginning June 30, 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 Service Catalog 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.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 15, 2017 and December 13, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

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PROMOTIONAL PRICING

Frontier OneVoice

Beginning April 1, 2016 and extending until June 29, 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 Service Catalog 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 June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Frontier OneVoice

Beginning June 30, 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 Service Catalog 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.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years 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.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 15, 2017 and December 13, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

Digital Phone

Beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard nonrecurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.

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Effective: 08/22/2021

PROMOTIONAL PRICING

Frontier OneVoice

Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a \$29.99 discount for the first local OneVoice line. Customers must agree to a two year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible.

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(N)

COMPETITIVE RESPONSE

TABLE OF CONTENTS

Sheet

I.	Voice Discount Plan Offer	1
II.	Residence Retention and Reconnect Offer	3

Effective: 04/01/13

COMPETITIVE RESPONSE

TABLE OF CONTENTS

	<u>Sheet</u>	
I. Voice Discount Plan Offer	1	
II. Residence Retention and Reconnect Offer	3	
III. Residence Customer Incentive Program.....	4	(N)
IV. Business Customer Incentive Program	6	(N)

COMPETITIVE RESPONSE

I. Voice Discount Plan Offer

General

An incentive for customers to a) remain with the Company's local exchange service when they indicate that they intend to disconnect their Frontier Communications of the Southwest Inc. primary or additional lines, or, b) change to Frontier Communications of the Southwest Inc. for local service from another service provider, or c) establish dial tone service with Frontier Communications of the Southwest Inc. In addition, customers who have changed their local service from another provider to Frontier Communications of the Southwest Inc., having initiated local service with Frontier Communications of the Southwest Inc. within the past 30 days, and specifically request these rates in response to direct mailings, advertising or other Frontier Communications of the Southwest Inc. marketing activity, or customers who contact Frontier Communications of the Southwest Inc. citing competitor's offers or otherwise indicate potential future disconnection based on price considerations will also be eligible for this offer.

Customers that have, or will be purchasing, Frontier Communications of the Southwest Inc. Online high speed internet service or FiOS Internet service but no local service from Frontier Communications of the Southwest Inc. and accept this offer in response to a direct mailing, advertising, or other Frontier Communications of the Southwest Inc. marketing activity will also be eligible for this offer.

Conditions

- 1) Qualifying customers who have or agree to purchase Regional Value not bundled with a qualifying unlimited long distance calling plan will receive a credit on their Frontier Communications of the Southwest Inc. bill of \$25.05¹ per month for twenty-four (24) months.
- 2) Qualifying customers who agree to purchase Local Calling Plus not bundled with a qualifying unlimited long distance calling plan ² as an additional line on the same account as their primary line will receive a credit on their Frontier Communications of the Southwest Inc. bill of \$22.05 per month for twenty-four (24) months³.
- 3) Qualifying customers who have or agree to purchase Regional Value bundled with a qualifying unlimited long distance calling plan ² will receive a credit on their Frontier Communications of the Southwest Inc. bill of:
 - a) \$23.00¹ per month for twenty-four (24) months-subscribers on or before 3/5/2010
 - b) \$18.00 per month for twenty-four (24) months-subscribers on or after 3/6/2010, except existing package⁴ subscribers will receive a \$13.00 discount.
- 4) Qualifying customers who have or agree to purchase Local Calling Plus bundled with a qualifying unlimited long distance calling plan ¹ will receive a credit on their Frontier Communications of the Southwest Inc. bill of:
 - a) \$15.00 per month for twenty-four (24) months-subscribers on or before 3/5/2010
 - b) \$10.00 per month for twenty-four (24) months-subscribers on or after 3/6/2010, except existing package⁴ subscribers will receive a \$5.00 discount.
- 5) Customers who subscribed to the Voice Discount Plan Offer prior to April 1, 2007 may receive the month-to-month discount listed below upon expiration of their initial 24-month discount:²

a) Regional Calling Value	\$15.05 ¹
b) Regional Calling Value with a long distance plan	20.00 ¹
c) Local Calling Plus with a long distance plan	12.00
- 6) Customers who subscribed to the Voice Discount Plan Offer beginning April 1, 2007 or later upon expiration of their initial 24-month discount may continue to receive their existing discount on a month-to-month basis.

¹ To be implemented on a full bill period basis on or after November 1, 2009.

² Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited rates terms and conditions as found in the Frontier Communications of the Southwest Inc. Long Distance Product Guide.

³ Effective September 15, 2008, the Local Calling Plus discount offer described in Conditions, 2), will no longer be offered for purchase but will remain valid for existing customers through the end of their 24-month term.

⁴ Consists of Local Package, Local Package Extra, Local Package Lite, Local Package Elite, Regional Package Unlimited, Regional Calling Value and Local Calling Plus.

Effective: 07/09/10

COMPETITIVE RESPONSE

I. Voice Discount Plan Offer (Continued)

This offer is not available to employees of Frontier Communications of the Southwest Inc..

After the initial twenty-four (24) month term, customers will automatically renew at the renewal rates specified herein on a month-to-month basis.

This offer is not transferable or redeemable for cash.

This offer may not be combined with any other discount or promotion except as authorized by Frontier Communications of the Southwest Inc. It is limited to one promotional offer per customer line, not to exceed two lines billed on the same bill.

If, prior to the end of the 24-month term, the customer removes the qualifying product from their account, the customer will lose the associated discount. Customers subscribing to (2) above must retain at least one other line on their account with Local Calling Plus in order to remain eligible for the monthly credit offered therein.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

TABLE OF CONTENTS

RATES

A. Optional Features	1
B. Station Line Discount Pricing Plan (DPP)	11
1. Internal Communications and Call Management Features Line	11
2. Internal Communications and Call Management Features Calling Solutions	13
3. Internal Communications and Call Management Features Feature Packages.....	15
C. Internal Communications and Call Management Features Automatic Call Distribution/ Management Information System (ACD/MIS)	16
D. Multilocation Internal Communications and Call Management Features Service	18
E. Internal Communications, System and Call Management Features Service	24

SPECIAL CONDITIONS

1. General.....	28
2. Internal Communications and Call Management Features Feature Packages List	30
3. Features	30
4. Optional Feature Definitions.....	36
5. Direct Inward Dialing (DID).....	46
6. Dormitor Service.....	46
7. Automatic Route Selection (ARS)/Flexible Route Selection (FRS).....	47
8. Message Detail Recording	48
9. Authorization Codes	48
10. Code Call Access	48
11. Dictation Access and Control	48
12. Preferential Hunting	48
13. Priority Queuing.....	49
14. Stop Hunt	49
15. Terminal Make Busy.....	49
16. Time of Day Routing.....	49
17. Exchange and Toll Message Diverting.....	49
18. Direct connect Service	49
19. Instant Call Accounting (ICA)	50
20. Customer Moves and Changes (CMAC).....	52
21. Assume Dial "9"	53
22. Discount Pricing Plans (DPP).....	54
23. Termination Liability Charge Formula	56
24. Automatic Call Distribution/Management Information System (ACD/MIS).....	57
25. Multilocation Internal Communications and Call Management Features Service	68
26. Internal Communications, System and Call Management Features Service	73

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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TABLE OF CONTENTS

RATES

A. Optional Features	1	
B. Station Line Discount Pricing Plan (DPP)	11	
1. Customized Multi-line Telephone Service Line	11	(T)
2. Customized Multi-line Telephone Service Calling Solutions	13	
3. Customized Multi-line Telephone Service Feature Packages	15	
C. Customized Multi-line Telephone Service Automatic Call Distribution/ Management Information System (ACD/MIS)	16	(T)
D. Multilocation Customized Multi-line Telephone Service	18	(T)
E. Custom Line Telephone Service	24	(T)

SPECIAL CONDITIONS

1. General	28	
2. Customized Multi-line Telephone Service Feature Packages List	30	(T)
3. Features	30	
4. Optional Feature Definitions	36	
5. Direct Inward Dialing (DID)	46	
6. Dormitor Service	46	
7. Automatic Route Selection (ARS)/Flexible Route Selection (FRS)	47	
8. Message Detail Recording	48	
9. Authorization Codes	48	
10. Code Call Access	48	
11. Dictation Access and Control	48	
12. Preferential Hunting	48	
13. Priority Queuing	49	
14. Stop Hunt	49	
15. Terminal Make Busy	49	
16. Time of Day Routing	49	
17. Exchange and Toll Message Diverting	49	
18. Direct connect Service	49	
19. Instant Call Accounting (ICA)	50	
20. Customer Moves and Changes (CMAC)	52	
21. Assume Dial "9"	53	
22. Discount Pricing Plans (DPP)	54	
23. Termination Liability Charge Formula	56	
24. Automatic Call Distribution/Management Information System (ACD/MIS)	57	
25. Multilocation Customized Multi-line Telephone Service	68	(T)
26. Custom Line Telephone Service	73	(T)

Effective: 07/09/10

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features

The following optional features are available to all Internal Communications and Call Management Features Customers (Package 1000, 2000, 3000 and Dormitory Service).

	<u>NRC</u>	<u>Monthly Rate</u>
1. Paging Interface (SEE SPECIAL CONDITION 4.a.)	\$105.00	\$26.85
2. Customer Moves and Changes (CMAC) ¹		
1 - 100 lines	190.00	85.00
101 - 200 lines	350.00	140.00
201 - 500 lines	800.00	200.00
501 - 1500 lines	1,850.00	300.00
1501 + lines	3,500.00	425.00

¹ Both the NRC and Monthly Rate apply per customer group per central office.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
3. Direct Digital Interface (DDI) ¹ For use with High Capacity Digital Channel (SEE SPECIAL CONDITION 4.c.)	\$ 150.00	\$ 350.00
4. Conference Calling, each circuit (SEE SPECIAL CONDITION 4.d.)	150.00	124.32
5. Music on Hold Interface (SEE SPECIAL CONDITION 4.e.)	150.00	130.00
6. Automatic Route Selection (ARS)/ Flexible Route Selection (FRS) Upgrade (SEE SPECIAL CONDITION 4.f.)		
a. upgrade to a capacity of 32 patterns per customer group	100.00	21.25
b. upgrade to a capacity of 64 patterns per customer group	200.00	30.50
c. 6 digit routing to selectively route calls over 2 or more routes within an NPA, per NPA.	50.00	13.75
d. Customer requested change of prefixes and/or codes within a basic and/or upgraded pattern, each pattern.	35.00	--
7. ISDN-PRI Internal Communications and Call Management Features Access ² , per PRI	200.00	--
8. ISDN-PRI Voice over Internet Protocol (VOIP) Internal Communications and Call Management Features Access ² , per block of 100 DID or individual telephone numbers ³	235.00	
each additional number added	2.50	

¹ Channel Rate in Schedule Cal. P.U.C. C-1.

² ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided per Schedule Cal. P.U.C. C-1, Facilities for Intrastate Access Services tariff.

³ Initial installations are charged at the Per Block of 100 DID Numbers rate. For subsequent additions, Per Block of 100 DID Numbers or Each Addition Number rate may apply.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	Monthly Rate
8. Single Digit Dialing, per customer group (SEE SPECIAL CONDITION 4.j.)	\$ 35.00	\$ 5.00
9. Speed Dialing 30 (SEE SPECIAL CONDITION 4.k.)	5.00	1.50
10. Auto/Universal Call Distribution (ACD/UCD) (SEE SPECIAL CONDITIONS 4.l.)	150.00	35.00
11. Trunk Queuing (SEE SPECIAL CONDITION 4.m.)	5.00	1.50
12. Attendant Position Interface (SEE SPECIAL CONDITION 4.n.)	200.00	200.00

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	Monthly Rate
8. Single Digit Dialing, per customer group (SEE SPECIAL CONDITION 4.j.)	\$ 35.00	\$ 5.00
9. Speed Dialing 30 (SEE SPECIAL CONDITION 4.k.)	5.00	1.50
10. Auto/Universal Call Distribution (ACD/UCD) (SEE SPECIAL CONDITIONS 4.l.)	150.00	35.00
11. Trunk Queuing (SEE SPECIAL CONDITION 4.m.)	5.00	1.50
12. Attendant Position Interface (SEE SPECIAL CONDITION 4.n.)	200.00	200.00

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
13. Terminations in Internal Communications and Call Management Features Switching Equipment (SEE SPECIAL CONDITION 4.o.)		
a. Private line terminal, each termination (does not apply to manual tie lines)	\$ 120.00	\$ 30.00
(1) Changes to existing private line terminal, each terminal	50.00	-
b. Tandem private line terminal, each termination	120.00	35.00
(1) Changes to existing tandem private line terminal, each terminal	50.00	-
c. Foreign Exchange and special services terminal, each termination	120.00	30.00
d. In WATS termination ^{1, 2}	50.00	5.00
e. Assume Dial "9"		
(1) Each customer group (SEE SPECIAL CONDITION 21)	500.00	85.00
14. Meet me Conference (SEE SPECIAL CONDITION 4.p.)	150.00	124.31
15. Recorded Announcement (SEE SPECIAL CONDITION 4.q.)	150.00	75.00

¹ Access line rate in Section 26 of this Product Guide.

² Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	Monthly Rate
16. Dormitory Service (See SPECIAL CONDITIONS 4.r. & 6)	\$50.00	¹
a. Feature Package (1) Each station		\$2.00
b. Installed primary station line (1) Each line	20.00	
17. Expanded Optional Features		
a. Automatic Route Selection (ARS)/ Flexible Route Selection (FRS) (SEE SPECIAL CONDITION 7)		
(1) Common equipment, per customer group	500.00	175.00
(2) 3-digit Routing to selectively route calls over two or more routes		
(a) Capacity of 8 patterns, per customer group	50.00	12.50
(b) Capacity of 32 patterns per customer group	100.00	21.25
(c) Capacity of 64 patterns per customer group	200.00	30.50

¹ Individual Line Residential Service rate is applicable as shown in Schedule Cal. P.U.C. No. A-1.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

17. Expanded Optional Features - Continued

	<u>NRC</u>	Monthly Rate
a. Automatic Route Selection (ARS)/ Flexible Route Selection (FRS) - Continued (SEE SPECIAL CONDITION 7.)		
(3) 6-digit Routing to selectively route calls over two or more routes within a NPA		
(a) Per NPA	\$ 50.00	\$ 13.75
(4) Customer requested change of prefix or codes within a pattern		
(a) Per pattern	35.00	-
(5) Programming - WATS ¹ access lines included, each set-up or change	350.00	-
b. Message Detail Recording (MDR) (SEE SPECIAL CONDITION 8)		
(1) Common Equipment per customer group	100.00	81.25
(a) Each group of 50 or fewer stations	2.00	-
(2) Message Detail		
(a) Per line	-	0.30
c. Authorization Codes, per group of 10	100.00	10.00
d. Code Call Access	100.00	25.00

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

17. Expanded Optional Features - Continued

	<u>NRC</u>	Monthly Rate
e. Dictation Access and Control	\$100.00	\$ 25.00
f. Preferential Hunting, per line	-	0.50
g. Priority Queuing. per system	25.00	1.00
h. Stop Hunt. per system	25.00	1.80
i. Terminal Make Busy, per system ¹	25.00	1.80
j. Time of Day Routing	560.00	10.00
k. Exchange and Toll Message Diverting		
(1) Common Equipment, per diverting pattern	135.00	15.00
(2) Each 10 NXXs Programmed	135.00	-
(3) Each 10 NPAs Programmed	75.00	-
l. Direct Connect Service, each ²	30.00	5.00
18. Proprietary Interface, each (SEE SPECIAL CONDITION 4.s.)		5.00
19. Pseudo Number (SEE SPECIAL CONDITION 4.t.)	-	6.00

¹ Service may require Private Line Channels to activate this service.

² This charge is in addition to the normal Section 3 of this Product Guide charges applicable when establishing service.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>
20. Data Base Changes	
a. Major Software Additions	\$100.00
- Add Customized Dialing Plan	
- Add Customer Requested Data Base Profile	
b. Routine Software Change ¹	50.00
- Change Trunk Group	
- Change Non-Data-Link Attendant ²	
- Change Customer Recording	
c. Minor Software Change ¹	25.00
- Change Subgroup	
- Hunt Groups	
- ACD Hunt Group	
- Queuing Groups - (Each)	
- Night Answer (UNA/PNA) - (Each Number)	
- Paging/Public Address/Code Calling - (Each Area)	
- Conference Calling	
- Remote Access Directory Number - (Each Code)	
- Authorization Code Validation - (Each Code)	
- Dictation Link Access	
- Extended Pick Up Code	
- Change Line Features	
- Unrestricted Call Transfer	

¹ Applies to changes to existing services.

² Plus an additional minor software change charge for each additional console.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
21. Exchange and Toll Message Diverting		
Each change in diverting pattern, per group of 10 NXX/NPA changes	\$ 50.00	
22. Instant Call Accounting (ICA) (See SPECIAL CONDITION 19)		
(1) Dedicated ICA, per system	2000.00	\$ 1000.00
(2) Dial-Up ICA, per system	1000.00	500.00
23. Call Trace ¹ (See SPECIAL CONDITION 4.v.) per line	--	6.00
24. Priority Call ¹ (See SPECIAL CONDITION 4.w.) per line	--	4.00
25. Caller ID - Number Only Service (See SPECIAL CONDITION 4.x)		
2 - 25 lines, per line	--	6.00
26 - 50 lines, per line	--	4.50
over 51 lines, per line	--	2.00
26. Caller ID Service (See SPECIAL CONDITION 4.aa.)		
2 - 25 lines, per line	--	7.00
26 - 50 lines, per line	--	5.50
over 51 lines, per line	--	3.00
27. Selective Blocking (See SPECIAL CONDITION 4.y.) per call	--	0.00
28. Complete Blocking (See SPECIAL CONDITION 4.z.) per line	--	0.00

¹ Available to customers who subscribe to the Internal Communications and Call Management Features CCLASS feature package only.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
29. Numbers Not In Use	--	--
30. Station Message Detail Recording (SMDR) ¹		
Dedicated Access ²	ICB	ICB
Dial-Up Access		
2 - 200 lines	\$ 300.00	\$ 200.00
201 + lines	ICB	ICB
Internet Access ³		
2 - 200 lines	300.00	200.00
201 + lines	ICB	ICB
Additions and Changes, per system change	4	--
31. Unlimited Local and Toll Usage for Business Feature Package Two B ⁵ choice of Caller ID and/or Voice Messaging	--	\$ 12.00
32. Unlimited Local and Toll Usage for Business Feature Package Three ⁵ choice of Caller ID and/or One Point Voice Mail (OPVM)	--	\$ 15.00

¹ NRC applies in addition to appropriate service order charges as set forth in Section 3 of this Product Guide.

² SMDR may also be provisioned via Dedicated Access (to the customer's location). The call records are transmitted to the customer, via a dedicated voice grade circuit, from the central office to the customer location. This optional feature requires the customer to also subscribe to a minimum of a voice grade circuit. The rates and charges for the dedicated access are provided on an Individual Case Basis (ICB).

³ Customer is responsible for obtaining connection to the Internet.

⁴ Minor Software Change charges apply, as set forth in RATES, Section A.20.c of this Product Guide.

⁵ See Section 6 of this Product Guide for the terms and conditions of these services.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES – Continued

B. Station Line / Discount Pricing Plan (DPP)

	NRC (All Terms)
Installed primary station line, each line ³	\$ 20.00

Internal Communications and Call Management Features customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Internal Communications and Call Management Features Line - Discount Pricing Plan (includes a Internal Communications and Call Management Features Line only)

<u>a. Month-to-Month</u>	<u>Monthly Rate per line ¹</u>	<u>Monthly Rate per line ²</u>
2 - 25 lines	\$ 21.95	\$ 29.43
26 - 50 lines	21.45	28.66
51 - 100 lines	20.95	27.88
101 + lines	20.45	27.11

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Schedule Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions Nos. 1-3.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

B. Station Line / Discount Pricing Plan (DPP)

NRC
 (All Terms)

Installed primary station
 line, each line ³

\$ 20.00

Customized Multi-line Telephone Service customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

(T)

1. Customized Multi-line Telephone Service Line - Discount Pricing Plan (includes a Customized Multi-line Telephone Service Line only)

(T)

	<u>Monthly Rate per line ¹</u>	<u>Monthly Rate per line ²</u>
a. <u>Month-to-Month</u>		
2 - 25 lines	\$ 21.95	\$ 29.43
26 - 50 lines	21.45	28.66
51 - 100 lines	20.95	27.88
101 + lines	20.45	27.11

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Schedule Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ Service connection charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Outside Facility Connection Charge will apply. The Subsequent Order Moves and Changes charge applies to all customers, with the exception of customers of CMAC. See Special Conditions Nos. 1-3.

Effective: 10/16/16

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

B. Station Line / Discount Pricing Plan (DPP)

	NRC (All Terms)
Installed primary station line, each line ³	\$ 20.00

Customized Multi-line Telephone Service customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Customized Multi-line Telephone Service Line - Discount Pricing Plan (includes a Customized Multi-line Telephone Service Line only)

<u>Month-to-Month</u>	<u>Monthly Rate per line ¹</u>	<u>Monthly Rate per line ²</u>
2 - 25 lines	\$ 21.95	\$ 29.43
26 - 50 lines	21.45	28.66
51 - 100 lines	20.95	27.88
101 + lines	20.45	27.11

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Schedule Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ Service Charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Access Line Work Charge will apply. The Service Order Charge - Subsequent applies to all customers, with the exception of customers of CMAC. See Special Conditions Nos. 1-3.

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Effective: 03/08/17

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

B. Station Line / Discount Pricing Plan (DPP)

	NRC (All Terms)	
Installed primary station line, each line ²	\$ 20.00	(T)

Customized Multi-line Telephone Service customers may purchase service on a month-to-month or term commitment option of 12 Months, 36 Months, or 60 Months and receive discounted monthly rates as follows.

1. Customized Multi-line Telephone Service Line - Discount Pricing Plan (includes a Customized Multi-line Telephone Service Line only)

	<u>Monthly Rate per line ¹</u>	
<u>Month-to-Month</u>		(T)
2 - 25 lines	\$ 21.95	\$ 29.43
26 - 50 lines	21.45	28.66
51 - 100 lines	20.95	27.88
101 + lines	20.45	27.11

¹ End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied. (T)

² Service Charges in Section 3 of this Product Guide will not apply to service order or central office activity. However, the Access Line Work Charge will apply. The Service Order Charge - Subsequent applies to all customers, with the exception of customers of CMAC. See Special Conditions Nos. 1-3. (T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES – Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

1. Internal Communications and Call Management Features Line - Discount Pricing Plan - Continued
(includes a Internal Communications and Call Management Features Line only)

	<u>Monthly Rate per line ¹</u>	<u>Monthly Rate per line ^{1, 3}</u>	<u>Monthly Rate per line ²</u>
b. <u>12 Month Term</u> ^{4, 5, 7}			
2 - 25 lines	19.20	16.00	24.79
26 - 50 lines	18.70	15.50	24.01
51 - 100 lines	18.20	15.00	23.24
101 + lines	17.70	14.50	22.46
c. <u>36 Month Term</u> ^{4, 5, 7}			
2 - 25 lines	17.45	14.00	21.69
26 - 50 lines	16.95	13.50	20.91
51 - 100 lines	16.45	13.00	20.14
101 + lines	15.45	12.00	18.59
d. <u>60 Month Term</u> ^{4, 5, 6, 7}			
51 - 100 lines	13.95	10.50	16.27
101 + lines	12.95	9.50	14.72

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ For customers with Term agreements entered into prior to January 5, 2007, these rates will remain in effect only for existing lines and only until the existing term expires.

⁴ See Special Condition 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Internal Communications and Call Management Features Service.

⁵ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁶ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

⁷ The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Internal Communications and Call Management Features lines when installed at Product Guide rates under a term commitment.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

1. Customized Multi-line Telephone Service Line - Discount Pricing Plan - Continued
(includes a Customized Multi-line Telephone Service Line only)

(T)

	<u>Monthly Rate per line ¹</u>	<u>Monthly Rate per line ^{1, 3}</u>	<u>Monthly Rate per line ²</u>
b. <u>12 Month Term</u> ^{4, 5, 7}			
2 - 25 lines	19.20	16.00	24.79
26 - 50 lines	18.70	15.50	24.01
51 - 100 lines	18.20	15.00	23.24
101 + lines	17.70	14.50	22.46
c. <u>36 Month Term</u> ^{4, 5, 7}			
2 - 25 lines	17.45	14.00	21.69
26 - 50 lines	16.95	13.50	20.91
51 - 100 lines	16.45	13.00	20.14
101 + lines	15.45	12.00	18.59
d. <u>60 Month Term</u> ^{4, 5, 6, 7}			
51 - 100 lines	13.95	10.50	16.27
101 + lines	12.95	9.50	14.72

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ For customers with Term agreements entered into prior to January 5, 2007, these rates will remain in effect only for existing lines and only until the existing term expires.

⁴ See Special Condition 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Customized Multi-line Telephone Service.

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⁵ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁶ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

⁷ The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Customized Multi-line Telephone Service lines when installed at Product Guide rates under a term commitment.

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Effective: 10/16/16

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

1. Customized Multi-line Telephone Service Line - Discount Pricing Plan - Continued
 (includes a Customized Multi-line Telephone Service Line only)

	<u>Monthly Rate</u> <u>per line</u> ¹	<u>Monthly Rate</u> <u>per line</u> ^{1, 3}	<u>Monthly Rate</u> <u>per line</u> ²
b. <u>12 Month Term</u> ^{4, 5, 7}			
2 - 25 lines	19.20	16.00	24.79
26 - 50 lines	18.70	15.50	24.01
51 - 100 lines	18.20	15.00	23.24
101 + lines	17.70	14.50	22.46
c. <u>36 Month Term</u> ^{4, 5, 7}			
2 - 25 lines	17.45	14.00	21.69
26 - 50 lines	16.95	13.50	20.91
51 - 100 lines	16.45	13.00	20.14
101 + lines	15.45	12.00	18.59
d. <u>60 Month Term</u> ^{4, 5, 6, 7}			
51 - 100 lines	13.95	10.50	16.27
101 + lines	12.95	9.50	14.72

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ For customers with Term agreements entered into prior to January 5, 2007, these rates will remain in effect only for existing lines and only until the existing term expires.

⁴ See Special Condition 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Customized Multi-line Telephone Service.

⁵ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁶ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

⁷ The Service Order Charge - Subsequent and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Customized Multi-line Telephone Service lines when installed at Product Guide rates under a term commitment.

(T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

2. Internal Communications and Call Management Features Calling Solutions

Customers may elect this option and receive a discounted rate for the Internal Communications and Call Management Features Line and Frontier Communications of the Southwest Inc. IntraLATA Toll usage. This offer is composed of two elements: 1) the Internal Communications and Call Management Features line, and 2) discounted Frontier Communications of the Southwest Inc. IntraLATA Toll usage component. The rates in B.2.a below apply only in conjunction with the discounted long distance usage in B.2.b.

a. Internal Communications and Call Management Features Calling Solutions Line (see B.2.b following for discounted toll rates)

	<u>Monthly Rate Per Line ¹</u>	<u>Monthly Rate Per Line ²</u>
<u>12 Month Term</u> ^{3, 4, 6}		
2 - 25 lines	14.00	21.70
26 - 50 lines	13.50	20.95
51 - 100 lines	13.00	20.15
101 + lines	12.50	19.40
<u>36 Month Term</u> ^{3, 4, 6}		
2 - 25 lines	11.50	17.85
26 - 50 lines	11.00	17.05
51 - 100 lines	10.50	16.30
101 + lines	10.00	15.50
<u>60 Month Term</u> ^{3, 4, 5, 6}		
51 - 100 lines	9.50	14.75
101 + lines	8.50	13.20

- ¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.
- ² These rates are applicable to customers in exchanges listed in Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.
- ³ See Special Condition 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Internal Communications and Call Management Features Service.
- ⁴ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.
- ⁵ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.
- ⁶ The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Internal Communications and Call Management Features lines when installed at Product Guide rates under a term commitment.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

2. Customized Multi-line Telephone Service Calling Solutions

(T)

Customers may elect this option and receive a discounted rate for the Customized Multi-line Telephone Service Line and Frontier Communications of the Southwest Inc. IntraLATA Toll usage. This offer is composed of two elements: 1) the Customized Multi-line Telephone Service line, and 2) discounted Frontier Communications of the Southwest Inc. IntraLATA Toll usage component. The rates in B.2.a below apply only in conjunction with the discounted long distance usage in B.2.b.

(T)

(T)

a. Customized Multi-line Telephone Service Calling Solutions Line (see B.2.b following for discounted toll rates)

(T)

	<u>Monthly Rate Per Line ¹</u>	<u>Monthly Rate Per Line ²</u>
<u>12 Month Term</u> ^{3, 4, 6}		
2 - 25 lines	14.00	21.70
26 - 50 lines	13.50	20.95
51 - 100 lines	13.00	20.15
101 + lines	12.50	19.40
<u>36 Month Term</u> ^{3, 4, 6}		
2 - 25 lines	11.50	17.85
26 - 50 lines	11.00	17.05
51 - 100 lines	10.50	16.30
101 + lines	10.00	15.50
<u>60 Month Term</u> ^{3, 4, 5, 6}		
51 - 100 lines	9.50	14.75
101 + lines	8.50	13.20

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ See Special Condition 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Customized Multi-line Telephone Service.

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⁴ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁵ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

⁶ The Subsequent Order Moves and Changes charge and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Customized Multi-line Telephone Service lines when installed at Product Guide rates under a term commitment.

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Effective: 10/16/16

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES - Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

2. Customized Multi-line Telephone Service Calling Solutions

Customers may elect this option and receive a discounted rate for the Customized Multi-line Telephone Service Line and Frontier Communications of the Southwest Inc. IntraLATA Toll usage. This offer is composed of two elements: 1) the Customized Multi-line Telephone Service line, and 2) discounted Frontier Communications of the Southwest Inc. IntraLATA Toll usage component. The rates in B.2.a below apply only in conjunction with the discounted long distance usage in B.2.b.

a. Customized Multi-line Telephone Service Calling Solutions Line (see B.2.b following for discounted toll rates)

	<u>Monthly Rate</u> <u>Per Line ¹</u>	<u>Monthly Rate</u> <u>Per Line ²</u>
<u>12 Month Term</u> ^{3, 4, 6}		
2 - 25 lines	14.00	21.70
26 - 50 lines	13.50	20.95
51 - 100 lines	13.00	20.15
101 + lines	12.50	19.40
<u>36 Month Term</u> ^{3, 4, 6}		
2 - 25 lines	11.50	17.85
26 - 50 lines	11.00	17.05
51 - 100 lines	10.50	16.30
101 + lines	10.00	15.50
<u>60 Month Term</u> ^{3, 4, 5, 6}		
51 - 100 lines	9.50	14.75
101 + lines	8.50	13.20

¹ These rates are applicable to customers in exchanges listed in Section 4A, Sheet 3 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied.

² These rates are applicable to customers in exchanges listed in Section 4A, Sheet 4 of this Product Guide. The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

³ See Special Condition 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Customized Multi-line Telephone Service.

⁴ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁵ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

⁶ The Service Order Charge - Subsequent and the nonrecurring charge for the Installed Primary Station Line will not apply to the initial installation of Customized Multi-line Telephone Service lines when installed at Product Guide rates under a term commitment.

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INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

2. Internal Communications and Call Management Features Calling Solutions - Continued

b. Frontier Communications of the Southwest Inc. IntraLATA Toll Usage Rates ¹

	Monthly Rate <u>per minute</u>
(1) Month-to-Month	²
(2) 12 Month Term	25% Discount ³
(3) 36 Month Term	\$ 0.0775 ³
(4) 60 Month Term	0.0775 ³

¹ Customer must purchase the Internal Communications and Call Management Features Line DPP to be eligible for these discounted rates.

² Discount Calling Plan rates in Section 16 of this Product Guide apply.

³ Discount applies to Frontier Communications of the Southwest Inc. IntraLATA Toll usage (see Section 16 of this Product Guide) on Internal Communications and Call Management Features lines only.

A minimum monthly usage charge of \$5.00 per line applies.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

3. Internal Communications and Call Management Features Feature Packages ^{1,2}

		<u>NRC Per Customer Group</u>	<u>Monthly Rate per line</u>
a.	<u>Month-to-Month</u>		
	(1) Feature Pak 1000	\$ 50.00	\$ 3.00
	(2) Feature Pak 2000	100.00	5.00
	(3) Feature Pak 3000	200.00	6.00
	(4) Internal Communications and Call Management Features CCLASS, per station ³	-	5.00
b.	<u>12 Month Term</u> ^{4,5}		
	(1) Feature Pak 1000	50.00 ⁷	2.75
	(2) Feature Pak 2000	100.00 ⁷	4.50
	(3) Feature Pak 3000	200.00 ⁷	5.25
	(4) Internal Communications and Call Management Features CCLASS, per station ³	-	5.00
c.	<u>36 Month Term</u> ^{4,5}		
	(1) Feature Pak 1000	50.00 ⁷	2.50
	(2) Feature Pak 2000	100.00 ⁷	3.85
	(3) Feature Pak 3000	200.00 ⁷	4.50
	(4) Internal Communications and Call Management Features CCLASS, per station ³	-	5.00
d.	<u>60 Month Term</u> ^{4,5,6}		
	(1) Feature Pak 1000	50.00 ⁷	2.25
	(2) Feature Pak 2000	100.00 ⁷	3.25
	(3) Feature Pak 3000	200.00 ⁷	4.00
	(4) Internal Communications and Call Management Features CCLASS, per station ³	-	5.00

¹ See SPECIAL CONDITION No. 2 and 3 for feature package descriptions.

² Feature package term length must match Internal Communications and Call Management Features Line term length.

³ The maximum monthly charge for the Internal Communications and Call Management Features CCLASS feature package is \$500.00 per customer.

⁴ See Section 2, B.15. of this Product Guide, for termination liability terms and conditions.

⁵ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁶ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

⁷ The Subsequent Order Moves and Changes charge, the nonrecurring charge for the Installed Primary Station Line, and the Internal Communications and Call Management Features Feature Package NRC will not apply to the initial installation of Internal Communications and Call Management Features lines when installed at Product Guide rates under a term commitment.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

3. Customized Multi-line Telephone Service Feature Packages ^{1,2}

(T)

		<u>NRC Per Customer Group</u>	<u>Monthly Rate per line</u>	
a.	<u>Month-to-Month</u>			
	(1) Feature Pak 1000	\$ 50.00	\$ 3.00	
	(2) Feature Pak 2000	100.00	5.00	
	(3) Feature Pak 3000	200.00	6.00	
	(4) Customized Multi-line Telephone Service CCLASS, per station ³	-	5.00	(T) (T)
b.	<u>12 Month Term</u> ^{4,5}			
	(1) Feature Pak 1000	50.00 ⁷	2.75	
	(2) Feature Pak 2000	100.00 ⁷	4.50	
	(3) Feature Pak 3000	200.00 ⁷	5.25	
	(4) Customized Multi-line Telephone Service CCLASS, per station ³	-	5.00	(T) (T)
c.	<u>36 Month Term</u> ^{4,5}			
	(1) Feature Pak 1000	50.00 ⁷	2.50	
	(2) Feature Pak 2000	100.00 ⁷	3.85	
	(3) Feature Pak 3000	200.00 ⁷	4.50	
	(4) Customized Multi-line Telephone Service CCLASS, per station ³	-	5.00	(T) (T)
d.	<u>60 Month Term</u> ^{4,5,6}			
	(1) Feature Pak 1000	50.00 ⁷	2.25	
	(2) Feature Pak 2000	100.00 ⁷	3.25	
	(3) Feature Pak 3000	200.00 ⁷	4.00	
	(4) Customized Multi-line Telephone Service CCLASS, per station ³	-	5.00	(T) (T)

¹ See SPECIAL CONDITION No. 2 and 3 for feature package descriptions.

² Feature package term length must match Customized Multi-line Telephone Service Line term length.

³ The maximum monthly charge for the Customized Multi-line Telephone Service CCLASS feature package is \$500.00 per customer.

⁴ See Section 2, B.15. of this Product Guide, for termination liability terms and conditions.

⁵ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁶ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

⁷ The Subsequent Order Moves and Changes charge, the nonrecurring charge for the Installed Primary Station Line, and the Customized Multi-line Telephone Service Feature Package NRC will not apply to the initial installation of Customized Multi-line Telephone Service lines when installed at Product Guide rates under a term commitment.

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INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

C. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

1. Package	Nonrecurring Charge ¹	Monthly Rate
Basic Agent Feature Package per ACD group per ACD line ³	\$ 55.00	\$ 24.00
Advanced Agent Feature Package ² per ACD group per ACD line	25.00	5.00
ACD on Single-Line Sets per ACD line ³	10.00	22.50
Supervisor Feature Package per ACD line ³	50.00	26.00
2. Optional Features ²		
Secondary Directory Number	-	2.00
MIS Data Stream Interface per interface	100.00	100.00
Additional Queue Slots per system per slot	25.00	2.50
Supergroups per Supergroup	50.00	25.00

¹ Does not include appropriate nonrecurring charges from Section 3 of this Product Guide.

² Customers must have the Basic Agent Feature Package before they can subscribe to either the Advanced Agent Feature Package or the Optional Features.

³ Does not include End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

C. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
2. Optional Features ² - Continued		
Call Center Manager ³		
1st Call Center Manager	\$ 75.00	\$ 200.00
2nd Call Center Manager	75.00	150.00
3rd & Subsequent, each	75.00	125.00
Call Center Reporting		
per customer	100.00	
per agent		15.00

¹ Does not include appropriate nonrecurring charges from Section 3 of this Product Guide.
² Customers must have the Basic Agent Feature Package before they can subscribe to either the Advanced Agent Feature Package or the Optional Features.
³ An intraexchange private line data circuit (4-wire circuit) is required between the customer's Management Information System and the Company serving central office.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

D. MULTILOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

1. LOCATION CODE/EXTENSION DIALING PLAN

<u>Service Establishment</u> (Per Customer)	<u>Non- Recurring Charge</u> ¹	<u>Monthly Rate Per Customer</u> ²
2 - 25 Lines	\$ 150.00	
26 - 50 Lines	175.00	
51 - 100 Lines	205.00	
101 + Lines	250.00	
 <u>Month-to-Month</u>		
2 - 25 Lines		\$ 50.00
26 - 50 Lines		65.00
51 - 100 Lines		125.00
101 + Lines		150.00
 <u>12 Month Term</u> ^{3, 4}		
2 - 25 Lines		35.00
26 - 50 Lines		50.00
51 - 100 Lines		100.00
101 + Lines		125.00
 <u>36 Month Term</u> ^{3, 4}		
2 - 25 Lines		25.00
26 - 50 Lines		35.00
51 - 100 Lines		75.00
101 + Lines		100.00
 <u>60 Month Term</u> ^{3, 4, 5}		
51 - 100 Lines		50.00
101 + Lines		75.00

¹ In addition to appropriate Nonrecurring Charges in Section 3 of this Product Guide.

² In addition to monthly rates for the Primary Station Line in this Product Guide.

³ See SPECIAL CONDITION 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Internal Communications and Call Management Features Service.

⁴ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁵ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

D. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - Continued

	Nonrecurring Charge ¹
Additions or Changes	
(a) Addition or Change - per Location	\$ 65.00
(b) Addition or Change - per Change to Dialing Plan	
First 25 Numbers	55.00
Each Add'l Number	1.00

¹ In addition to appropriate Nonrecurring Charges in Section 3 of this Product Guide.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

D. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - Continued

2. PORTABLE EXTENSION DIALING PLAN

<u>Service Establishment</u> (Per Customer)	<u>Non- Recurring Charge</u> ¹	<u>Monthly Rate Per Customer</u> ²
2 - 25 Lines	\$150.00	
26 - 50 Lines	175.00	
51 - 100 Lines	205.00	
101 + Lines	250.00	
 <u>Month-to-Month</u>		
2 - 25 Lines		\$ 50.00
26 - 50 Lines		65.00
51 - 100 Lines		125.00
101 + Lines		150.00
 <u>12 Month Term</u> ^{3,4}		
2 - 25 Lines		35.00
26 - 50 Lines		50.00
51 - 100 Lines		100.00
101 + Lines		125.00
 <u>36 Month Term</u> ^{3,4}		
2 - 25 Lines		25.00
26 - 50 Lines		35.00
51 - 100 Lines		75.00
101 + Lines		100.00
 <u>60 Month Term</u> ^{3,4,5}		
51 - 100 Lines		50.00
101 + Lines		75.00

¹ In addition to appropriate Nonrecurring Charges in Section 3 of this Product Guide.

² In addition to monthly rates for the Primary Station Line in this Product Guide.

³ See SPECIAL CONDITION 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Internal Communications and Call Management Features Service.

⁴ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁵ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

D. MULTILOLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - Continued

2. PORTABLE EXTENSION DIALING PLAN - Continued

	Nonrecurring Charge ¹
Additions or Changes	
(a) Addition or Change - per Location	\$ 5.00
(b) Addition or Change - per Change to Dialing Plan	
First 25 Numbers	55.00
Each Add'l Number	1.00

¹ In addition to appropriate Nonrecurring Charges in Section 3 of this Product Guide.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

D. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - Continued

3. INTERCOM CALLING

	<u>Monthly Rate Per Line ¹</u>
<u>Month-to-Month</u> ²	
2 - 25 Lines	\$ 2.75
26 - 50 Lines	2.50
51 - 100 Lines	2.25
101 + Lines	2.00
<u>12 Month Term</u> ^{2, 4, 5}	
2 - 25 Lines	2.50
26 - 50 Lines	2.25
51 - 100 Lines	2.00
101 + Lines	1.75
<u>36 Month Term</u> ^{2, 4, 5}	
2 - 25 Lines	2.25
26 - 50 Lines	2.00
51 - 100 Lines	1.75
101+ Lines	1.50
<u>60 Month Term</u> ^{2, 4, 5, 6}	
51 - 100 Lines	1.50
101 + Lines	1.25
<u>Flat Rate Plan</u> ³	
per line	10.15

¹ In addition to monthly rates for the Primary Station Line.

² Local Measured Service rates are applicable for Intercom calling between customer locations.

³ Available where facilities and conditions permit. Subscriber locations served by other Local Exchange Carriers are not supported at this time.

⁴ See SPECIAL CONDITION 23 in this Section for termination liability terms and conditions applicable to cancellation or partial disconnection of Internal Communications and Call Management Features Service.

⁵ If the number of lines in service drops below the minimum number of lines agreed to in the term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within that term plan.

⁶ If the number of lines in service drops below the minimum number of lines available in the 60 month term commitment plan, the rate will default to the rate applicable for the actual number of lines in service within the 36 month term plan. The length of the term plan will remain at 60 months.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

D. MULTILOLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - Continued

4. ACCESS TO PRIVATE FACILITIES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<u>Access</u> ^{1, 2}		
Month-to Month	\$ 320.00	\$ 65.00
12 Month Term ³	160.00	60.00
36 Month Term ³	55.00	55.00
60 Month Term ³	35.00	50.00
84 Month Term ³	25.00	45.00
 Additions or Changes		
Subsequent additions or changes of access codes, per access code	90.00	n/a

5. WORK-AT-HOME¹

Per Employee Telephone Line Equipped	50.00	5.00
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¹ Available where facilities and conditions permit. Subscriber locations served by other Local Exchange Carriers are not supported at this time.

² These rates are in addition to applicable rates for the private facility.

³ See Section 2, B.15. of this Product Guide for termination liability terms and conditions.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

E. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

1. INTERNAL COMMUNICATIONS, SYSTEM CALL MANAGEMENT FEATURES BASIC SERVICE

	<u>Monthly Rate</u>	<u>24-Month Term Rate</u> ^{3,6}	<u>36-Month Term Rate</u> ⁷
Basic Service, ^{1,2} each line	\$31.95	\$25.95 ⁴	\$23.95

Includes the following Basic Standard Features:
(See FEATURE DESCRIPTIONS 26.M)

Call Transfer (All Calls)
Call Hold
Consultation Hold
Intercom Dialing
Three Way Calling
Distinctive Ringing (Inside/Outside) ⁵
Assume Dial "9"

- ¹ Internal Communications, System and Call Management Features Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability, and has a two-line minimum requirement.
- ² See Schedule Cal. P.U.C. No. A-1 for applicable measured usage rates.
- ³ See SPECIAL CONDITION 26.E in this schedule for termination liability rules applicable to cancellation or partial disconnection of Internal Communications, System and Call Management Features service.
- ⁴ For customers with 24-Month Term agreements entered into prior to January 5, 2007, the rate will be \$25.00, and it will remain in effect only for existing lines and only until the existing term expires.
- ⁵ This feature is specific to Internal Communications, System and Call Management Features service. See 26.M, FEATURE DESCRIPTIONS.
- ⁶ Effective 4/26/08, Communications System 2 Year Term service will no longer be available in CA. Existing Communications System customers with 2-year term agreements, with expiration dates through 4/25/10 will be grandfathered.
- ⁷ Effective 4/26/08, 3 Year Communications System term service will be available at \$23.95 per line per month. All regulations applicable to the Communications System 2 year term will apply to the Communications System 3-year term.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

RATES – Continued

D. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

1. CUSTOM LINE TELEPHONE SERVICE BASIC SERVICE (T)

	<u>Monthly Rate</u>	<u>24-Month Term Rate ^{3,6}</u>	<u>36-Month Term Rate ⁷</u>
Basic Service, ^{1,2} each line	\$31.95	\$25.95 ⁴	\$23.95

Includes the following Basic Standard Features:
 (See FEATURE DESCRIPTIONS 26.M)

- Call Transfer (All Calls)
- Call Hold
- Consultation Hold
- Intercom Dialing
- Three Way Calling
- Distinctive Ringing (Inside/Outside) ⁵
- Assume Dial "9"

1. Custom Line Telephone Service Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability, and has a two-line minimum requirement.
2. See Schedule Cal. P.U.C. No. A-1 for applicable measured usage rates.
3. See SPECIAL CONDITION 26.E in this schedule for termination liability rules applicable to cancellation or partial disconnection of Custom Line Telephone Service . (T)
4. For customers with 24-Month Term agreements entered into prior to January 5, 2007, the rate will be \$25.00, and it will remain in effect only for existing lines and only until the existing term expires.
5. This feature is specific to Custom Line Telephone Service . See 26.M, FEATURE DESCRIPTIONS.
6. Effective 4/26/08, Flexible Telephone System 2 Year Term service will no longer be available in CA. Existing Flexible Telephone System customers with 2-year term agreements, with expiration dates through 4/25/10 will be grandfathered. (T)
7. Effective 4/26/08, 3 Year Flexible Telephone System term service will be available at \$23.95 per line per month. All regulations applicable to the Flexible Telephone System 2 year term will apply to the Flexible Telephone System 3-year term. (T)

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued

2. CUSTOM LINE TELEPHONE SERVICE BASIC SERVICE

	<u>Monthly Rate</u>	<u>24-Month Term Rate ^{3,6}</u>	<u>36-Month Term Rate ⁷</u>
Basic Service, ^{1,2} each line	\$31.95	\$25.95 ⁴	\$23.95

Includes the following Basic Standard Features:
 (See FEATURE DESCRIPTIONS 26.M)

- Call Transfer (All Calls)
- Call Hold
- Consultation Hold
- Intercom Dialing
- Three Way Calling
- Distinctive Ring (Inside/Outside) ⁵
- Assume Dial "9"

(T)

8. Custom Line Telephone Service Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability, and has a two-line minimum requirement.
9. See Schedule Cal. P.U.C. No. A-1 for applicable measured usage rates.
10. See SPECIAL CONDITION 26.E in this schedule for termination liability rules applicable to cancellation or partial disconnection of Custom Line Telephone Service .
11. For customers with 24-Month Term agreements entered into prior to January 5, 2007, the rate will be \$25.00, and it will remain in effect only for existing lines and only until the existing term expires.
12. This feature is specific to Custom Line Telephone Service . See 26.M, FEATURE DESCRIPTIONS.
13. Effective 4/26/08, Flexible Telephone System 2 Year Term service will no longer be available in CA. Existing Flexible Telephone System customers with 2-year term agreements, with expiration dates through 4/25/10 will be grandfathered.
14. Effective 4/26/08, 3 Year Flexible Telephone System term service will be available at \$23.95 per line per month. All regulations applicable to the Flexible Telephone System 2 year term will apply to the Flexible Telephone System 3-year term.

Effective: 07/09/10

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

E. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

2. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SELECTABLE FEATURES
(See FEATURE DESCRIPTIONS 26.M)

	<u>Monthly Rate</u>
Automatic Callback (within system only)	--
Call Forwarding - Busy - Fixed	--
Call Forwarding - No Answer - Fixed	--
Call Forwarding (All Calls)	--
Call Restriction Options: ¹	
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 Multi-Line	--
Speed Dialing	--

¹ These call restrictions are specific to Internal Communications, System and Call Management Features service.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued

(T)

2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE FEATURES
 (See FEATURE DESCRIPTIONS 26.M)

(T)

Monthly Rate

Automatic Callback (within system only)	--
Call Forwarding – Busy – Fixed	--
Call Forwarding – No Answer – Fixed	--
Call Forwarding (All Calls)	--
Call Restriction Options: ¹	
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 Multi-Line	--
Speed Dialing	--

1. These call restrictions are specific to Custom Line Telephone Service .

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INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

E. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

3. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES OPTIONAL FEATURES
(See FEATURE DESCRIPTIONS 26.M)

	Additional MRC <u>Per Month</u>
Busy Redial	\$5.00
Call Block (*60)	3.00
Call Park	3.00
Call Park Directed	4.00
*69	5.00
Caller ID - Number Only	6.00
Caller ID	7.00
Executive Busy Override	4.00
Last Number Redial ¹	4.00
Select Call Forwarding	5.00
Priority Call	3.00

Additional features and feature packages available from other Product Guide sections include:

Call Trace ²	--
Enhanced Call Forwarding - Existing Number ²	--
Enhanced Call Forwarding - Existing Number w/Call Manager ²	--
Voice Messaging ³	--
Unlimited Local and Toll Usage for Business Feature Package Two A ²	--
Unlimited Local and Toll Usage for Business Feature Package Three ²	--

4. OPTIONAL PREFIX SERVICE CHARGES

When the Internal Communications, System and Call Management Features station line is located in a different central office area of the serving exchange at the customer's request, the Optional Prefix Service Charge applies as specified in Section 5 of this Product Guide in addition to the line rate for Internal Communications, System and Call Management Features Basic Service.

¹ This feature is specific to Internal Communications, System and Call Management Features service. See 26.M, FEATURE DESCRIPTIONS.

² See Section 6 and 6A of this Product Guide for the rates and descriptions of these services.

³ See Section 5 of this Product Guide for the rates and description of Voice Messaging.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued

(T)

3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL FEATURES
(See FEATURE DESCRIPTIONS 26.M)

(T)

	<u>Additional MRC Per Month</u>
Busy Redial	\$5.00
Call Block (*60)	3.00
Call Park	3.00
Call Park Directed	4.00
*69	5.00
Caller ID – Number Only	6.00
Caller ID	7.00
Executive Busy Override	4.00
Last Number Redial ¹	4.00
Select Call Forwarding	5.00
Priority Call	3.00

Additional features and feature packages available from other Product Guide sections include:

Call Trace ²	--
Enhanced Call Forwarding – Existing Number ²	--
Enhanced Call Forwarding – Existing Number w/Call Manager ²	--
Voice Messaging ³	--
Unlimited Local and Toll Usage for Business Feature Package Two A ²	--
Unlimited Local and Toll Usage for Business Feature Package Three ²	--

4. OPTIONAL PREFIX SERVICE CHARGES

When the Custom Line Telephone Service station line is located in a different central office area of the serving exchange at the customer's request, the Optional Prefix Service Charge applies as specified in Section 5 of this Product Guide in addition to the line rate for Custom Line Telephone Service Basic Service.

(T)

(T)

1. This feature is specific to Custom Line Telephone Service . See 26.M, FEATURE DESCRIPTIONS.
2. See Section 6 and 6A of this Product Guide for the rates and descriptions of these services.
3. See Section 5 of this Product Guide for the rates and description of Voice Messaging.

(T)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued

3. CUSTOM LINE TELEPHONE SERVICE OPTIONAL FEATURES
 (See FEATURE DESCRIPTIONS 26.M)

	Additional MRC <u>Per Month</u>	
Busy Number Redial *66	\$5.00	(T)
Distinctive Ring	3.00	(T)
Call Park	3.00	
Call Park Directed	4.00	
Call Return *69	5.00	(T)
Caller ID – Number Only ⁽³⁾	6.00	(C)
Caller ID with Name	7.00	(T)
Executive Busy Override	4.00	
Selective Call Forward	5.00	(T)
Priority Call	3.00	(T)

Additional features and feature packages available from other Product Guide sections include:

Call Trace ⁽¹⁾	--
Enhanced Call Forwarding – Existing Number ⁽¹⁾	--
Enhanced Call Forwarding – Existing Number w/Call Manager ⁽¹⁾	--
Voice Messaging ⁽²⁾	--
Unlimited Local and Toll Usage for Business Feature Package Two A ⁽¹⁾	--
Unlimited Local and Toll Usage for Business Feature Package Three ⁽¹⁾	--

4. OPTIONAL PREFIX SERVICE CHARGES

When the Custom Line Telephone Service station line is located in a different central office area of the serving exchange at the customer's request, the Optional Prefix Service Charge applies as specified in Section 5 of this Product Guide in addition to the line rate for Custom Line Telephone Service Basic Service.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽²⁾ See Section 5 of this Product Guide for the rates and description of Voice Messaging.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

RATES - Continued

E. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

5. USAGE CHARGES

No local calling usage allowance is included in the Internal Communications, System and Call Management Features message or measured rate schedule. Usage charges apply as specified in Section 4 of this Product Guide.

6. SERVICE CHARGES

The following Service Order Activity Charges are applicable:

Subsequent Order Moves and Changes Charge, per Section 3 of this Product Guide
Outside Facility Connection Charge, per Section 3 of this Product Guide
Installed Primary Station Line Charge, per Section 8 of this Product Guide
Minor Software Change Charge, per Section 8 of this Product Guide

If a customer elects to change from a business line or another Internal Communications and Call Management Features service to the Internal Communications, System and Call Management Features service or from the Internal Communications, System and Call Management Features service to another Internal Communications and Call Management Features service, a Subsequent Order Moves and Changes charge applies.

No service order charges will apply for Internal Communications, System and Call Management Features Custom Calling and CLASS Services, if installed initially with the Internal Communications, System and Call Management Features system. When features are added or rearranged on an existing line subsequent to the installation of the Internal Communications, System and Call Management Features System, the appropriate Subsequent Order Moves and Changes charge and the Minor Software Change charge will apply.

The Subsequent Order Moves and Changes charge and the Installed Primary Station Line charge will not be assessed to customers who subscribe to Internal Communications, System and Call Management Features term commitment plans as found in this Product Guide.

7. FOREIGN EXCHANGE SERVICE

Foreign Exchange Service must be applied to the entire Internal Communications, System and Call Management Features business group. Rates and charges are applied as specified in Section 5 of this Product Guide.

8. CALLING PLANS

A Internal Communications, System and Call Management Features customer is eligible for a Local Calling Plan. A Internal Communications, System and Call Management Features customer is also eligible for a toll Discount Calling Plan. See Section 17 of this Product Guide for descriptions and rates of the Local Calling Plans and the Discount Calling Plans.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

5. USAGE CHARGES

No local calling usage allowance is included in the Custom Line Telephone Service message or measured rate schedule. Usage charges apply as specified in Section 4 of this Product Guide. (T)

6. SERVICE CHARGES

The following Service Order Activity Charges are applicable:

- Subsequent Order Moves and Changes Charge, per Section 3 of this Product Guide
- Outside Facility Connection Charge, per Section 3 of this Product Guide
- Installed Primary Station Line Charge, per Section 8 of this Product Guide
- Minor Software Change Charge, per Section 8 of this Product Guide

If a customer elects to change from a business line or another Customized Multi-line Telephone Service to the Custom Line Telephone Service or from the Custom Line Telephone Service to another Customized Multi-line Telephone Service, a Subsequent Order Moves and Changes charge applies. (T)
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(T)

No service order charges will apply for Custom Line Telephone Service Custom Calling and CLASS Services, if installed initially with the Custom Line Telephone Service system. When features are added or rearranged on an existing line subsequent to the installation of the Custom Line Telephone Service System, the appropriate Subsequent Order Moves and Changes charge and the Minor Software Change charge will apply. (T)
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(T)

The Subsequent Order Moves and Changes charge and the Installed Primary Station Line charge will not be assessed to customers who subscribe to Custom Line Telephone Service term commitment plans as found in this Product Guide. (T)

7. FOREIGN EXCHANGE SERVICE

Foreign Exchange Service must be applied to the entire Custom Line Telephone Service business group. Rates and charges are applied as specified in Section 5 of this Product Guide. (T)

8. CALLING PLANS

A Custom Line Telephone Service customer is eligible for a Local Calling Plan. A Custom Line Telephone Service customer is also eligible for a toll Discount Calling Plan. See Section 17 of this Product Guide for descriptions and rates of the Local Calling Plans and the Discount Calling Plans. (T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS

1. GENERAL

Internal Communications and Call Management Features is an arrangement whereby certain basic and optional features, as shown under Rates above and Special conditions following, are provided from central office switching equipment located on the Company's property.

A Internal Communications and Call Management Features station line consists of Direct Inward and Outward Dialing capability and includes the application of either Feature Package 1000, 2000, 3000, or Internal Communications and Call Management Features CCLASS rates. An Internal Communications and Call Management Features station line cannot be used in lieu of a DID-DOD trunk or PBX trunk.

A customer must have a minimum of two Internal Communications and Call Management Features station lines in service within the same business group.

If the Internal Communications and Call Management Features system falls below two lines it will no longer be considered a Internal Communications and Call Management Features system. The remaining line will be converted to an individual business line with no features. All existing Product Guide terms, conditions, rates and charges associated with the conversion will apply.

A customer may have additional locations, within the same serving area of the same central office provided the additional locations are those of the same customer, or the customer's legal owner and/or parent, subsidiary or affiliate. Schools, hospitals and government entities are excluded from the conditions of this paragraph.

A Customer Group is defined as the dedicated portion of a stored program within the central office switching equipment that provides Internal Communications and Call Management Features to an individual customer.

A Customer Group associated with the month-to-month term will not incur Basic Termination Liability (BTL).

Internal Communications and Call Management Features features are offered only in central offices (C.O.s) where facilities and C.O. capabilities exist to provide the service and/or features.

The Company will determine the C.O. system configuration to conform to the Company's standards. Any request to deviate from these standards will be examined on an individual case basis.

The provision of standard features and/or optional features is controlled by the capability and capacity of the switching system used; therefore, all of the basic and optional features may not be available in all central offices.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS

1. GENERAL - Continued

One directory listing is provided without charge for each Internal Communications and Call Management Features system. Additional directory listings for Internal Communications and Call Management Features stations may be provided to the customer at the rate established in Section 19 of this Product Guide. Directory listings will not be provided for telephone numbers in reserve.

Customers with 40 stations and above may purchase combinations of feature packages. i.e., X Package 1000s and X Package 2000s. The single customer group NRC of the higher feature package will apply.

A customer group charge will apply on the initial order and when a change of feature package is requested by the customer or when an order exceeds the installed customer group capacity. A customer group charge will not apply to subsequent primary station line additions.

Internal Communications and Call Management Features Service is offered from this Product Guide in increments intended to meet end user capacity requirements. Rates listed in the RATES Section of this Product Guide are applicable for Internal Communications and Call Management Features Service based on individual end user customer configuration.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS

1. GENERAL - Continued

One directory listing is provided without charge for each Customized Multi-line Telephone Service system. Additional directory listings for Customized Multi-line Telephone Service stations may be provided to the customer at the rate established in Section 19 of this Product Guide. Directory listings will not be provided for telephone numbers in reserve.

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Customers with 40 stations and above may purchase combinations of feature packages. I.e., X Package 1000s and X Package 2000s. The single customer group NRC of the higher feature package will apply.

A customer group charge will apply on the initial order and when a change of feature package is requested by the customer or when an order exceeds the installed customer group capacity. A customer group charge will not apply to subsequent primary station line additions.

Customized Multi-line Telephone Service is offered from this Product Guide in increments intended to meet end user capacity requirements. Rates listed in the RATES Section of this Product Guide are applicable for Customized Multi-line Telephone Service based on individual end user customer configuration.

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INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

2. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES FEATURE PACKAGE LIST

<u>Internal Communications and Call Management Features Features</u>			<u>Package 1000</u>	<u>Package 2000</u>
<u>Package 3000</u>				
Call Forwarding	X	X	X	
Call Hold	X	X	X	
Call Pickup	X	X	X	
Call Transfer	X	X	X	
Call Waiting	X	X	X	
Conferencing (Three Way Calling)	X	X	X	
Distinctive Ringing	X	X	X	
Speed Dialing (6 or 8 Numbers)	X	X	X	
Station Hunting	X	X	X	
Station-to-Station Dialing	X	X	X	
Automatic Call Back (Camp On)		X	X	
Call Park		X	X	
Last Number Redial		X	X	
Toll Restriction		X	X	
ARS/FRS			X	
Remote Access to Features			X	
Message Detail Recording			X	

3. FEATURES

The following features are available in Feature Packages 1000, 2000, and 3000. Features may not be substituted to, deleted from, or transferred between packages. Feature definitions:

- a. Call Forwarding - allows incoming calls to a Internal Communications and Call Management Features station to be automatically forwarded to another telephone number. There are three variations of Call Forwarding: (1) forward all calls, (2) forward when busy, or (3) forward when no answer. Forwarding for hunt groups is available for the above three options.
- b. Call Hold - enables a station, engaged in a call, to set the call into a holding condition completely freeing the station to place a call, receive a call, and or use other Internal Communications and Call Management Features services. One call per station line can be held at a time.
- c. Call Pickup - allows one party to dial a code and pickup another party's ringing telephone thus connecting the calling party with the party that dialed the code. The pickup can be directed to any person within a call pickup group or to a specific station number.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

2. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE FEATURE PACKAGE LIST

(T)

<u>Customized Multi-line Telephone Service Features</u>	<u>Package 1000</u>	<u>Package 2000</u>	<u>Package 3000</u>
Call Forwarding	X	X	X
Call Hold	X	X	X
Call Pickup	X	X	X
Call Transfer	X	X	X
Call Waiting	X	X	X
Conferencing (Three Way Calling)	X	X	X
Distinctive Ringing	X	X	X
Speed Dialing (6 or 8 Numbers)	X	X	X
Station Hunting	X	X	X
Station-to-Station Dialing	X	X	X
Automatic Call Back (Camp On)	X	X	
Call Park	X	X	
Last Number Redial	X	X	
Toll Restriction	X	X	
ARS/FRS			X
Remote Access to Features			X
Message Detail Recording			X

(T)

3. FEATURES

The following features are available in Feature Packages 1000, 2000, and 3000. Features may not be substituted to, deleted from, or transferred between packages. Feature definitions:

- a. Call Forwarding - allows incoming calls to a Customized Multi-line Telephone Service station to be automatically forwarded to another telephone number. There are three variations of Call Forwarding: (1) forward all calls, (2) forward when busy, or (3) forward when no answer. Forwarding for hunt groups is available for the above three options. (T)
- b. Call Hold - enables a station, engaged in a call, to set the call into a holding condition completely freeing the station to place a call, receive a call, and or use other Customized Multi-line Telephone Services. One call per station line can be held at a time. (T)
- c. Call Pickup - allows one party to dial a code and pickup another party's ringing telephone thus connecting the calling party with the party that dialed the code. The pickup can be directed to any person within a call pickup group or to a specific station number.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

3. FEATURES - Continued

d. Call Transfer

- (1) Station-controlled transfer of calls to other stations of the same Internal Communications and Call Management Features system. This feature also allows a station user to hold a call and originate a call to another station inside the system for consultation and add-on purposes. Only one station outside the Internal Communications and Call Management Features system may be involved in the transfer arrangement. Station transfer and add-on connections are subject to transmission limitations.
- (2) Call Transfer – Individual – All Calls: Consultation Hold – All Calls, and Three-Way Calling – All Calls. A station user may hold any established call by flashing the switchhook, and on the same line originate a call to another telephone in or outside the Centrex system for private consultation. After the called person's answer or consultation, the station user can by flashing the switchhook a second time, either return to the original call that was held, after the second station user hangs up; or add the second station user to the original call (Three-Way Calling).

The station user can also transfer the second station user to the original call by hanging-up after utilizing the Consultation Hold-All Calls and/or the Three-Way Calling feature. Only one party may be outside the Internal Communications and Call Management Features system on the call transfer.

Calls cannot be transferred to high risk or international destinations. The capacity to transfer calls to high risk destinations (including international calls) is provided by the optional feature as defined in Special Conditions d.3. Unrestricted Call Transfer.

(3) Unrestricted Call Transfer

This allows subscribers of Call Transfer – All Calls the ability to override the fraud prevention feature inherent to Call Transfer – All Calls. It enables the subscriber to transfer calls to all direct dialed numbers at international and other high risk destinations.

An Unrestricted Call Transfer Agreement form must be signed by the customer and be on file.

Customer assumes all liability for toll fraud resulting from overriding the fraud prevention feature. Charges between the originating location and the DID-DOD transfer equipped station will be billed to the originating caller. The transferring Internal Communications and Call Management Features station will be responsible for applicable charge from the Internal Communications and Call Management Features station to the telephone number that answers the transferred call. All local, measured unit, zone units, and toll charges are applicable in accordance with this Product Guide and other Company tariffs.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

d. Call Transfer

- (1) Station-controlled transfer of calls to other stations of the same Customized Multi-line Telephone Service system. This feature also allows a station user to hold a call and originate a call to another station inside the system for consultation and add-on purposes. Only one station outside the Customized Multi-line Telephone Service system may be involved in the transfer arrangement. Station transfer and add-on connections are subject to transmission limitations. (T)

- (2) Call Transfer – Individual – All Calls: Consultation Hold – All Calls, and Three-Way Calling – All Calls. A station user may hold any established call by flashing the switchhook, and on the same line originate a call to another telephone in or outside the Centrex system for private consultation. After the called person's answer or consultation, the station user can by flashing the switchhook a second time, either return to the original call that was held, after the second station user hangs up; or add the second station user to the original call (Three-Way Calling). (T)

The station user can also transfer the second station user to the original call by hanging-up after utilizing the Consultation Hold-All Calls and/or the Three-Way Calling feature. Only one party may be outside the Customized Multi-line Telephone Service system on the call transfer. (T)

Calls cannot be transferred to high risk or international destinations. The capacity to transfer calls to high risk destinations (including international calls) is provided by the optional feature as defined in Special Conditions d.3. Unrestricted Call Transfer.

- (3) Unrestricted Call Transfer

This allows subscribers of Call Transfer – All Calls the ability to override the fraud prevention feature inherent to Call Transfer – All Calls. It enables the subscriber to transfer calls to all direct dialed numbers at international and other high risk destinations.

An Unrestricted Call Transfer Agreement form must be signed by the customer and be on file.

Customer assumes all liability for toll fraud resulting from overriding the fraud prevention feature. Charges between the originating location and the DID-DOD transfer equipped station will be billed to the originating caller. The transferring Customized Multi-line Telephone Service station will be responsible for applicable charge from the Customized Multi-line Telephone Service station to the telephone number that answers the transferred call. All local, measured unit, zone units, and toll charges are applicable in accordance with this Product Guide and other Company tariffs. (T)
(T)

Effective: 03/01/12

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

d. Call Transfer

- (1) Station-controlled transfer of calls to other stations of the same Customized Multi-line Telephone Service system. This feature also allows a station user to hold a call and originate a call to another station inside the system for consultation and add-on purposes. Only one station outside the Customized Multi-line Telephone Service system may be involved in the transfer arrangement. Station transfer and add-on connections are subject to transmission limitations.
- (2) Call Transfer – Individual – All Calls: Consultation Hold – All Calls, and Three-Way Calling – All Calls. A station user may hold any established call by flashing the switchhook, and on the same line originate a call to another telephone in or outside the Centrex system for private consultation. After the called person's answer or consultation, the station user can by flashing the switchhook a second time, either return to the original call that was held, after the second station user hangs up; or add the second station user to the original call (Three-Way Calling).

The station user can also transfer the second station user to the original call by hanging-up after utilizing the Consultation Hold-All Calls and/or the Three-Way Calling feature. Only one party may be outside the Customized Multi-line Telephone Service system on the call transfer.

Calls cannot be transferred to high risk or international destinations. The capacity to transfer calls to high risk destinations (including international calls) is provided by the optional feature as defined in Special Conditions d.3. Unrestricted Call Transfer.

(3) Unrestricted Call Transfer

This allows subscribers of Call Transfer – All Calls the ability to override the fraud prevention feature inherent to Call Transfer – All Calls. It enables the subscriber to transfer calls to all direct dialed numbers at international and other high risk destinations.

An Unrestricted Call Transfer Agreement form must be signed by the customer and be on file.

Customer assumes all liability for toll fraud resulting from overriding the fraud prevention feature. Charges between the originating location and the DID-DOD transfer equipped station will be billed to the originating caller. The transferring Customized Multi-line Telephone Service station will be responsible for applicable charge from the Customized Multi-line Telephone Service station to the telephone number that answers the transferred call. All local, measured unit and toll charges are applicable in accordance with this Product Guide and other Company tariffs.

(C)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

3. FEATURES - Continued

- e. Call Waiting – an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone and may then acknowledge the incoming caller, place the existing caller on hold, then alternate between callers or abandon one of the calls. Call Waiting has three configurations depending on the station user's needs: (1) CW –Incoming only, (2) CW – Originating, or (3) CW – Terminating.
- f. Conferencing (Three-Way Calling) – allows a station to conduct the following configurations: (1) two other system stations, (2) one system station and one outside party, or (3) two outside parties. If the originating party disconnects, the Call Transfer feature will be invoked. (See Special Conditions 3.d). In some instances, this may cause the call to be terminated.
- g. Distinctive Ringing – provides for distinctive different rings at the called station to distinguish between a direct inward dialed (DID) call and an intra-group call.
- h. Speed Dialing (6-8) – allows each station user to place calls to its own previously designated electronic list of either 6 or 8 (depending on switch type) frequently dialed numbers.
- i. Station Hunting – when the called station is busy, allows for the routing of the incoming call to an idle station in a prearranged hunt group.
- j. Station-to-Station Dialing - allows a station user to dial another station within the same Internal Communications and Call Management Features customer group using three to seven digits of the telephone number or intercom numbering plan.

The following features, in addition to the ones defined above, are available from Feature Packages 2000 and 3000:

- k. Automatic Call Back (Camp On) - allows a station reaching a busy condition on an internal call to be notified when that busy station becomes available and to be placed automatically in a "call back" mode. After invoking the Camp On feature, the station may make and receive calls, or make general use of the system. At the moment both stations are free, Internal Communications and Call Management Features will call the originating station first and when the user answers, the system will call the camped-on station.
- l. Call Park - allows a station engaged in a call to place the call into a holding condition for access from another station in the system. (Call Park differs from Call Hold in that the call placed on hold is associated with an index code, or in some systems a station number, and does not standby for access by the station which placed the call on hold. Call Park allows any station to dial a Call Park retrieval code to be connected to the held call.) Call Park is offered from digital switches only.
- m. Last Number Redial - allows the user to redial his/her last manually dialed number by depressing a single key.
- n. Toll Restriction - disallows the dialing of long distance calls. The Company may provide predetermined toll restriction packages (i.e., restriction to local area code, restriction to Local LATA, etc.) which will restrict dialing to specific areas.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

- e. Call Waiting – an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone and may then acknowledge the incoming caller, place the existing caller on hold, then alternate between callers or abandon one of the calls. Call Waiting has three configurations depending on the station user's needs: (1) CW –Incoming only, (2) CW – Originating, or (3) CW – Terminating.
- f. Conferencing (Three-Way Calling) – allows a station to conduct the following configurations: (1) two other system stations, (2) one system station and one outside party, or (3) two outside parties. If the originating party disconnects, the Call Transfer feature will be invoked. (See Special Conditions 3.d). In some instances, this may cause the call to be terminated.
- g. Distinctive Ringing – provides for distinctive different rings at the called station to distinguish between a direct inward dialed (DID) call and an intra-group call.
- h. Speed Dialing (6-8) – allows each station user to place calls to its own previously designated electronic list of either 6 or 8 (depending on switch type) frequently dialed numbers.
- i. Station Hunting – when the called station is busy, allows for the routing of the incoming call to an idle station in a prearranged hunt group.
- j. Station-to-Station Dialing - allows a station user to dial another station within the same Customized Multi-line Telephone Service customer group using three to seven digits of the telephone number or intercom numbering plan. (T)
(T)

The following features, in addition to the ones defined above, are available from Feature Packages 2000 and 3000:

- k. Automatic Call Back (Camp On) - allows a station reaching a busy condition on an internal call to be notified when that busy station becomes available and to be placed automatically in a "call back" mode. After invoking the Camp On feature, the station may make and receive calls, or make general use of the system. At the moment both stations are free, Customized Multi-line Telephone Service will call the originating station first and when the user answers, the system will call the camped-on station. (T)
- l. Call Park - allows a station engaged in a call to place the call into a holding condition for access from another station in the system. (Call Park differs from Call Hold in that the call placed on hold is associated with an index code, or in some systems a station number, and does not standby for access by the station which placed the call on hold. Call Park allows any station to dial a Call Park retrieval code to be connected to the held call.) Call Park is offered from digital switches only.
- m. Last Number Redial - allows the user to redial his/her last manually dialed number by depressing a single key.
- n. Toll Restriction - disallows the dialing of long distance calls. The Company may provide predetermined toll restriction packages (i.e., restriction to local area code, restriction to Local LATA, etc.) which will restrict dialing to specific areas.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

- e. Call Waiting – an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone and may then acknowledge the incoming caller, place the existing caller on hold, then alternate between callers or abandon one of the calls. Call Waiting has three configurations depending on the station user's needs: (1) CW –Incoming only, (2) CW – Originating, or (3) CW – Terminating.
- f. 3 Way Calling – allows a station to conduct the following configurations: (1) two other system stations, (2) one system station and one outside party, or (3) two outside parties. If the originating party disconnects, the Call Transfer feature will be invoked. (See Special Conditions 3.d). In some instances, this may cause the call to be terminated. (T)
- g. Distinctive Ring – provides for distinctive different rings at the called station to distinguish between a direct inward dialed (DID) call and an intra-group call. (T)
- h. Speed Dialing (6-8) – allows each station user to place calls to its own previously designated electronic list of either 6 or 8 (depending on switch type) frequently dialed numbers.
- i. Station Hunting – when the called station is busy, allows for the routing of the incoming call to an idle station in a prearranged hunt group.
- j. Station-to-Station Dialing - allows a station user to dial another station within the same Customized Multi-line Telephone Service customer group using three to seven digits of the telephone number or intercom numbering plan.

The following features, in addition to the ones defined above, are available from Feature Packages 2000 and 3000:

- k. Call Return *69 - allows a station reaching a busy condition on an internal call to be notified when that busy station becomes available and to be placed automatically in a "call back" mode. After invoking the Camp On feature, the station may make and receive calls, or make general use of the system. At the moment both stations are free, Customized Multi-line Telephone Service will call the originating station first and when the user answers, the system will call the camped-on station. (T)
- l. Call Park - allows a station engaged in a call to place the call into a holding condition for access from another station in the system. (Call Park differs from Call Hold in that the call placed on hold is associated with an index code, or in some systems a station number, and does not standby for access by the station which placed the call on hold. Call Park allows any station to dial a Call Park retrieval code to be connected to the held call.) Call Park is offered from digital switches only.
- m. Last Number Redial - allows the user to redial his/her last manually dialed number by depressing a single key.
- n. Toll Restriction - disallows the dialing of long distance calls. The Company may provide predetermined toll restriction packages (i.e., restriction to local area code, restriction to Local LATA, etc.) which will restrict dialing to specific areas.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

3. FEATURES - Continued

The following features, in addition to the ones defined above, are available from Feature Package 3000:

- o. Automatic Route Selection/Flexible Route Selection (ARS/FRS) -automatically selects the most economical route to a destination.

Feature Package 3000 includes 3-digit routing to selectively route calls over two or more routes with a capacity of 8 patterns per customer group.

- p. Remote Access to Features - allows a user who is away from the office to dial directly into the Internal Communications and Call Management Features system (without attendant intervention) and gain complete access to Internal Communications and Call Management Features system facilities and outgoing trunk circuits. The caller is required to have a "security access" code.
- q. Message Detail Recording - provides a record to the customer of originating messages routed over tie lines and private lines under certain conditions, FX, WATS, CCSA, and/or exchange and toll network. It is not a source for billing detail.
 - (1) It includes the calling station number, called number, date, time of day, duration of call and type of facility routing.
 - (2) Call attempts over some FX facilities, whether completed or not, will be recorded. Message detail will not be provided for intra-Internal Communications and Call Management Features customer group.
 - (3) Only one set of message detail on magnetic tape will be furnished for any one month.
 - (4) Message detail will be provided on magnetic tape only in the code terminology and data processing format used by the Company.
 - (5) Message detail for a call routed over a WATS trunk will include the called number, date, time of day, duration of call, type of facility routing and may include the calling station number.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

3. FEATURES - Continued

The following features are available in the Internal Communications and Call Management Features CCLASS package. The customer must also subscribe to at least Feature Package Series 1000 to have Internal Communications and Call Management Features CCLASS.

- r. Automatic Busy Redial - is an arrangement, which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.
- s. Automatic Call Return (*69) - allows a customer to return the last incoming call when the service is activated by dialing *69.

This feature is offered on a monthly subscription or per activation basis.

Per activation customers are charged upon dialing *69, regardless of whether the call is completed to the calling party. The customer is charged for any call placed by means of this service.

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

- t. Call Block - allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

The following features are available in the Customized Multi-line Telephone Service CCLASS package. The customer must also subscribe to at least Feature Package Series 1000 to have I Customized Multi-line Telephone Service CCLASS.

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- r. Automatic Busy Redial - is an arrangement, which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.
- s. Automatic Call Return (*69) - allows a customer to return the last incoming call when the service is activated by dialing *69.

This feature is offered on a monthly subscription or per activation basis.

Per activation customers are charged upon dialing *69, regardless of whether the call is completed to the calling party. The customer is charged for any call placed by means of this service.

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

- t. Call Block - allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer.

Effective: 07/09/10

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

3. FEATURES - Continued

- u. Do Not Disturb - allows a customer to select up to 12 telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
- v. Select Call Forwarding - is an arrangement which permits a customer to pre-specify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
- w. Special Call Waiting - allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

- u. Do Not Disturb - allows a customer to select up to 12 telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
- v. Select Call Forwarding - is an arrangement which permits a customer to pre-specify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
- w. Special Call Waiting - allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

- u. Do Not Disturb - allows a customer to select up to 12 telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
- v. Selective Call Forward - is an arrangement which permits a customer to pre-specify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Selective Call Forward is activated, only calls from the prespecified numbers will be forwarded. (T)
- w. Special Call Waiting - allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line. (T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS

- a. Paging Interface - allows Internal Communications and Call Management Features stations and the attendant(s) to access customer provided loudspeaker paging equipment located throughout the customer's premises. Paging Interface does not provide facility path from paging source.
- b. Customer Moves and Changes (CMAC) - 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.

Functions

The customer controls the following functions:

- (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
- (2) Activation/Deactivation of Features
- (3) Telephone Number Swaps
- (4) Reports (Queries and Tallies)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

b. Customer Moves and Changes (CMAC) - Continued

Function Definitions

(1) Service Option Information Changes

- (a) 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.
- (b) 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.
- (c) Call-Pickup Group -
The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
- (d) Call Forwarding Number -
The customer can change the number that a station user forwards calls to.
- (e) 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.
- (f) 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.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

b. Customer Moves and Changes (CMAC) - Continued

Function Definitions - Continued

- (2) Activate/Deactivate 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.
- (3) Swap Telephone Numbers -
The customer can swap telephone number assignments among lines within a group.
- (4) Reports (Queries and Tallies) -
Customers can run reports that show the status of existing and requested feature changes (feature queries) and the total number of stations with the features that they have (feature tallies).

The customer can be provided with a set of standard reports or can request that the Company customize the standard report formats to the customer's specifications.

The customer can run query or tally reports as a function by itself or may choose to perform other system functions once the report request is made. This feature of the report function keeps customers from having to wait on-line for reports to be processed.

- c. Direct Digital Interface (DDI) - provides a trunk side connection to a High Capacity Digital Channel within the Company's central office. Each DDI is equivalent to 24 derived voice grade circuits. DDI tandem is available only where facilities and operating conditions permit.
- d. Conferencing (6 to 8) - allows a station user or attendant to form a conference with either six or eight parties, depending on switch type, including other stations and/or parties reached over trunks.
- e. Music on Hold Interface - provides access to a customer provided music source for use with Call Hold, Call Park, Consultation Hold, Call Transfer, Three Way Calling, Off-Hook Queuing and ACD/UCD. Music on Hold Interface does not provide facility path from music source.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- f. Automatic Route Selection/Flexible Route Selection (ARS/FRS) - automatically selects the most economical route to a destination. The customer controls and programs a predetermined routing pattern for WATS, Foreign Exchange, DDD trunks, etc.
- g. Automatic Route Selection/Flexible Route Selection (Upgrade) - customers wishing to increase their capacity to either 32 or 64 patterns may do so with this option.
- h. ISDN-PRI Internal Communications and Call Management Features Access - 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.
- i. ISDN-PRI Voice over Internet Protocol (VOIP) Internal Communications and Call Management Features Access - is augmented with Internal Communications and Call Management Features 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.
- j. Single Digit Dialing - permits a preselected station line of the customer group or other internal facilities of the customer to be called from another station by use of a single digit code. This service is intended primarily for hotels, motels, and hospitals for guest or patient use.
- k. Speed Dialing (30) - allows each station user to place calls to a previously designated electronic group list of up to 30 (depending on switch type) frequently dialed numbers.
- l. Auto/Universal Call Distribution (ACD/UCD) - This arrangement enables incoming calls to be directed to and distributed evenly among a select group of station lines. Also, see Special Condition 4.o., below.
- m. Trunk Queuing - allows a call to wait for a facility in a private facility group to become idle on a first come-first served basis. This feature may be invoked after a customer is unsuccessful in trying to reach a called party.
- n. Attendant Position Interface - service features are not available when attendant's positions are provided by the customer and also may not be available from some switching equipment. Attendant Position Interface does not provide facility path from central office to customer's location.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- f. Automatic Route Selection/Flexible Route Selection (ARS/FRS) - automatically selects the most economical route to a destination. The customer controls and programs a predetermined routing pattern for WATS, Foreign Exchange, DDD trunks, etc.
- g. Automatic Route Selection/Flexible Route Selection (Upgrade) - customers wishing to increase their capacity to either 32 or 64 patterns may do so with this option.
- h. ISDN-PRI Customized Multi-line Telephone Service Access - provides the interface between ISDN-PRI Tie Channel Services and the Customized Multi-line Telephone Service 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 Customized Multi-line Telephone Service Access charges. (T)
- i. ISDN-PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access - is augmented with Customized Multi-line Telephone Service features to integrate Customized Multi-line Telephone Service with Voice over the Internet Protocol applications. ISDN-PRI Access and Tie Channel Service are required for this application. (T)
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- l. Auto/Universal Call Distribution (ACD/UCD) - This arrangement enables incoming calls to be directed to and distributed evenly among a select group of station lines. Also, see Special Condition 4.o., below.
- m. Trunk Queuing - allows a call to wait for a facility in a private facility group to become idle on a first come-first served basis. This feature may be invoked after a customer is unsuccessful in trying to reach a called party.
- n. Attendant Position Interface - service features are not available when attendant's positions are provided by the customer and also may not be available from some switching equipment. Attendant Position Interface does not provide facility path from central office to customer's location.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

n. Attendant Position Interface - Continued

- (1) Attendant Camp-On - allows incoming calls which the attendant attempts to complete to a busy station to be held waiting with audible indication to the busy station and then to be automatically connected when the called station is available.
- (2) Busy Verification of Station Lines - allows the attendant to be connected to any station line of the customer group to verify a busy condition.
- (3) Conference Arrangement (Attendant Control) - allows the attendant to establish a conference between stations and/or outside parties.
- (4) Night Answer Any Station - allows primary station with the Internal Communications and Call Management Features customer group to dial access to answer incoming calls when a Night Service is activated at the attendant position.

o. Termination Arrangements -

- (1) Private line terminals, which may include access lines (CCSA), tie lines and interexchange private lines, arranged for termination in Internal Communications and Call Management Features switching equipment, may be dial accessed by stations and attendants for calls made only within a Internal Communications and Call Management Features customer group connected by the lines so terminated, and may have access to stations only, except when arranged as a tandem private line terminal.
- (2) Tandem private line terminals provide for the same termination arrangement as in 4.m. (1) above and the line so terminated may have dial access. For intra-Internal Communications and Call Management Features customer group calls, tandem dialed calls to tandem private line terminal-connected Internal Communications and Call Management Features customer group, local and toll network trunks, dial "0" attendant facilities, access lines (CCSA), and other services and features utilizing discrete dialing access codes.
- (3) Tandem private line automatic terminals, which may include tie lines and interexchange private lines arranged for termination in a Internal Communications and Call Management Features customer group, may be dial accessed by stations and attendants, and the calls over the lines so terminated will be automatically routed to-the attendant or a termination arrangement in the Internal Communications and Call Management Features customer group.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

n. Attendant Position Interface - Continued

(1) Attendant Camp-On - allows incoming calls which the attendant attempts to complete to a busy station to be held waiting with audible indication to the busy station and then to be automatically connected when the called station is available.

(2) Busy Verification of Station Lines - allows the attendant to be connected to any station line of the customer group to verify a busy condition.

(3) Conference Arrangement (Attendant Control) - allows the attendant to establish a conference between stations and/or outside parties.

(4) Night Answer Any Station - allows primary station with the Customized Multi-line Telephone Service customer group to dial access to answer incoming calls when a Night Service is activated at the attendant position.

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o. Termination Arrangements -

(1) Private line terminals, which may include access lines (CCSA), tie lines and interexchange private lines, arranged for termination in Customized Multi-line Telephone Service switching equipment, may be dial accessed by stations and attendants for calls made only within a Customized Multi-line Telephone Service customer group connected by the lines so terminated, and may have access to stations only, except when arranged as a tandem private line terminal.

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(2) Tandem private line terminals provide for the same termination arrangement as in 4.m. (1) above and the line so terminated may have dial access. For intra- Customized Multi-line Telephone Service customer group calls, tandem dialed calls to tandem private line terminal-connected Customized Multi-line Telephone Service customer group, local and toll network trunks, dial "0" attendant facilities, access lines (CCSA), and other services and features utilizing discrete dialing access codes.

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(3) Tandem private line automatic terminals, which may include tie lines and interexchange private lines arranged for termination in a Customized Multi-line Telephone Service customer group, may be dial accessed by stations and attendants, and the calls over the lines so terminated will be automatically routed to the attendant or a termination arrangement in the Customized Multi-line Telephone Service customer group.

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INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

o. Termination Arrangements - Continued

- (4) Any change of a dial access level to reach a tie line, interexchange private line, local and toll network trunk, WATS¹ line, attendant, etc., of an existing tandem and/or private line will be at the applicable nonrecurring charge under the rates above.
- (5) The Company shall not be responsible for the through transmission of signals or supervision when private lines or tandem private line terminals, including automatic, are arranged for termination in a Internal Communications and Call Management Features customer group.
- (6) Foreign Exchange trunk lines arranged for termination in a Internal Communications and Call Management Features customer group may be dial accessed by stations, attendants, and tandem private line terminals for outgoing calls.
- (7) Special services terminals arranged for termination in a Internal Communications and Call Management Features customer group may provide discrete dial access to customer-provided paging, dial dictation or station equipment by stations, attendants and tandem private line terminals.

p. Meet Me Conference - allows members of a Basic Business Group to arrange for Meet Me Conference by dialing a predetermined access code at the time which the conference is scheduled.

q. Recorded Announcement - allows incoming calls to a multiline hunt group to activate a delay announcement where answer supervision is returned to the calling party and first announcement is connected. Customer may specify wording of announcement. This feature can also be arranged for use with ACD/UCD and trunk queuing. See also Special Condition j., above.

r. Dormitory Service - is a Internal Communications and Call Management Features feature package which includes the following standard Internal Communications and Call Management Features features: Call Forwarding, Call Waiting, Conferencing (Three-Way Calling), and Station-to-Station Dialing.

s. Proprietary Interface - is a digital network interface used to integrate digital terminal equipment with GTD-5 or DMS-100 central office switching equipment. Each digital telephone connected to a Internal Communications and Call Management Features station line requires a Proprietary Interface.

t. Pseudo Number - is a software number, which has the characteristics of a basic exchange access line. The Pseudo Number function operates in conjunction with Proprietary Interface described in SPECIAL CONDITION 4.q.

Package rates listed in RATES - I.b. will apply for each Pseudo Number, in addition to Pseudo Number rates listed in RATES - 19.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

o. Termination Arrangements - Continued

(4) Any change of a dial access level to reach a tie line, interexchange private line, local and toll network trunk, WATS ¹ line, attendant, etc., of an existing tandem and/or private line will be at the applicable nonrecurring charge under the rates above.

(5) The Company shall not be responsible for the through transmission of signals or supervision when private lines or tandem private line terminals, including automatic, are arranged for termination in a Customized Multi-line Telephone Service customer group.

(T)

(6) Foreign Exchange trunk lines arranged for termination in a Customized Multi-line Telephone Service customer group may be dial accessed by stations, attendants, and tandem private line terminals for outgoing calls.

(T)

(7) Special services terminals arranged for termination in a Customized Multi-line Telephone Service customer group may provide discrete dial access to customer-provided paging, dial dictation or station equipment by stations, attendants and tandem private line terminals.

(T)

p. Meet Me Conference - allows members of a Basic Business Group to arrange for Meet Me Conference by dialing a predetermined access code at the time which the conference is scheduled.

q. Recorded Announcement - allows incoming calls to a multiline hunt group to activate a delay announcement where answer supervision is returned to the calling party and first announcement is connected. Customer may specify wording of announcement. This feature can also be arranged for use with ACD/UCD and trunk queuing. See also Special Condition j., above.

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Package rates listed in RATES - I.b. will apply for each Pseudo Number, in addition to Pseudo Number rates listed in RATES - 19.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- u. Instant Call Accounting (ICA) - Provides the customer with records of calls originating from Internal Communications and Call Management Features stations. Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.
- v. Dedicated ICA - The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

Special Access Service in Schedule Cal. P.U.G. No. C-1 should be used to determine the appropriate provisioning and the applicable rates and charges for the required dedicated data channel between the serving central office and the customer premises equipment.

- w. Dial-Up ICA - The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.
- x. Call Trace - allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes the Company to store the results of any and all traces initiated by the customer in the Company's switching office. The result of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the calls(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten days after activating a call trace or the trace record will automatically be deleted from the system.
- y. Priority Call - allows a customer to program up to 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.
- z. Caller ID - Number Only - provides for the display of an incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID - Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all non-blocked telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. Call Waiting ID may be implemented at no additional charge. In order for Call Waiting ID to work, Call Waiting in Feature Package 1000 must be activated along with this service. (See Section 6 of this Product Guide for feature description.)

All customer provided equipment used to interface with Caller ID - Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID - Number Only is prohibited. This service is available only where facilities and conditions permit.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

u. Instant Call Accounting (ICA) - Provides the customer with records of calls originating from Customized Multi-line Telephone Service stations. Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called. (T)

v. Dedicated ICA - The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection. (T)

Special Access Service in Schedule Cal. P.U.G. No. C-1 should be used to determine the appropriate provisioning and the applicable rates and charges for the required dedicated data channel between the serving central office and the customer premises equipment.

w. Dial-Up ICA - The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

x. Call Trace - allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes the Company to store the results of any and all traces initiated by the customer in the Company's switching office. The result of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the calls(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten days after activating a call trace or the trace record will automatically be deleted from the system.

y. Priority Call - allows a customer to program up to 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.

z. Caller ID - Number Only - provides for the display of an incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID - Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all non-blocked telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. Call Waiting ID may be implemented at no additional charge. In order for Call Waiting ID to work, Call Waiting in Feature Package 1000 must be activated along with this service. (See Section 6 of this Product Guide for feature description.)

All customer provided equipment used to interface with Caller ID - Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID - Number Only is prohibited. This service is available only where facilities and conditions permit.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- aa. Selective Blocking - Per Call - provides free per-call blocking in exchanges where Caller ID is offered by the Company. Customers may prevent the delivery of their name and/or telephone number to the called party on a call by call basis. This is accomplished on a per call basis when the customer dials the Selective Blocking - Per Call activation code prior to placing the call. Selective Blocking does not prevent delivery of name and/or telephone numbers when services that utilize Automatic Number Identification (ANI) are called (e.g., 0+, 0-, 700/800/900 and 911 Services).
- ab. Complete Blocking - Per Line - provides free per-line blocking in exchanges where Caller ID is offered by the Company. The service, when activated by the Company, prevents the delivery of the customer's name and/or telephone number to the called party. A Complete Blocking - Per Line customer has the option of deactivating the blocking feature and forwarding their name and/or telephone number on a per call basis by dialing a code prior to placing the call. Complete Blocking does not prevent delivery of name and/or telephone numbers when services that utilize Automatic Number Identification (ANI) are called (e.g., 0+, 0-, 700/800/900 and 911 Services).
- ac. Caller ID provides for the display of an incoming name and telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including nonpublished and nonlisted telephone numbers), subject to limitations such as those described below. Call Waiting ID may be implemented at no additional charge. In order for Call Waiting ID to work, Call Waiting in Feature Package 1000 must be activated along with this service. (See Section 6 of this Product Guide for feature description.)

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 Communications of the Southwest Inc., (iv) for certain telephone numbers for which Frontier Communications of the Southwest Inc. 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.

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID service is prohibited. This service is available only where facilities and conditions permit.

Effective: 11/03/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- aa. Selective Blocking - Per Call - provides free per-call blocking in exchanges where Caller ID is offered by the Company. Customers may prevent the delivery of their name and/or telephone number to the called party on a call by call basis. This is accomplished on a per call basis when the customer dials the Selective Blocking - Per Call activation code prior to placing the call. Selective Blocking does not prevent delivery of name and/or telephone numbers when services that utilize Automatic Number Identification (ANI) are called (e.g., 0+, 0-, 700/800/900 and 911 Services).
- ab. Complete Blocking - Per Line - provides free per-line blocking in exchanges where Caller ID is offered by the Company. The service, when activated by the Company, prevents the delivery of the customer's name and/or telephone number to the called party. A Complete Blocking - Per Line customer has the option of deactivating the blocking feature and forwarding their name and/or telephone number on a per call basis by dialing a code prior to placing the call. Complete Blocking does not prevent delivery of name and/or telephone numbers when services that utilize Automatic Number Identification (ANI) are called (e.g., 0+, 0-, 700/800/900 and 911 Services).
- ac. Caller ID provides for the display of an incoming name and telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID feature will forward the calling name and number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked names and telephone numbers (including nonpublished and nonlisted telephone numbers), subject to limitations such as those described below. Call Waiting ID may be implemented at no additional charge. In order for Call Waiting ID to work, Call Waiting in Feature Package 1000 must be activated along with this service. (See Section 6 of this Product Guide for feature description.)

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 and international calls, (iii) when phone number or caller name information is not made available to Frontier Communications of the Southwest Inc., (iv) for certain telephone numbers for which Frontier Communications of the Southwest Inc. 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.

(C)

All customer provided equipment used to interface with Caller ID must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID service is prohibited. This service is available only where facilities and conditions permit.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

ad. Anonymous Call Block¹ - allows a customer to reject calls from callers who have activated a blocking option in order to prevent the display of their telephone number. Anonymous Call Block is activated or deactivated by dialing a preassigned code.

ae. Assigned Internal Communications and Call Management Features Telephone Numbers

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 Communications of the Southwest Inc. 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.

af. Station Message Detail Recording (SMDR)

General

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 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:

The Internal Communications and Call Management Features Service line number of the incoming facility group which originated the call or the originating station number:

the called telephone number;

the date, time and duration of the call; and

the facility type used for routing the call.

Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user. The applicable rates and charges for authorization codes can be found in this section, RATES, A.17.c.

¹ Applicable charges for Anonymous Call Block from Section 6 of this Product Guide will apply.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

ad. Anonymous Call Block ¹ - allows a customer to reject calls from callers who have activated a blocking option in order to prevent the display of their telephone number. Anonymous Call Block is activated or deactivated by dialing a preassigned code.

ae. Assigned Customized Multi-line Telephone Service Telephone Numbers

(T)

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier Communications of the Southwest Inc. 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.

af. Station Message Detail Recording (SMDR)

General

Station Message Detail Recording (SMDR) is an optional feature of Customized Multi-line Telephone Service that provides a record of calls originating from Customized Multi-line Telephone Service station lines to locations outside of the Customized Multi-line Telephone Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information:

(T)
|
(T)

The Customized Multi-line Telephone Service line number of the incoming facility group which originated the call or the originating station number:

(T)

the called telephone number;

the date, time and duration of the call; and

the facility type used for routing the call.

Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user. The applicable rates and charges for authorization codes can be found in this section, RATES, A.17.c.

¹ Applicable charges for Anonymous Call Block from Section 6 of this Product Guide will apply.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- ad. Anonymous Call Rejection¹ - allows a customer to reject calls from callers who have activated a blocking option in order to prevent the display of their telephone number. Anonymous Call Rejection is activated or deactivated by dialing a preassigned code. (T)
(T)

ae. Assigned Customized Multi-line Telephone Service Telephone Numbers

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 Communications of the Southwest Inc. 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.

af. Station Message Detail Recording (SMDR)

General

Station Message Detail Recording (SMDR) is an optional feature of Customized Multi-line Telephone Service that provides a record of calls originating from Customized Multi-line Telephone Service station lines to locations outside of the Customized Multi-line Telephone Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information:

The Customized Multi-line Telephone Service line number of the incoming facility group which originated the call or the originating station number:

the called telephone number;

the date, time and duration of the call; and

the facility type used for routing the call.

Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user. The applicable rates and charges for authorization codes can be found in this section, RATES, A.17.c.

¹ Applicable charges for Anonymous Call Block from Section 6 of this Product Guide will apply.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

af. Station Message Detail Recording (SMDR) - Continued

SMDR records are provided to the customer by one of the following methods:

Dedicated Access - SMDR may also be provisioned via Dedicated Access (to the customer's location). The call records are transmitted to the customer, via a dedicated voice grade circuit, from the central office to the customer location. This optional feature requires the customer to also subscribe to a voice grade circuit. The rates and charges for the dedicated access are provided on an Individual Case Basis (ICB).

Dial-Up Access - The customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.

Internet Access - The call records are sent by electronic mail (email) to the customer via the Internet.

Conditions

SMDR is available only from capable central office switches where facilities permit.

SMDR is not a substitute for billing detail.

Local call records are provided only where available.

The customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.

Modems, collection devices, computer equipment and software are the responsibility of the customer and are not provided as part of this service.

ag. Unlimited Local and Toll Usage for Business Feature Package Two B

Internal Communications and Call Management Features customers who subscribe to Unlimited Local and Toll Usage for Business ¹ are eligible to also subscribe on the same line(s) to either or both of the following services offered in Feature Package Two B:

Caller ID and/or Voice Messaging

ah. Unlimited Local and Toll Usage for Business Feature Package Three

Internal Communications and Call Management Features customers who subscribe to Unlimited Local and Toll Usage for Business ¹ are eligible to also subscribe on the same line(s) to either or both of the following services offered in Feature Package Three:

Caller ID and/or One Point Voice Mail (OPVM)

¹ See Section 6A of this Product Guide for the rates and descriptions of these services.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

5. DIRECT INWARD DIALING (DID)

Direct Inward Dialing (DID) allows incoming calls from the exchange and toll network to be completed directly to a primary station. Direct Outward Dialing (DOD) allows outgoing calls to the exchange and toll network to be completed directly from a primary station by dialing an access code.

6. DORMITORY SERVICE

A customer may not combine flat and measured rate service furnished in this Section except dormitory flat rate service, which may be furnished concurrently with measured rate Internal Communications and Call Management Features service.

Dormitory lines furnished in this Section require the Internal Communications and Call Management Features rates and charges shown in B.16.

(1) Dormitory Feature Package includes the following features:

- (a) Call Forwarding
- (b) Call Waiting
- (c) Conferencing (Three Way Calling)
- (d) Station to Station Dialing.

(2) The lines are those provided in Schedule Cal. P.U.C. No. A-1 for individual residential service. New service, additions, in place connection, move and changes are subject to charges in Section 3 of this Product Guide.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

5. DIRECT INWARD DIALING (DID)

Direct Inward Dialing (DID) allows incoming calls from the exchange and toll network to be completed directly to a primary station. Direct Outward Dialing (DOD) allows outgoing calls to the exchange and toll network to be completed directly from a primary station by dialing an access code.

4. 6. DORMITORY SERVICE

A customer may not combine flat and measured rate service furnished in this Section except dormitory flat rate service, which may be furnished concurrently with measured rate Customized Multi-line Telephone Service.

(T)

Dormitory lines furnished in this Section require the Customized Multi-line Telephone Service rates and charges shown in B.16.

(T)

(1) Dormitory Feature Package includes the following features:

- (a) Call Forwarding
- (b) Call Waiting
- (c) Conferencing (Three Way Calling)
- (d) Station to Station Dialing.

(2) The lines are those provided in Schedule Cal. P.U.C. No. A-1 for individual residential service. New service, additions, in place connection, move and changes are subject to charges in Section 3 of this Product Guide.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

6. DORMITORY SERVICE - Continued

- (3) The lines will be furnished to schools, colleges, and universities who are customers to Internal Communications and Call Management Features primary lines and may be installed only in the living quarters of residence halls, dormitories, faculty or other employee residences and other similar living quarters, which are owned or leased and operated by a school, college or university and the use of such stations is in accordance with that for residence service as shown under Schedule Cal. P.U.C. No. A-1.
- (4) The school, college or university is responsible for the billing and collecting of toll and local message charges and the payment of all other rates and charges associated with such stations.
- (5) Local message units and Zone Usage Measurement (ZUM) units apply as set forth in Section 4A of this Product Guide, or message toll charges as set forth in Section 16 of this Product Guide.
- (6) Each dormitory station can have a listing in the alphabetical section of the local directory at the residence additional listing rate from in Section 19 of this Product Guide.

7. AUTOMATIC ROUTE SELECTION (ARS)/FLEXIBLE ROUTE SELECTION (FRS)

ARS/FRS automatically directs outgoing station calls to dedicated trunk groups which have been arranged in a first through fourth choice order to provide most preferred available route. Local exchange facilities may be used to complete a call, which terminates outside the local service area if the other pre-selected trunk groups are busy, and will be used to complete calls within the local service area.

- (a) The customer controls and programs a predetermined routing pattern and will inform the Company as to the trunk type (WATS, Foreign Exchange, DDD, Digital High Capacity trunks, etc.).

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

6. DORMITORY SERVICE - Continued

- (3) The lines will be furnished to schools, colleges, and universities who are customers to Customized Multi-line Telephone Service primary lines and may be installed only in the living quarters of residence halls, dormitories, faculty or other employee residences and other similar living quarters, which are owned or leased and operated by a school, college or university and the use of such stations is in accordance with that for residence service as shown under Schedule Cal. P.U.C. No. A-1. (T)
(T)
- (4) The school, college or university is responsible for the billing and collecting of toll and local message charges and the payment of all other rates and charges associated with such stations.
- (5) Local message units and Zone Usage Measurement (ZUM) units apply as set forth in Section 4A of this Product Guide, or message toll charges as set forth in Section 16 of this Product Guide.
- (6) Each dormitory station can have a listing in the alphabetical section of the local directory at the residence additional listing rate from in Section 19 of this Product Guide.

7. AUTOMATIC ROUTE SELECTION (ARS)/FLEXIBLE ROUTE SELECTION (FRS)

ARS/FRS automatically directs outgoing station calls to dedicated trunk groups which have been arranged in a first through fourth choice order to provide most preferred available route. Local exchange facilities may be used to complete a call, which terminates outside the local service area if the other pre-selected trunk groups are busy, and will be used to complete calls within the local service area.

- (a) The customer controls and programs a predetermined routing pattern and will inform the Company as to the trunk type (WATS, Foreign Exchange, DDD, Digital High Capacity trunks, etc.).

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

8. MESSAGE DETAIL RECORDING (MDR)

Message Detail Recording (MDR) provides a record to the customer of originating messages routed over tie lines and private lines under certain conditions, FX, WATS, CCSA and/or the exchange and toll network. This is not a source for billing detail.

- a. Includes the calling station number, called number, date, time of day, duration of call, and type of facility routing.
- b. Only one set of message detail on magnetic tape will be furnished for any one month. The tape becomes the property of the customers.
- c. Message detail will be provided on magnetic tape only in the code terminology and data processing format used by the Company.
- d. Message Detail for calls routed over a WATS trunk will include the called number, date, time of day, duration of call, type of facility routing, and may include the calling station number.
- e. Call attempts over some FX facilities, whether completed or not will be recorded. Message detail will not be provided for intra-Internal Communications and Call Management Features customer group.
- f. Message Detail Reporting is furnished at the rate of \$0.30 per line.

9. AUTHORIZATION CODES

Used to override the calling restrictions placed on a particular line.

10. CODE CALL ACCESS

Provides access to customer provided code calling signaling devices.

11. DICTATION ACCESS AND CONTROL

Provides for station access to customer provided dictation equipment.

12. PREFERENTIAL HUNTING

Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group. This requires one or more hunt groups.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

13. PRIORITY QUEUING

Provides two levels of priority in the handling of queued calls: high priority and low priority. This requires off hook queuing.

14. STOP HUNT

Uses a code to stop the hunting process when a particular line is reached in a hunting sequence. This requires one or more hunt groups and may require additional hardware.

15. TERMINAL MAKE BUSY

Allows a station or group of stations to appear busy to incoming calls. This requires one or more hunt groups.

16. TIME OF DAY ROUTING

Provides for route selection based on the most economical path (as determined by the customer) for a particular time-of-day or day-of-week.

17. EXCHANGE AND TOLL MESSAGE DIVERTING

Allows the customer to establish a toll diverting pattern by pre-selecting approved NXX and/or NPA codes while restricting calls to all other locations.

18. DIRECT CONNECT SERVICE

Allows a Internal Communications and Call Management Features station line to automatically place a call to a preassigned called number when the station user goes off-hook. A station with direct connect service will receive incoming calls normally.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

19. INSTANT CALL ACCOUNTING (ICA)

- a. ICA is provided either as a dedicated connection or as a dial up connection and will be offered per Internal Communications and Call Management Features customer group.
- b. Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.
- c. Records will be provided for calls originated from Internal Communications and Call Management Features stations and include billable toll, local measured, and calls made over private facilities (FX, WATS, CCSA).
- d. Records will NOT be provided for incoming calls, station-to-station (intercom) calls, or local calls (except in measured service areas).
- e. The records produced by this service are not represented to be a provision of billing detail.
- f. Customers can choose data transmission speeds ranging from 1200 bps to 9600 bps. Customer's CPE must be capable of automatically dropping transmission speeds until an achievable speed is reached.
- g. Call accounting records will be provided on terminal equipment located at the customer's location.
- h. Customers will be required to provide compatible CPE to process the call detail records.
- i. The Company makes no guarantee and assumes no liability associated with the customer's receipt of call detail records if the customer-provided CPE does not meet Frontier Communications of the Southwest Inc.'s compatibility requirements. The data will not be stored by the Company after it is transmitted to the customer. Once the data is transmitted, it will no longer be available.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

19. INSTANT CALL ACCOUNTING (ICA) - Continued

- j. ICA will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting your Company Account Representative or Business Office at the telephone number listed in your telephone directory under the heading "WHERE TO REACH FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.", for Installation/Service.
- k. Dedicated ICA
 - (1) Call records are continually transmitted to the customer's premises.
 - (2) A four-wire Special Access Line from Schedule Cal. P.U.C. No. C-1 is required for the dedicated data link.
 - (3) A customer-provided dial modem is required.
- l. Dial-Up ICA
 - (1) The customer initiates a call to retrieve call records.
 - (2) A 1MB or Internal Communications and Call Management Features line is required.
 - (3) A customer-provided dial modem is required.
 - (4) To prevent the possible risk of lost call records data, Dial-Up customers need to access their call records at least every seven days.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

20. CUSTOMER MOVES AND CHANGES (CMAC)

- a. 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 CMAC from any new or existing local exchange access line (subject to the appropriate rates and charges in in Section 4 of this Product Guide).
- c. 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.
- d. 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.
- e. 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.
- f. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- g. The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- h. CMAC will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting your Company Account Representative or Business Office at the telephone number listed in your telephone directory under the heading "WHERE TO REACH FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.", for Installation/Service.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

21. ASSUME DIAL "9"

This service eliminates the need for a subscriber to dial the digit "9" before accessing telephone numbers outside of his Internal Communications and Call Management Features customer group. The term "customer group", when used in connection with this service, is defined as a group of lines sharing identical intercom and network access dialing patterns. Each group of stations having different dialing patterns will be considered as separate customer groups for purposes of determining appropriate rates and charges.

- a. Individual customer requirements may require the provisioning of additional Internal Communications and Call Management Features features (Toll Restriction, Flexible Route Selection, Automatic Route Selection upgrades, etc.) in connection with this service.
- b. This service is available where facilities and conditions permit.
- c. The Company reserves the right to deny or discontinue Assume Dial "9" service when technology, administration, and/or future code conflicts are encountered. In such cases, the Company will notify the customer 30 days prior to the discontinuation of service.
- d. Assume Dial "9" service may cause delays in call processing or misdirected calls.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

22. DISCOUNT PRICING PLANS (DPP)

- a. Customers who purchase Internal Communications and Call Management Features Service (Internal Communications and Call Management Features line, with Discounted Frontier Communications of the Southwest Inc. IntraLATA Toll, or Feature Packages) are eligible for one of three Discount Pricing Plans (DPP). These DPPs are for periods of 12 Months, 36 Months, or 60 Months (60 Month DPP is for customers with more than 50 lines) and allow the customer to receive discounted rates for purchasing a term discount pricing plan.
- b. Before the expiration of a DPP period, a customer may purchase a DPP for a new term period with the same or longer time period than the current term. When the new DPP becomes effective, the customer is charged the new DPP rate for the life of the DPP. The original term period and rates are no longer effective.
- c. Customers may aggregate all locations statewide to calculate the discount for their Discount Pricing Plans (DPPs).
- d. All Internal Communications and Call Management Features lines in the same Internal Communications and Call Management Features customer group must be covered by the same Discount Pricing Plan.
- e. If available, and subject to central office capacity, as determined by the Company, additional lines may be added at the discounted monthly rates in effect at the time the Discount Plan agreement was executed.
- f. Feature packages purchased in conjunction with a Internal Communications and Call Management Features line DPP must be for the same term length as the station line.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

22. DISCOUNT PRICING PLANS (DPP)

- a. Customers who purchase Customized Multi-line Telephone Service (Customized Multi-line Telephone Service line, with Discounted Frontier Communications of the Southwest Inc. IntraLATA Toll, or Feature Packages) are eligible for one of three Discount Pricing Plans (DPP). These DPPs are for periods of 12 Months, 36 Months, or 60 Months (60 Month DPP is for customers with more than 50 lines) and allow the customer to receive discounted rates for purchasing a term discount pricing plan. (T)
(T)
- b. Before the expiration of a DPP period, a customer may purchase a DPP for a new term period with the same or longer time period than the current term. When the new DPP becomes effective, the customer is charged the new DPP rate for the life of the DPP. The original term period and rates are no longer effective.
- c. Customers may aggregate all locations statewide to calculate the discount for their Discount Pricing Plans (DPPs).
- d. All Customized Multi-line Telephone Service lines in the same Customized Multi-line Telephone Service customer group must be covered by the same Discount Pricing Plan. (T)
- e. If available, and subject to central office capacity, as determined by the Company, additional lines may be added at the discounted monthly rates in effect at the time the Discount Plan agreement was executed.
- f. Feature packages purchased in conjunction with a Customized Multi-line Telephone Service line DPP must be for the same term length as the station line. (T)

Effective: 07/09/10

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

22. DISCOUNT PRICING PLANS (DPP) - Continued

- g. Customers who terminate the agreed upon DPP before the expiration date, will be assessed a termination liability as stated in SPECIAL CONDITION 23.a.

Effective September 14, 2007, new or renewing customers who, after the first 30 days, partially disconnect service, will be charged termination liability on the disconnected lines as stated in SPECIAL CONDITIONS 23.b.

- h. Customers subscribing to the Discount Pricing Plan may relocate a Internal Communications and Call Management Features system to a different premises, at the applicable installation charges, served from the same central office or a different central office without penalty except as stated in SPECIAL CONDITION 23, Termination Liability, provided central office facilities and operating conditions permit. All terms and conditions of the agreed upon Discount Pricing Plan remain in effect for the remainder of the term.
- i. A Frontier Communications of the Southwest Inc. IntraLATA Toll minimum per Internal Communications and Call Management Features line will be required. Monthly, the Company will true-up the actual toll usage. If the amount is less than the total Internal Communications and Call Management Features lines multiplied by the per line minimum, the customer will be billed for the difference. The customer is also liable for their per line minimum should the service be terminated before the expiration date.
- j. Customers must retain Frontier Communications of the Southwest Inc. IntraLATA Toll Service (Intrastate IntraLATA) to receive Internal Communications and Call Management Features Calling Solutions rates. If customer discontinues their Frontier Communications of the Southwest Inc. IntraLATA Toll Service, customer will be changed to Internal Communications and Call Management Features Line Discount Pricing Plan (DPP) rates. All terms and conditions in Section 16 of this Product Guide apply for Frontier Communications of the Southwest Inc. IntraLATA Toll Service.
- k. Customers must subscribe to Frontier Communications of the Southwest Inc. IntraLATA Toll Service on all lines in the business group to receive a discount on their toll service. All lines must be the same subscription of Internal Communications and Call Management Features or Internal Communications and Call Management Features with Calling Solutions per Billing Telephone Number (BTN).
- l. The Frontier Communications of the Southwest Inc. IntraLATA Toll discount applies as follows:

Discount Applies to the Following Services

- Direct Dialed and Operator Assisted Calls (includes 0+, 0-, 1+ calls, Third Party and Collect)
- Calling or Credit Card Calls ¹

Discount Does Not Apply to the Following Services

- Operator Surcharges
- Wide Area Telephone Service (WATS)
- Mobile Service
- Zone Usage Measurement
- Local Usage Measurement
- Frontier Communications of the Southwest Inc. Pay Station
- Lines with Handicap Discount

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

22. DISCOUNT PRICING PLANS (DPP) - Continued

- g. Customers who terminate the agreed upon DPP before the expiration date, will be assessed a termination liability as stated in SPECIAL CONDITION 23.a.

Effective September 14, 2007, new or renewing customers who, after the first 30 days, partially disconnect service, will be charged termination liability on the disconnected lines as stated in SPECIAL CONDITIONS 23.b.

- h. Customers subscribing to the Discount Pricing Plan may relocate a Customized Multi-line Telephone Service system to a different premises, at the applicable installation charges, served from the same central office or a different central office without penalty except as stated in SPECIAL CONDITION 23, Termination Liability, provided central office facilities and operating conditions permit. All terms and conditions of the agreed upon Discount Pricing Plan remain in effect for the remainder of the term. (T)

- i. A Frontier Communications of the Southwest Inc. IntraLATA Toll minimum per Customized Multi-line Telephone Service line will be required. Monthly, the Company will true-up the actual toll usage. If the amount is less than the total Customized Multi-line Telephone Service lines multiplied by the per line minimum, the customer will be billed for the difference. The customer is also liable for their per line minimum should the service be terminated before the expiration date. (T)
(T)

- j. Customers must retain Frontier Communications of the Southwest Inc. IntraLATA Toll Service (Intrastate IntraLATA) to receive Customized Multi-line Telephone Service Calling Solutions rates. If customer discontinues their Frontier Communications of the Southwest Inc. IntraLATA Toll Service, customer will be changed to Customized Multi-line Telephone Service Line Discount Pricing Plan (DPP) rates. All terms and conditions in Section 16 of this Product Guide apply for Frontier Communications of the Southwest Inc. IntraLATA Toll Service. (T)
(T)

- k. Customers must subscribe to Frontier Communications of the Southwest Inc. IntraLATA Toll Service on all lines in the business group to receive a discount on their toll service. All lines must be the same subscription of Customized Multi-line Telephone Service or Customized Multi-line Telephone Service with Calling Solutions per Billing Telephone Number (BTN). (T)

- l. The Frontier Communications of the Southwest Inc. IntraLATA Toll discount applies as follows:

Discount Applies to the Following Services

- Direct Dialed and Operator Assisted Calls (includes 0+, 0-, 1+ calls, Third Party and Collect)
- Calling or Credit Card Calls ¹

Discount Does Not Apply to the Following Services

- Operator Surcharges
- Wide Area Telephone Service (WATS)
- Mobile Service
- Zone Usage Measurement
- Local Usage Measurement
- Frontier Communications of the Southwest Inc. Pay Station
- Lines with Handicap Discount

Effective: 03/01/12

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

22. DISCOUNT PRICING PLANS (DPP) - Continued

- g. Customers who terminate the agreed upon DPP before the expiration date, will be assessed a termination liability as stated in SPECIAL CONDITION 23.a.

Effective September 14, 2007, new or renewing customers who, after the first 30 days, partially disconnect service, will be charged termination liability on the disconnected lines as stated in SPECIAL CONDITIONS 23.b.

- h. Customers subscribing to the Discount Pricing Plan may relocate a Customized Multi-line Telephone Service system to a different premises, at the applicable installation charges, served from the same central office or a different central office without penalty except as stated in SPECIAL CONDITION 23, Termination Liability, provided central office facilities and operating conditions permit. All terms and conditions of the agreed upon Discount Pricing Plan remain in effect for the remainder of the term.
- i. A Frontier Communications of the Southwest Inc. IntraLATA Toll minimum per Customized Multi-line Telephone Service line will be required. Monthly, the Company will true-up the actual toll usage. If the amount is less than the total Customized Multi-line Telephone Service lines multiplied by the per line minimum, the customer will be billed for the difference. The customer is also liable for their per line minimum should the service be terminated before the expiration date.
- j. Customers must retain Frontier Communications of the Southwest Inc. IntraLATA Toll Service (Intrastate IntraLATA) to receive Customized Multi-line Telephone Service Calling Solutions rates. If customer discontinues their Frontier Communications of the Southwest Inc. IntraLATA Toll Service, customer will be changed to Customized Multi-line Telephone Service Line Discount Pricing Plan (DPP) rates. All terms and conditions in Section 16 of this Product Guide apply for Frontier Communications of the Southwest Inc. IntraLATA Toll Service.
- k. Customers must subscribe to Frontier Communications of the Southwest Inc. IntraLATA Toll Service on all lines in the business group to receive a discount on their toll service. All lines must be the same subscription of Customized Multi-line Telephone Service or Customized Multi-line Telephone Service with Calling Solutions per Billing Telephone Number (BTN).
- l. The Frontier Communications of the Southwest Inc. IntraLATA Toll discount applies as follows:

Discount Applies to the Following Services

- Direct Dialed and Operator Assisted Calls (includes 0+, 0-, 1+ calls, Third Party and Collect)
- Calling or Credit Card Calls ¹

Discount Does Not Apply to the Following Services

- Operator Surcharges
- Wide Area Telephone Service (WATS)
- Mobile Service

- Local Usage Measurement
- Frontier Communications of the Southwest Inc. Pay Station
- Lines with Handicap Discount

(D)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

23. TERMINATION LIABILITY CHARGE FORMULA

- a. Customers who terminate the agreed upon DPP before the expiration date will be assessed termination liability as set forth in Section 2, B.15. of this Product Guide.
- b. Effective September 14, 2007, new or renewing customers who, after the first 30 days, partially disconnect service, will be charged termination liability on the disconnected lines as follows:
 - 1) Customers with 2 lines in service who disconnect one or both lines will be assessed full termination liability as described in 23.a. Customer must maintain 2 lines to have Internal Communications and Call Management Features Service.
 - 2) Customers with 3 - 4 lines in service who disconnect any lines will be charged termination liability on the disconnected lines per the formula set forth in Section 2, B.15. of this Product Guide. Customer must maintain 2 lines to have Internal Communications and Call Management Features Service.
 - 3) Customers with 5 or more lines who disconnect over 20% of the total number of lines in service will be charged termination liability on the disconnected lines per the formula set forth in Section 2, B.15. of this Product Guide.

- c. The following termination liability is applicable to Internal Communications and Call Management Features Calling Solutions IntraLATA toll only:

Internal Communications and Call Management Features Calling Solutions customers shall be required to pay the minimum monthly usage requirements for the number of months remaining in the Discount Pricing Plan as determined by the application of the following formula:

Termination Charge = 25% of the Remainder of the Term Commitment Value
plus Minimum Monthly Usage Charge (\$5.00 X # of Lines X # of Months Remaining)

Internal Communications and Call Management Features Calling Solutions customers who discontinue Frontier Communications of the Southwest Inc. Long Distance and keep Internal Communications and Call Management Features Service shall be required to pay the Minimum Monthly Usage requirements for the number of months remaining in the Discount Pricing Plan as determined by the application of the following formula:

Termination Charge = [\$5.00 X (# of Lines X # of Months Remaining)]

The Minimum Monthly Usage Charge will not apply when the customer subscribes to both of the following conditions:

- 1) The customer subscribes to a new Internal Communications and Call Management Features Discount Pricing Plan with a term length equal to or greater than the existing Internal Communications and Call Management Features Calling Solutions term for all Internal Communications and Call Management Features lines in that Internal Communications and Call Management Features system.
- 2) The customer subscribes to Frontier Communications of the Southwest Inc. Unlimited Local and Toll Usage for Business ² on a minimum of one of the new Internal Communications and Call Management Features Discount Pricing Plan lines.

¹ Applicable where a contractual arrangement exists between the Company and card issuer.

² See Section 6A. of this Product Guide for rates and conditions for Unlimited Local and Toll Usage for Business.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION / MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

A. 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 lessened by placing callers in queue until an agent is free to take the call. The queue reduces the total number of customer operators needed to handle peak traffic loads by evenly distributing the queued calls.

ACD is used with customer provided electronic or nonelectronic telephone sets. An electronic telephone set is a multibutton telephone set that allows for feature activation. A nonelectronic telephone set requires an agent to dial codes to activate features.

The Management Information System (MIS) is a computer based system that provides detailed call management information by providing a global view of ACD call activities within the customer's call center. The information assists in evaluating traffic patterns, trunk utilization, agent efficiency, and lost calls. At the supervisor level, ACD/MIS provides reports of the real-time status of agents and queues by providing reports for continual analysis of transaction activities. These reports enable the supervisor to immediately modify staffing and/or queuing to accommodate increases and/or decreases in call volumes.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION /
MANAGEMENT INFORMATION SYSTEM (ACD/MIS) (Continued)

B. DEFINITIONS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.

ACD Group - A group of agents receiving calls directed to the same incoming call queue. These agents can be in one or more supervisor subgroups served out of the same Central Office.

ACD Overflow of Enqueued Calls - Enhances the existing ACD call-overflow capability by adding new timing thresholds for enqueued calls. Calls enqueued for a predetermined amount of time are routed to a defined overflow queue for appropriate action. When a call has overflowed based on time enqueued, it remains in the original queue and is also routed to the overflow queue.

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business.

ACD Node - Individual customer ACD group(s) served from the same 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 make the line unavailable and identify the reason for unavailability to calls. When the not ready key is activated, the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts and determine staffing requirements.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION / MANAGEMENT INFORMATION SYSTEM (ACD/MIS) (Continued)

B. DEFINITIONS - Continued

Additional Queue Slots (greater than the number of access positions) - Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available. One queue slot is required for each call to be held in queue.

Agent Login/Logout - Security to ensure only assigned agents are able to login to an ACD group. Agent Login/Logout includes the partitioning of agent login ID numbers and agent login passwords.

Agent Queue - Provides for even distribution of the calls among agents by routing the call to the agent who has been idle the longest.

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents. When an answer key is pressed, the calling agents' directory number is displayed.

Attendant Console to ACD - Allows attendant consoles to extend or originate calls to ACD directory numbers.

Automatic Overflow - Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time. The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer.

Call Agent - Allows the supervisor to directly call an agent without having to dial the agent's secondary directory number.

Call Center Manager - provides call center managers with the ability to monitor and control both their calls and their agents. The functions of Call Center Manager are:

- Real-time display and monitoring of agent and call activity.
- Data collection and storage for historical or real-time report generation.
- Real-time or scheduled call routing control and resource availability control.

Within the same Internal Communications and Call Management Features customer group, the customer may monitor and control multiple ACD groups through a single Call Center Manager MIS Link. The use of an additional MIS Link allows the customer to have multiple supervisory terminals supporting the same Internal Communications and Call Management Features ACD groups.

Call Center Report - automatically sends basic ACD reports to a customer designated fax machine. The structure and parameters of the reports are predefined by the Company and contain statistics relating to agent and group performance. The customer provides the fax machine and appropriate telephone line.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

B. DEFINITIONS - Continued

Call Forcing - Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents. An agent does not need to press the in-calls key to receive the next call.

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with first agent.)

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Call Source ID - Provides for the display, at the agent's position, of the incoming call facility (for calls from within the same customer's group the agent's extension number is displayed). For calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Allows the agent quick access to the supervisor for help or consultation.

Controlled Interflow - This feature allows a supervisor to temporarily divert a group's new incoming calls to another group because of a change in business conditions.

Delay Treatment - Allows one of two treatments based on anticipated waiting time; either a ring back or a recorded announcement.

Directory Number - Incoming local access numbers assigned to the customer ACD groups.

Display Agents Summary - Key activated function enables the ACD supervisor, using a Business Set with Display, to quickly check the status of all ACD agent positions within a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive calls, and
- not available (agent not logged in or Make Set Busy activated).

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION / MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

B. DEFINITIONS - Continued

Display Queue Status - Allows the supervisor position to monitor the efficiency in which incoming calls are being handled. Activation of Display Queue Status shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions,
- number of calls waiting in the incoming call queue,
- number of calls logically queued against group,
- waiting time (in seconds) of the oldest call in queue.

Distinctive Ringing - This feature enables agents to distinguish ACD calls from non-ACD calls.

Emergency Alerting - Enables the ACD agent to confer immediately with the supervisor. The ACD agent can be provided with an emergency key and the supervisor with an answer-emergency key.

Emergency Alerting Enhanced - Enhances the Emergency Alerting feature by allowing the ACD agent to add both a supervisor and a customer provided recording device to a call simultaneously by pressing a single key.

Emergency Answer - Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key.

Emergency Answer Backup - Provides a method for redirecting emergency key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. This feature is key activated on an individual agent basis.

Incoming Call Queue (equal to the number of agents) - Provides queuing of incoming calls based on order of arrival priority.

Make Set Busy - Blocks ACD and non-ACD calls to the position. This feature can be automatically activated if the ringing timer expires on an ACD call presented to that agent.

MIS Data Stream Interface - Enables a downstream processor to use a data stream to collect ACD group information, from the ACD node, to produce real-time statistics and historical reports. The ACD/MIS interface allows the user to perform the following functions:

- login or logoff the ACD/MIS,
- collect information from a pool of ACD groups,
- change the information for a pool of ACD groups,
- request information on the configuration of the data stream,
- request the current time and date,
- start and stop the transfer of call-event information.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION /
MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

B. DEFINITIONS - Continued

MIS Data Stream Interface - Continued

This feature also includes the following:

- **Remote ACD Load Management** - Provides the capability for supervisors to quickly reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overload on a remote supervisory terminal.
- **Variable Wrap-Up Time** - Allows the ACD supervisory position to vary the interval between call completion and the presentation of a new incoming call on an individual agent position basis or on a group basis.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

Music on Delay - This feature uses a customer provided music source to provide music to the caller after the recorded delay announcement, while the call is in queue to be answered.

Night Treatment - Allows calls arriving after all agents have logged out to be handled by: 1) answering with a recorded announcement advising the caller that the ACD location is closed and then the call is disconnected, or 2) automatically forwarding the call to another ACD location or to a night service number for answering.

Not Ready - When the not ready key is pressed, any active call is terminated and the position cannot receive any new ACD calls. Non-ACD functions will continue to be presented as usual.

Observe Agent - Allows the supervisor position to monitor agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

Observe Agent From 2500 Set - Allows the supervisor to monitor agents' calls from a 2500 set.

Overflow Enhancement - Increases the customer's options for answering ACD calls during periods of heavy traffic. Customers may specify up to four ACD groups, within an ACD node, as potential overflow routes. When an incoming call queue for a group is full, this feature sequentially scans each of the other groups and routes the call to the first group able to accept it.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time. The call is then rerouted either to the longest idle agent or to the front of the incoming call queue if no agent is available.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

B. DEFINITIONS - Continued

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented. This feature is set up on a per set basis and is an enhancement to the Not Ready feature.

Standard Announcements - This feature plays recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the 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. This feature can eliminate or minimize calls left unanswered in the incoming call queue at the onset of night service.

Three-Way Calling/Call Transfer to ACD - This feature permits a supervisor to transfer a call to another agent with or without establishing a three-way conference first.

Transfer to In-Calls Key - Enables the ACD agent to transfer an incoming ACD call directly to another ACD agent's in-calls key.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

24. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

(T)

B. DEFINITIONS - Continued

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented. This feature is set up on a per set basis and is an enhancement to the Not Ready feature.

Standard Announcements – This feature plays recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the Company central office.

Super Groups – 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.

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Supervisor Control of Night Service – Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system. This feature can eliminate or minimize calls left unanswered in the incoming call queue at the onset of night service.

Three-Way Calling/Call Transfer to ACD – This feature permits a supervisor to transfer a call to another agent with or without establishing a three-way conference first.

Transfer to In-Calls Key – Enables the ACD agent to transfer an incoming ACD call directly to another ACD agent's in-calls key.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

24. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

B. DEFINITIONS - Continued

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented. This feature is set up on a per set basis and is an enhancement to the Not Ready feature.

Standard Announcements – This feature plays recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the Company central office.

Super Groups – Enables multiple ACD groups, located in single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service – Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system. This feature can eliminate or minimize calls left unanswered in the incoming call queue at the onset of night service.

3 Way Calling/Call Transfer to ACD – This feature permits a supervisor to transfer a call to another agent with or without establishing a three-way conference first.

(T)

Transfer to In-Calls Key – Enables the ACD agent to transfer an incoming ACD call directly to another ACD agent's in-calls key.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION / MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

C. FEATURE PACKAGES

Internal Communications and Call Management Features ACD is available in the following packages:

1. Basic Agent Feature Package
 - Abandoned Call Clearing
 - Agent Login/Logout
 - Agent Queue
 - Attendant Console to ACD
 - Automatic Overflow
 - Call Forcing
 - Delay Treatment
 - Incoming Call Queue (equal to number of agents)
 - Music on Delay
 - Night Treatment
 - Not Ready
 - Overflow Enhancement
 - Ring Threshold
 - Standard Announcements
 - Three-Way Calling/Call Transfer to ACD

2. Advanced Agent Feature Package ¹
 - 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

¹ Customers must subscribe to the Basic Agent Feature Package to be eligible to subscribe to the Advanced Agent Feature Package.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

24. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued (T)

C. FEATURE PACKAGES

Customized Multi-line Telephone Service ACD is available in the following packages: (T)

1. Basic Agent Feature Package
 - Abandoned Call Clearing
 - Agent Login/Logout
 - Agent Queue
 - Attendant Console to ACD
 - Automatic Overflow
 - Call Forcing
 - Delay Treatment
 - Incoming Call Queue (equal to number of agents)
 - Music on Delay
 - Night Treatment
 - Not Ready
 - Overflow Enhancement
 - Ring Threshold
 - Standard Announcements
 - Three-Way Calling/Call Transfer to ACD

2. Advanced Agent Feature Package ¹
 - 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

¹ Customers must subscribe to the Basic Agent Feature Package to be eligible to subscribe to the Advanced Agent Feature Package.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION /
MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

C. FEATURE PACKAGES - Continued

3. ACD on Single-Line Telephone Sets ¹
 - Abandoned Call Clearing
 - Automatic Overflow
 - Distinctive Ringing
 - Incoming Call Queue (equal to number of agents)
 - Login/Logout
 - Make Set Busy
 - Music on Delay
 - Night Treatment
 - Observe Agent from 2500 Set
 - Overflow Enhancement
 - Ring Threshold
 - Set Not Ready
 - Standard Announcements
 - Three-Way Calling/Call Transfer to ACD

4. Supervisor Feature Package
 - Answer Agent
 - Call Agent
 - Controlled Interflow
 - Emergency Answer
 - Emergency Answer Backup
 - Forced Agent Availability
 - Observe Agent
 - Supervisor Control of Night Service
 - Three-Way Calling/Call Transfer to ACD
 - Available with Display Sets
 - Called Name/Number Display
 - Call Source ID
 - Display Agents Summary
 - Display Queue Status

¹ The ACD on Single-Line Telephone Set Feature Package is in lieu of the Basic Agent Feature Package and not available with the Advanced Agent Feature Package.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

24. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

(T)

C. FEATURE PACKAGES - Continued

3. ACD on Single-Line Telephone Sets ¹
 - Abandoned Call Clearing
 - Automatic Overflow
 - Distinctive Ringing
 - Incoming Call Queue (equal to number of agents)
 - Login/Logout
 - Make Set Busy
 - Music on Delay
 - Night Treatment
 - Observe Agent from 2500 Set
 - Overflow Enhancement
 - Ring Threshold
 - Set Not Ready
 - Standard Announcements
 - Three-Way Calling/Call Transfer to ACD

4. Supervisor Feature Package
 - Answer Agent
 - Call Agent
 - Controlled Interflow
 - Emergency Answer
 - Emergency Answer Backup
 - Forced Agent Availability
 - Observe Agent
 - Supervisor Control of Night Service
 - Three-Way Calling/Call Transfer to ACD
 - Available with Display Sets
 - Called Name/Number Display
 - Call Source ID
 - Display Agents Summary
 - Display Queue Status

¹ The ACD on Single-Line Telephone Set Feature Package is in lieu of the Basic Agent Feature Package and not available with the Advanced Agent Feature Package.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION /
MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

C. FEATURE PACKAGES - Continued

5. Optional Features ¹

- 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

¹ The Optional Features are available to customers that have the Basic Agent Feature Package or the Advanced Agent Feature Package.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

24. INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES AUTOMATIC CALL DISTRIBUTION /
MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

D. TERMS AND CONDITIONS

Internal Communications and Call Management Features ACD Service is available only to customers served from central offices equipped with DMS-100 switches.

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 terms and conditions applicable to the provision of service by the Company as specified in other sections of this Product Guide.

An intraexchange private line data circuit (4-wire circuit) is required between the customer's Management Information System and the Company serving central office. (See Schedule Cal. P.U.C. No. C-1.)

The customer must subscribe to the Basic Agent Feature Package before subscribing to the Advanced Agent Feature Package or Optional Features.

In addition to the rates for Call Center Manager, the customer is required to purchase the following for each Call Center Manager; software, a modem, a 4-wire analog data circuit from the serving central office to the customer's premises, and data processing equipment including but not limited to at least a 486 personal computer, monitor, and a printer.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

25. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

A. GENERAL

Customers requesting Multilocation Internal Communications and Call Management Features Service must have established basic Internal Communications and Call Management Features Service out of their serving wire center.

Multilocation Internal Communications and Call Management Features Service allows customers having Internal Communications and Call Management Features Service at multiple locations and/or terminating in multiple Telecommunications Systems to interact as though they were all within the same business group. The multiple locations may be on different premises served by the same end office, served by different end 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.

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
- Interlocation Intercom Calling

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

25. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

B. DEFINITIONS

Access to Private Facilities - Access to Private Facilities gives a Multilocation Internal Communications and Call Management Features customer access to private one-way or two-way facilities, i.e., T1, Tie Lines, WATS, FX Lines, etc., which are terminated in a Internal Communications and Call Management Features system. These facilities terminate in a different Internal Communications and Call Management Features system than the user. To use the Access to Private Facilities feature, the caller dials a one to three digit access code, which is routed via the Public Switched Network to the facility desired.

Customer of Record - The Internal Communications and Call Management Features customer 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/Extension 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 (2 to 7 digits).

- (1) **Location Code/Extension 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) one to six digits corresponding to a portion of the customer's local North American Numbering Plan (NANP) number. This dialing plan allows extension numbers to be reused at several locations.

Extension Dialing utilizes intercom numbers consisting of a portion of the NANP number associated with the individual line. This dialing plan allows for a simple intercom number based on part of the assigned NANP number.

- (2) **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 number. 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 remain current with employee job and location changes.

Both Dialing Plans can be used with public switched network calling or private line networks.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

25. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE -
Continued

B. DEFINITIONS - Continued

Dialing Plan Numbers - Internal Communications and Call Management Features lines having access to a Location/Extension Code or Portable Extension Dialing Plan.

Interlocation Intercom¹ - Interlocation intercom 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). Local Measured Service usage rates are applicable for these calls between locations. If these calls cross intraLATA toll boundaries, customers will be assessed Local Measured Usage charges and Frontier Communications of the Southwest Inc. IntraLATA Toll rates (or Discounted Calling Plan rates as applicable) within their service locations.

Interlocation Intercom is available on a term and volume basis in which local usage is applicable or on a flat rated basis in which there is no additional charge for local usage.

Work-At-Home (WAH) - Work-At-Home allows a residential telephone number of the customer's employee to function as a 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 features such as dial 9 access, Interlocation Intercom, or Access to Private Facilities.

The WAH capability is assigned to the employee's residential R1 line, and the WAH user cannot dial the access code for WAH from a line other than his own.

Work-At-Home may only be equipped on telephone lines of authorized employees of the Multilocation Internal Communications and Call Management Features customer of record. The Multilocation Work-At-Home may only be ordered by the Internal Communications and Call Management Features customer of record. Work-At-Home is available only on locations where facilities permit.

¹ A customer is not required to provide all Internal Communications and Call Management Features lines in their system with multilocation access capabilities (stations may be limited to intralocation or intra-central office calling).

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

25. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - Continued

C. CONDITIONS

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.

The Multilocation Internal Communications and Call Management Features customer must subscribe to both Interlocation Intercom and one Dialing Plan (Location Code/Extension or Portable Extension).

Location Code/Extension and Portable Extension Dialing Plans may not be mixed.

Location Code/Extension can be one to three digits in length. The first digit of the location code must be numbered two through six.

Portable Extension numbers may be one through seven digits in length. The first digit of the Portable Extension number must be numbered two through six.

Portable Extension numbers do not need to be the same as the North American Numbering Plan number.

Interlocation Intercom calls will only be connected to Multilocation Internal Communications and Call Management Features Service equipped lines at authorized locations.

All Multilocation Internal Communications and Call Management Features Service lines must be located at authorized locations of the same Customer of Record. Not every Internal Communications and Call Management Features line in a customer's business group must be provisioned with Multilocation Internal Communications and Call Management Features Service.

A customer does not have to purchase Dialing Plan and Interlocation Intercom in order to subscribe to Access to Private Facilities or Work-At-Home.

The Multilocation Internal Communications and Call Management Features customer of record is responsible for all charges incurred by any employee using the Work-At-Home feature from the time of installation of the feature until it is disconnected. The Multilocation Internal Communications and Call Management Features customer is responsible for the disconnection of the service when the employee leaves the Company.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

25. MULTILLOCATION INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE - Continued

C. CONDITIONS - Continued

The following Basic Internal Communications and Call Management Features Service features will function as described below when a customer has subscribed to Multilocation Internal Communications and Call Management Features Service:

Automatic Call Back Calling

Activated only when calling other stations within the same business group that are served by the same end office. Multilocation Internal Communications and Call Management Features customers may not camp on stations in other Internal Communications and Call Management Features systems.

Multilocation Internal Communications and Call Management Features stations receiving calls from other Multilocation Internal Communications and Call Management Features equipped stations in a different business group will receive the distinctive ring and call waiting tone of an outside call.

System Speed Calling

One System Speed Calling list per end office is provided for each business group. A Internal Communications and Call Management Features station can only access the System Speed Calling list of its business group within its home central office.

D. RATE CONDITIONS

Monthly Rates for Multilocation Internal Communications and Call Management Features are in addition to rates and charges for the Primary Station Line.

Intercom calls outside the local and/or EAS calling scope of the originating Internal Communications and Call Management Features line will be billed for local calls at the Local Measured Service rates (Section 4 of this Product Guide) and Frontier Communications of the Southwest Inc. IntraLATA Toll charges (Section 16 of this Product Guide) for toll calling. Intercom calling is also available on a flat rated basis in which local usage charges are not applicable.

The term lengths for Multilocation Internal Communications and Call Management Features must be the same in all locations and coincide with the customer's single location Internal Communications and Call Management Features term.

The Location Code/Extension Dialing Plan, Portable Extension Dialing Plan and the Interlocation Intercom are available on a month-to-month basis or for term periods ranging from 12 to 60 months. When a term period is elected, the customer is liable for termination charges for each and/or any of the features.

The termination liability charges will be calculated as set forth in SPECIAL CONDITION 23 if a customer discontinues Internal Communications and Call Management Features and/or Multilocation Internal Communications and Call Management Features Service.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

25. MULTILLOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

C. CONDITIONS – Continued

The following Basic Customized Multi-line Telephone Service features will function as described below when a customer has subscribed to Multilocation Customized Multi-line Telephone Service: (T)
(T)

Automatic Call Back Calling

Activated only when calling other stations within the same business group that are served by the same end office. Multilocation Customized Multi-line Telephone Service customers may not camp on stations in other Customized Multi-line Telephone Service systems. (T)
(T)

Multilocation Customized Multi-line Telephone Service stations receiving calls from other Multilocation Customized Multi-line Telephone Service equipped stations in a different business group will receive the distinctive ring and call waiting tone of an outside call. (T)
(T)

System Speed Calling

One System Speed Calling list per end office is provided for each business group. A Customized Multi-line Telephone Service station can only access the System Speed Calling list of its business group within its home central office. (T)
(T)

D. RATE CONDITIONS

Monthly Rates for Multilocation Customized Multi-line Telephone Service are in addition to rates and charges for the Primary Station Line. (T)

Intercom calls outside the local and/or EAS calling scope of the originating Customized Multi-line Telephone Service line will be billed for local calls at the Local Measured Service rates (Section 4 of this Product Guide) and Frontier Communications of the Southwest Inc. IntraLATA Toll charges (Section 16 of this Product Guide) for toll calling. Intercom calling is also available on a flat rated basis in which local usage charges are not applicable. (T)
(T)

The term lengths for Multilocation Customized Multi-line Telephone Service must be the same in all locations and coincide with the customer's single location Customized Multi-line Telephone Service term. (T)
(T)

The Location Code/Extension Dialing Plan, Portable Extension Dialing Plan and the Interlocation Intercom are available on a month-to-month basis or for term periods ranging from 12 to 60 months. When a term period is elected, the customer is liable for termination charges for each and/or any of the features.

The termination liability charges will be calculated as set forth in SPECIAL CONDITION 23 if a customer discontinues Customized Multi-line Telephone Service and/or Multilocation Customized Multi-line Telephone Service. (T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE

A. GENERAL

Internal Communications, System and Call Management Features is a non-engineered Internal Communications and Call Management Features-based service, which once the switch is pre-positioned, does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. Internal Communications, System and Call Management Features is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. Internal Communications, System and Call Management Features is a customized package for small business with a minimum of 2 lines, and may not exceed a maximum of 30 lines (exception: There is a six-line limit in the DMS 10 Central Office). Internal Communications, System and Call Management Features provides an enhanced dial tone from the Central office to the customer's premises along with an attractive menu of basic services.

Internal Communications, System and Call Management Features is furnished from compatible digital type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Internal Communications and Call Management Features lines within the customer's system.

Internal Communications, System and Call Management Features service includes local exchange service (no dial "9" required), direct inward-dialing to Internal Communications and Call Management Features lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone calling service, and intercept to the main listed number.

No other Internal Communications and Call Management Features features or classes of service can be mixed with Internal Communications, System and Call Management Features service. The customer has the flexibility of adding any combination of standard individual lines and hunt groups that meets the communications needs of the business as well as choosing features from within the offered Internal Communications, System and Call Management Features package for each line or hunt group.

Internal Communications, System and Call Management Features is available only where technically feasible.

B. SERVICE OPTIONS

Basic Standard Services ^{1,2} - Services included with a Internal Communications, System and Call Management Features service line.

Call Transfer (All Calls)
Call Hold
Consultation Hold
Intercom Dialing
Three Way Calling
Distinctive Ringing (Inside/Outside) ³
Assume Dial "9"

¹ Internal Communications, System and Call Management Features Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability, and has a two-line minimum requirement.

² See Section 4 of this Product Guide for applicable measured usage rates.

³ This feature is specific to Internal Communications, System and Call Management Features service. See 26.M, FEATURE DESCRIPTIONS.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE (T)

A. GENERAL

Custom Line Telephone Service is a non-engineered Customized Multi-line Telephone Service-based service, which once the switch is pre-positioned, does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. Custom Line Telephone Service is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. Custom Line Telephone Service is a customized package for small business with a minimum of 2 lines, and may not exceed a maximum of 30 lines (exception: There is a six-line limit in the DMS 10 Central Office). Custom Line Telephone Service provides an enhanced dial tone from the Central office to the customer's premises along with an attractive menu of basic services. (T)

Custom Line Telephone Service is furnished from compatible digital type switching equipment located on the Company premises and includes the facilities necessary for intercommunication between Customized Multi-line Telephone Service lines within the customer's system. (T)

Custom Line Telephone Service includes local exchange service (no dial "9" required), direct inward-dialing to Customized Multi-line Telephone Service lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Company, touch-tone calling service, and intercept to the main listed number. (T)

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

Custom Line Telephone Service is available only where technically feasible. (T)

B. SERVICE OPTIONS

Basic Standard Services ^{1,2} – Services included with a Custom Line Telephone Service line. (T)

- Call Transfer (All Calls)
- Call Hold
- Consultation Hold
- Intercom Dialing
- Three Way Calling
- Distinctive Ringing (Inside/Outside) ³
- Assume Dial "9"

¹ Custom Line Telephone Service Basic Service includes a network access line with Touch Tone and Direct Inward/Outward Dialing capability, and has a two-line minimum requirement. (T)

² See Section 4 of this Product Guide for applicable measured usage rates.

³ This feature is specific to Custom Line Telephone Service. See 26.M, FEATURE DESCRIPTIONS. (T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

B. SERVICE OPTIONS - Continued

Selectable Standard Services¹ - Services listed in this section are available for each Internal Communications, System and Call Management Features line at no additional charge. A customer may customize his service by selecting as many of the following services as desired for each individual Internal Communications, System and Call Management Features line:

Automatic Callback (within system only)
Call Forwarding - Busy - Fixed
Call Forwarding - No Answer - Fixed
Call Forwarding (All Calls)
Call Restriction Options :²
 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 Multi-Line
Speed Dialing

¹ Available only where technically feasible.

² These call restrictions are specific to Internal Communications, System and Call Management Features service. See 26.M, FEATURE DESCRIPTIONS.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

(T)

B. SERVICE OPTIONS – Continued

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

(T)

|

(T)

Automatic Callback (within system only)

Call Forwarding – Busy – Fixed

Call Forwarding – No Answer – Fixed

Call Forwarding (All Calls)

Call Restriction Options :²

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 Multi-Line

Speed Dialing

¹ Available only where technically feasible.

² These call restrictions are specific to Custom Line Telephone Service. See 26.M, FEATURE DESCRIPTIONS.

(T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

B. SERVICE OPTIONS - Continued

Optional Services¹ - Services listed in this section are also available for each Internal Communications, System and Call Management Features line at an additional monthly recurring charge per feature:

Busy Redial	Caller ID
Call Block (*60)	Executive Busy Override
Call Park	Last Number Redial ²
Call Park Directed *69	Select Call Forwarding
Caller ID - Number Only	Priority Call

Additional features and feature packages available from other Product Guide sections include:

Call Trace³
Enhanced Call Forwarding - Existing Number³
Enhanced Call Forwarding - Existing w/Call Manager³
Voice Messaging⁴
Unlimited Local and Toll Usage for Business Feature Package Two A³
Unlimited Local and Toll Usage for Business Feature Package Three³

C. TERM OPTIONS

Internal Communications, System and Call Management Features customers may select either a month-to-month option or a 24-month term option. Effective 4/26/08, Internal Communications, System and Call Management Features 2 Year Term service will no longer be offered in CA and customers may select the Internal Communications, System and Call Management Features 3-year term option. Customers with existing 2 Year Internal Communications, System and Call Management Features term agreements with expiration dates through 4/25/10 will be grandfathered. The term agreement becomes effective upon the installation date of the service.

Internal Communications, System and Call Management Features will be billed per billing account number within a customer's system.

D. ADDING LINES UNDER TERM OPTION

Additional Internal Communications, System and Call Management Features lines may be added to an existing system, up to a maximum of 30, during the term period; applicable Service Order Activity Charges will apply. For customers subscribing to the two-year term plan, the term obligation, with respect to any additional lines, will be coterminous with such two-year term. Effective 4/26/08, this regulation will apply to the Internal Communications, System and Call Management Features 3-year term plan.

¹ Available only where technically feasible.

² This feature is specific to Internal Communications, System and Call Management Features service. See 26.M, FEATURE DESCRIPTIONS.

³ See Section 6A. of this Product Guide for rates and descriptions of these services.

⁴ See Section 5 of this Product Guide for rates and description of Voice Messaging.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

B. SERVICE OPTIONS – Continued

Optional Services¹ – Services listed in this section are also available for each Custom Line Telephone Service line at an additional monthly recurring charge per feature: (T)

Busy Redial	Caller ID
Call Block (*60)	Executive Busy Override
Call Park	Last Number Redial ²
Call Park Directed *69	Select Call Forwarding
Caller ID – Number Only	Priority Call

Additional features and feature packages available from other Product Guide sections include:

- Call Trace³
- Enhanced Call Forwarding – Existing Number³
- Enhanced Call Forwarding – Existing w/Call Manager³
- Voice Messaging⁴
- Unlimited Local and Toll Usage for Business Feature Package Two A³
- Unlimited Local and Toll Usage for Business Feature Package Three³

C. TERM OPTIONS

Custom Line Telephone Service customers may select either a month-to-month option or a 24-month term option. Effective 4/26/08, Custom Line Telephone Service 2 Year Term service will no longer be offered in CA and customers may select the Custom Line Telephone Service 3-year term option. Customers with existing 2 Year Custom Line Telephone Service term agreements with expiration dates through 4/25/10 will be grandfathered. The term agreement becomes effective upon the installation date of the service. (T)

Custom Line Telephone Service will be billed per billing account number within a customer's system. (T)

D. ADDING LINES UNDER TERM OPTION

Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of 30, during the term period; applicable Service Order Activity Charges will apply. For customers subscribing to the two-year term plan, the term obligation, with respect to any additional lines, will be coterminous with such two-year term. Effective 4/26/08, this regulation will apply to the Custom Line Telephone Service 3-year term plan. (T)

¹ Available only where technically feasible.

² This feature is specific to Custom Line Telephone Service. See 26.M, FEATURE DESCRIPTIONS. (T)

³ See Section 6A. of this Product Guide for rates and descriptions of these services.

⁴ See Section 5 of this Product Guide for rates and description of Voice Messaging.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

B. SERVICE OPTIONS – Continued

Optional Services¹ – Services listed in this section are also available for each Custom Line Telephone Service line at an additional monthly recurring charge per feature:

Busy Number Redial *66	Caller ID with Name	(T)
Call Block (*60)	Executive Busy Override	
Call Park	Selective Call Forward	(T)
Call Park Directed	Priority Call	(T)
Call Return *69	Caller ID – Number Only ⁴	(C)

Additional features and feature packages available from other Product Guide sections include:

Call Trace ²		
Enhanced Call Forward – Existing Number ²		(T)
Enhanced Call Forward – Existing w/Call Manager ²		(T)
Voice Messaging ³		
Unlimited Local and Toll Usage for Business Feature Package Two A ²		
Unlimited Local and Toll Usage for Business Feature Package Three ²		

C. TERM OPTIONS

Custom Line Telephone Service customers may select either a month-to-month option or a 24-month term option. Effective 4/26/08, Custom Line Telephone Service 2 Year Term service will no longer be offered in CA and customers may select the Custom Line Telephone Service 3-year term option. Customers with existing 2 Year Custom Line Telephone Service term agreements with expiration dates through 4/25/10 will be grandfathered. The term agreement becomes effective upon the installation date of the service.

Custom Line Telephone Service will be billed per billing account number within a customer's system.

D. ADDING LINES UNDER TERM OPTION

Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of 30, during the term period; applicable Service Order Activity Charges will apply. For customers subscribing to the two-year term plan, the term obligation, with respect to any additional lines, will be coterminous with such two-year term. Effective 4/26/08, this regulation will apply to the Custom Line Telephone Service 3-year term plan.

¹ Available only where technically feasible.

² See Section 6A. of this Product Guide for rates and descriptions of these services.

³ See Section 5 of this Product Guide for rates and description of Voice Messaging.

⁴ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: 11/15/15

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

B. SERVICE OPTIONS – Continued

Optional Services¹ – Services listed in this section are also available for each Custom Line Telephone Service line at an additional monthly recurring charge per feature:

*66 Busy Number Redial	Caller ID with Name	(T)
Anonymous Call Block/Rejection	Executive Busy Override	I
Call Park	Selective Call Forward	(T)
Call Park Directed	Priority Call	
*69 Call Return	Caller ID Number Only ⁴	(T)

Additional features and feature packages available from other Product Guide sections include:

Call Trace²

Enhanced Call Forward – Existing Number²

Enhanced Call Forward – Existing w/Call Manager²

Voice Messaging³

Unlimited Local and Toll Usage for Business Feature Package Two A²

Unlimited Local and Toll Usage for Business Feature Package Three²

C. TERM OPTIONS

Custom Line Telephone Service customers may select either a month-to-month option or a 24-month term option. Effective 4/26/08, Custom Line Telephone Service 2 Year Term service will no longer be offered in CA and customers may select the Custom Line Telephone Service 3-year term option. Customers with existing 2 Year Custom Line Telephone Service term agreements with expiration dates through 4/25/10 will be grandfathered. The term agreement becomes effective upon the installation date of the service.

Custom Line Telephone Service will be billed per billing account number within a customer's system.

D. ADDING LINES UNDER TERM OPTION

Additional Custom Line Telephone Service lines may be added to an existing system, up to a maximum of 30, during the term period; applicable Service Order Activity Charges will apply. For customers subscribing to the two-year term plan, the term obligation, with respect to any additional lines, will be coterminous with such two-year term. Effective 4/26/08, this regulation will apply to the Custom Line Telephone Service 3-year term plan.

¹ Available only where technically feasible.

² See Section 6A. of this Product Guide for rates and descriptions of these services.

³ See Section 5 of this Product Guide for rates and description of Voice Messaging.

⁴ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

E. TERMINATION LIABILITY

There is no termination liability for customers who have elected the Internal Communications, System and Call Management Features month-to-month payment option.

When a Internal Communications, System and Call Management Features customer chooses the 24-month term option, and after 30 days following installation, chooses to disconnect or terminate Internal Communications, System and Call Management Features service before the term expires, the customer will be liable for any termination charges applicable in Section 2. B.15. of this Product Guide.

Effective September 14, 2007, new or renewing customers who, after the first 30 days, partially disconnect service, will be charged termination liability on the disconnected lines as follows:

- 1) Customers with 2 lines in service who disconnect one or both lines will be assessed full termination liability as described in 23.a. Customer must maintain 2 lines to have Internal Communications, System and Call Management Features service.
- 2) Customers with 3 - 4 lines in service who disconnect any lines will be charged termination liability on the disconnected lines per the formula set forth in Section 2. B.15. of this Product Guide. Customer must maintain 2 lines to have Internal Communications, System and Call Management Features service.
- 3) Customers with 5 or more lines who disconnect over 20% of the total number of lines in service will be charged termination liability on the disconnected lines per the formula set forth in Section 2. B.15. of this Product Guide.

F. TRANSFER OF TERM OPTION

With the written permission of the Company, the obligation to pay the Internal Communications, System and Call Management Features 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. See Section 2. B.15. of this Product Guide, for termination liability terms and conditions.

G. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SYSTEM

Internal Communications, System and Call Management Features service lines sharing a common intercom arrangement and a primary directory listing will be considered a Internal Communications, System and Call Management Features System. A system must have a minimum of two lines and may not exceed a maximum of thirty Internal Communications, System and Call Management Features lines. Internal Communications, System and Call Management Features service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

H. SUBSCRIBER LINE CHARGE

An applicable interstate Subscriber Line Charge will be applied to all Internal Communications, System and Call Management Features lines. See Frontier Communications of the Southwest Inc. Tariff FCC No. 5 and Frontier Communications of the Southwest Inc. Tariff FCC No. 6 for rates.

I. INCOMING TOLL FREE SERVICE ACCESS ARRANGEMENT

Incoming calls on Toll Free Service access lines can be terminated on a Internal Communications, System and Call Management Features service system. Incoming calls terminated in this manner may be transferred to other lines of the same Internal Communications, System and Call Management Features service system.

J. OFF-PREMISES LINES

Internal Communications, System and Call Management Features service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Internal Communications, System and Call Management Features service system that are located at different premises but situated within the same wire center serving area.

K. OPTIONAL INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICES

Optional services may be available where Company facilities permit at the rates specified in Section E.3. The descriptions, terms and conditions for these services are specified in Section 26.M of this Product Guide. Only the Internal Communications and Call Management Features services specified in this section will be available under Internal Communications, System and Call Management Features service. Custom Calling and CLASS services not specified in this Product Guide will not be offered.

L. FEATURE RESTRICTION

Call Transfer, Three-Way Calling, Call Forwarding, Call Forwarding Busy, and Call Forwarding-Don't Answer may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Internal Communications, System and Call Management Features customer.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

H. SUBSCRIBER LINE CHARGE

An applicable interstate Subscriber Line Charge will be applied to all Custom Line Telephone Service lines. See Frontier Communications of the Southwest Inc. Tariff FCC No. 5 and Frontier Communications of the Southwest Inc. Tariff FCC No. 6 for rates. (T)

I. INCOMING TOLL FREE SERVICE ACCESS ARRANGEMENT

Incoming calls on Toll Free Service access lines can be terminated on a Custom Line Telephone Service system. Incoming calls terminated in this manner may be transferred to other lines of the same Custom Line Telephone Service system. (T)
(T)

J. OFF-PREMISES LINES

Custom Line Telephone Service lines can be provided at a separate customer premise. No mileage charges apply to lines of the same Custom Line Telephone Service system that are located at different premises but situated within the same wire center serving area. (T)
(T)

K. OPTIONAL CUSTOM LINE TELEPHONE SERVICES (T)

Optional services may be available where Company facilities permit at the rates specified in Section E.3. The descriptions, terms and conditions for these services are specified in Section 26.M of this Product Guide. Only the Customized Multi-line Telephone Services specified in this section will be available under Custom Line Telephone Service. Custom Calling and CLASS services not specified in this Product Guide will not be offered. (T)
(T)

L. FEATURE RESTRICTION

Call Transfer, Three-Way Calling, Call Forwarding, Call Forwarding Busy, and Call Forwarding-Don't Answer may generate local or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

M. FEATURE DESCRIPTIONS

INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES BASIC STANDARD FEATURES

The following features are automatically included on every Internal Communications, System and Call Management Features line, and are the backbone of the Internal Communications, System and Call Management Features offering:

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

Touch Tone - Provides touch tone signaling for dialing calls, and accessing features. Rotary dial telephones are not compatible with Internal Communications, System and Call Management Features.

Direct Inward Dial (DID) - The ability of each member of the Internal Communications, System and Call Management Features group to receive calls from outside the group directly to their station.

Direct Outward Dial (DOD) - The ability of each member of the Internal Communications, System and Call Management Features group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.

Call Transfer (All Calls) - The ability for a Internal Communications, System and Call Management Features line to transfer an established incoming call to another line. The "transfer-to-line" location may be inside the group or outside the group. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Internal Communications, System and Call Management Features 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.

Three Way Calling - Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll or long distance usage charges. If generated, these charges are the responsibility of the Internal Communications, System and Call Management Features customer.

Intercom Dialing - Provides the customer with the ability to communicate between lines within your own Internal Communications, System and Call Management Features group by dialing a two-digit code instead of having to dial the full 7- or 10-digit telephone number.

Distinctive Ringing (Inside/Outside) - This feature allows the user to distinguish between calls originating from within the Internal Communications, System and Call Management Features group and calls originating from outside the Internal Communications, System and Call Management Features group. Calls originating from inside the group will receive one ring, and calls originating from outside the group will receive a double ring. This feature is specific to Internal Communications, System and Call Management Features service.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

M. FEATURE DESCRIPTIONS

CUSTOM LINE TELEPHONE SERVICE BASIC STANDARD FEATURES (T)

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

Assume Dial "9" – Allows the customer to place calls outside the group without having to dial the access code "9". (T)

Touch Tone – Provides touch tone signaling for dialing calls, and accessing features. Rotary dial telephones are not compatible with Custom Line Telephone Service. (T)

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

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

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

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

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. (T)

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 or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)

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

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

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

M. FEATURE DESCRIPTIONS

CUSTOM LINE TELEPHONE SERVICE BASIC STANDARD FEATURES

The following features are automatically included on every Custom Line Telephone Service line, and are the backbone of the Custom Line Telephone Service offering:

Assume Dial “9” – Allows the customer to place calls outside the group without having to dial the access code “9”.

Touch Tone – Provides touch tone signaling for dialing calls, and accessing features. Rotary dial telephones are not compatible with Custom Line Telephone Service.

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

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

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

3 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 or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer. (T)

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

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

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

M. FEATURE DESCRIPTIONS - Continued

INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SELECTABLE FEATURES

The following features may be selected at no charge by the customer, and may be placed on any Line or Hunt Group of the customer's choosing.

Automatic Call Back (within system only) - When a Internal Communications, System and Call Management Features user reaches a busy line within the Internal Communications, System and Call Management Features group, a code (*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Internal Communications, System and Call Management Features 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 earlier by the originator, by dialing a code (#52).

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 desired. 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 Internal Communications, System and Call Management Features group are subject to local and/or long distance charges billed to the Internal Communications, System and Call Management Features customer.

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

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

Call Waiting/ Cancel Call Waiting - When a busy Internal Communications, System and Call Management Features 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 the present call on hold and answering the incoming call, or disregarding the call. The calling party will receive a ringing tone instead of a busy tone. The user may terminate the Call Waiting feature at any time by dialing the Cancel Call Waiting Code (*70). Canceling the Call Waiting feature is good for only one call, and must be repeated for each call the user does not wish to be interrupted by the call waiting tone.

Dial Call Waiting-Originating - When a user calls another member of the Internal Communications, System and Call Management Features 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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

M. FEATURE DESCRIPTIONS – Continued

CUSTOM LINE TELEPHONE SERVICE SELECTABLE FEATURES (T)

The following features may be selected at no charge by the customer, and may be placed on any Line or Hunt Group of the customer's choosing.

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

Call Forwarding (All Calls) – Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded-to number, and may change the forwarded-to number as often as desired. The user also has the ability to turn the feature off and on as needed to better serve the user's needs. Calls forwarded outside the Custom Line Telephone Service group are subject to local and/or long distance charges billed to the Custom Line Telephone Service customer. (T)

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

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

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

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

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

M. FEATURE DESCRIPTIONS - Continued

INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SELECTABLE FEATURES
- Continued

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

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

Hunting (Series and/or Multi-Line) - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a lead number or pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Internal Communications, System and Call Management Features customers will be provided in a Series or Multi-Line arrangement only, and must be programmed by Frontier Communications of the Southwest Inc. from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to Internal Communications, System and Call Management Features customers.

Customer Changeable Speed Calling - 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 eight (8) numbers in all switch types except the 5ESS, which will only provide six (6). This is a customer programmable feature, and each user will have his own list.

Call Restriction Options - The customer must select the type of call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code and call blocking features.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

M. FEATURE DESCRIPTIONS - Continued

INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SELECTABLE FEATURES
- Continued

Call Restriction Options - Continued

The customer must choose one of the following options. ¹

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

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

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

Call Restriction Three - The user is not permitted to make any outgoing calls to numbers outside the Internal Communications, System and Call Management Features group (toll or local, including 911). This option allows all incoming calls with no restrictions.

Call Restriction Four - The user cannot make or receive calls to or from outside the Internal Communications, System and Call Management Features group (including 911). Only inside the group (intercom) calling is allowed.

Call Restriction Five - This option blocks all 700, 900, 976 calls. This option may be added to the No Call Restriction class of service as required.

Call Restriction Six - This option blocks all casual dialing (101XXXX) type calls. This option may be added to the No Call restriction class of service as required.

Call Restriction Seven - This option blocks all international type calls. This option may be added to the No Call Restriction class of service as required.

¹ These call restrictions are specific to Internal Communications, System and Call Management Features service.

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

M. FEATURE DESCRIPTIONS - Continued

INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES OPTIONAL FEATURES

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

Busy Redial - This feature allows the user attempting to call to a busy line, within the 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 (*60) - This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated, any calls from these twelve numbers will be routed to an intercept message instead of completing.

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

Call Park Directed - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Internal Communications, System and Call Management Features group, except his 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 return the last incoming call when the service is activated by dialing *69.

This feature is offered on a monthly subscription or per activation basis.

Per activation customers are charged upon dialing *69, regardless of whether the call is completed to the calling party. The customer is charged for any call placed by means of this service.

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

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

(T)

M. FEATURE DESCRIPTIONS – Continued

CUSTOM LINE TELEPHONE SERVICE OPTIONAL FEATURES

(T)

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

Busy Redial – This feature allows the user attempting to call to a busy line, within the 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 (*60) – This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated, any calls from these twelve numbers will be routed to an intercept message instead of completing.

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

Call Park Directed – This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Custom Line Telephone Service group, except his 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 return the last incoming call when the service is activated by dialing *69.

This feature is offered on a monthly subscription or per activation basis.

Per activation customers are charged upon dialing *69, regardless of whether the call is completed to the calling party. The customer is charged for any call placed by means of this service.

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

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

M. FEATURE DESCRIPTIONS – Continued

CUSTOM LINE TELEPHONE SERVICE OPTIONAL FEATURES

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

Busy Number Redial *69 – This feature allows the user attempting to call to a busy line, within the 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. (T)

Call Block (*60) – This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated, any calls from these twelve numbers will be routed to an intercept message instead of completing.

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

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

Call Return *69 – This feature allows a customer to return the last incoming call when the service is activated by dialing *69. (T)

This feature is offered on a monthly subscription or per activation basis.

Per activation customers are charged upon dialing *69, regardless of whether the call is completed to the calling party. The customer is charged for any call placed by means of this service.

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

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

M. FEATURE DESCRIPTIONS - Continued

INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES OPTIONAL FEATURES -
Continued

Caller ID-Number Only - This feature allows the user (with compatible CPE) to view the telephone number of the incoming call before answering the call or choosing to ignore it.

Caller ID - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it.

Executive Busy Override - This feature allows the user, upon reaching a busy line inside the group, to dial a code (*40) to gain access to the busy line, thus establishing a three-way call. The called number must be in the Internal Communications, System and Call Management Features group, and will receive a warning tone prior to the establishment of the three-way conference call.

Last Number Redial - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS. This feature is specific to Internal Communications, System and Call Management Features service.

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

Enhanced Call Forwarding – Existing Number & Existing Number With Call Manager – is an AIN-based service. Using a toll-free 800 number, subscribers can forward calls from anywhere in the country to another number of their choice (pager, cellular phone, work phone, or home phone). Enhanced Call Forwarding (ECF) is installed with a default destination number requested by the end user, and provides the added flexibility for subscribers to override the default number at will by using prompts on the Administrative IVRU number. See Section 6 of this Product Guide for other details and rates for ECF.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

M. FEATURE DESCRIPTIONS – Continued

CUSTOM LINE TELEPHONE SERVICE OPTIONAL FEATURES – Continued (T)

Caller ID-Number Only – This feature allows the user (with compatible CPE) to view the telephone number of the incoming call before answering the call or choosing to ignore it.

Caller ID – This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it.

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

Last Number Redial – This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS^{®1}. This feature is specific to Custom Line Telephone Service. (T)
(T)

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

Enhanced Call Forwarding – Existing Number & Existing Number With Call Manager – is an AIN-based service. Using a toll-free 800 number, subscribers can forward calls from anywhere in the country to another number of their choice (pager, cellular phone, work phone, or home phone). Enhanced Call Forwarding (ECF) is installed with a default destination number requested by the end user, and provides the added flexibility for subscribers to override the default number at will by using prompts on the Administrative IVRU number. See Section 6 of this Product Guide for other details and rates for ECF.

¹ 5ESS[®] is a Registered Trademark of Lucent Technologies, Inc. (N)

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

M. FEATURE DESCRIPTIONS – Continued

CUSTOM LINE TELEPHONE SERVICE OPTIONAL FEATURES – Continued

Caller ID-Number Only ⁽¹⁾ – This feature allows the user (with compatible CPE) to view the telephone number of the incoming call before answering the call or choosing to ignore it. (C)

Caller ID – This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), of the incoming call before answering the call or choosing to ignore it. (T)

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

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^{®1}. This feature is specific to Custom Line Telephone Service .

Selective Call Forward – This feature allows the user the ability to program up to twelve numbers of his choosing that he wants call forwarded. When one of the numbers on the user list calls, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If call forwarding all calls is activated, it will override this feature. (T)

Enhanced Call Forward – Existing Number & Existing Number With Call Manager – is an AIN-based service. Using a toll-free 800 number, subscribers can forward calls from anywhere in the country to another number of their choice (pager, cellular phone, work phone, or home phone). Enhanced Call Forwarding (ECF) is installed with a default destination number requested by the end user, and provides the added flexibility for subscribers to override the default number at will by using prompts on the Administrative IVRU number. See Section 6 of this Product Guide for other details and rates for ECF. (T)

¹ 5ESS[®] is a Registered Trademark of Lucent Technologies, Inc.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

INTERNAL COMMUNICATIONS AND CALL MANAGEMENT FEATURES SERVICE

SPECIAL CONDITIONS - Continued

26. INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES SERVICE - Continued

M. FEATURE DESCRIPTIONS - Continued

INTERNAL COMMUNICATIONS, SYSTEM AND CALL MANAGEMENT FEATURES OPTIONAL FEATURES -
Continued

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

Voice Messaging - This feature allows the user to have busy and no answer calls forwarded to a voice messaging server to take a message if the caller chooses to leave one. If the customer has Voice Messaging, the Call Forwarding Busy and No Answer features are used for Voice Messaging programming purposes, and are not available for forwarding to other locations.

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

Unlimited Local and Toll Usage for Business Feature Package Two A - Allows the Internal Communications, System and Call Management Features customer who subscribes to Unlimited Local and Toll Usage for Business¹ to also subscribe, on the same line(s), to either or both Caller ID and/or Voice Messaging offered in Feature Package Two A.

Unlimited Local and Toll Usage for Business Feature Package Three - Allows the Internal Communications, System and Call Management Features customer who subscribes to Unlimited Local and Toll Usage for Business¹ to also subscribe, on the same line(s), to either or both Caller ID and/or One Point Voice Mail (OPVM) offered in Feature Package Three.

¹ See Section 6.A. of this Product Guide for rates and descriptions of these services.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

M. FEATURE DESCRIPTIONS – Continued

CUSTOM LINE TELEPHONE SERVICE OPTIONAL FEATURES – Continued (T)

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

Voice Messaging – This feature allows the user to have busy and no answer calls forwarded to a voice messaging server to take a message if the caller chooses to leave one. If the customer has Voice Messaging, the Call Forwarding Busy and No Answer features are used for Voice Messaging programming purposes, and are not available for forwarding to other locations.

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

Unlimited Local and Toll Usage for Business Feature Package Two A – Allows the Custom Line Telephone Service customer who subscribes to Unlimited Local and Toll Usage for Business¹ to also subscribe, on the same line(s), to either or both Caller ID and/or Voice Messaging offered in Feature Package Two A. (T)
(T)

Unlimited Local and Toll Usage for Business Feature Package Three – Allows the Custom Line Telephone Service customer who subscribes to Unlimited Local and Toll Usage for Business¹ to also subscribe, on the same line(s), to either or both Caller ID and/or One Point Voice Mail (OPVM) offered in Feature Package Three. (T)
(T)

¹ See Section 6.A. of this Product Guide for rates and descriptions of these services.

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

I. GENERAL

1. Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.
2. Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.
3. Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.

Feature availability is based on central office technology serving any given exchange.

4. Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.
5. Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in this tariff.
6. Service charges as specified in this tariff apply to all customer requested moves and changes performed at the customer's premises.
7. Maintenance of Service Charges, as set forth in this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.
8. The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in this tariff.
9. Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.
10. Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Tariff.
11. Versaline Service features are available to PBX and Key System customers. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.
12. The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.
13. Federal Subscriber Line charges will be billed to each Versaline Service Line as set forth in FCC tariff.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

II. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features

A. System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling *
- Off Premises Stations **
- Touch Calling
- 911 Emergency Service
- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward Busy, fixed, variable, No Answer Variable, and No Answer (30 Seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park Directed or Multiple
- Call Pick Up – Directed, Directed Any Station, Directed Barge In or Directed Exempt
- Call Transfer
- Call Waiting – All Calls, Cancel, Dial, Inhibit or Originating
- Consultation Hold
- Data-Call Protection
- Direct Line – Hot Line, Manual Line, Or Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override – Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific) – Circular, Stop, Uniform Call Distribution (UDC) or Sequential

* Refer to the Calling Plan as specified in the Local Exchange Calling scope.

** Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

II. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

A. System and Station Features (Continued)

System Features (Continued)

- Last Number Redial
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Ring Again
- Speed Call - Short List (8) Long List (30) or Group List
- Station-to-station Dialing (4 digit)
- Three Way Calling
- Touch Tone

B. Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept 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 or Multiple Call Arrangement
- Music On Hold
- OutWATS Access
- Paging Access – Loadspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

(N)

VERSALINE CENTREX SERVICE

II. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

A. System and Station Features (Continued)

System Features (Continued)

- Busy Number Redial *66 (T)
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Ring Again
- Speed Call 8 ⁽¹⁾ or 30 (T)(C)
- Station-to-station Dialing (4 digit)
- 3 Way Calling (T)
- Touch Tone

B. Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs) – Single Call or Multiple Call Arrangement
- Music On Hold
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- Paging Access – Loadspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

VERSALINE CENTREX SERVICE

(N)

II. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

C. Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions

Blind Transfer Recall - allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

Call Forward Busy - allows incoming calls to a busy line to be automatically routed to a preselected Versaline line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

Call Forward Fixed - provides an automatic connection between a calling station going off hook and a predetermined terminating number.

Call Forward No Answer - allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

Call Forward Busy/No Answer Split - is a single feature that allows the customer to specify the destination of a forwarded call.

Call Forward Remote Activation - allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office.

Call Forward Variable - allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

Call Forward No Answer (30 seconds) - allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

Call Forward No Answer Variable Timer - allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

Call Forward of A Call Waiting Call - allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Call Waiting All Calls - allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

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

Call Waiting Cancel - permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

Call Waiting Dial - allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

Call Waiting Inhibit - prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

Call Waiting Originating - allows a station user to impose Call Waiting tones on a called station within the customer group.

Consultation Hold - permits the transferring party to talk privately with the destination before transferring the call.

Data - Call Protection - allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

Direct Line - Hot Line - allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Direct Line - Manual Line - automatically places a call to an operator when the station user goes off hook.

Direct Line - Warm Line - is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

Distinctive Call Waiting Tones - permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

Distinctive Ringing - provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

Do Not Disturb - allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

Executive Busy Override - allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

Executive Busy Override Exempt - will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

Hunting (customer specific) - is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. Three types of hunting are available.

Directory Number Hunting (DNH) - may be either circular or sequential.

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

Multi-Line Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

(N)

VERSALINE CENTREX SERVICE

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Direct Line - Manual Line - automatically places a call to an operator when the station user goes off hook.

Direct Line - Warm Line - is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

Distinctive Call Waiting Tones - permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

Distinctive Ring - provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call. (T)

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.

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

Last Number Redial - allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

Line Restriction Fully - permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

Line Restriction Semi - permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

Line Restriction Toll - permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Code - allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Multi-Level - allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

Make Busy - allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

(N)

VERSALINE CENTREX SERVICE

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

Busy Number Redial *66 - allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number. (T)

Line Restriction Fully - permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the customer group.

Line Restriction Semi - permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and/or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

Line Restriction Toll - permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Code - allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and/or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Multi-Level - allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

Make Busy - allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Ring Again - allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

Speed Calling Short List - provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

Speed Calling Long List - provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

Speed Calling Group List - allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

Stop Hunt - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Touch Tone - equips all station lines for touch call dialing.

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

(N)

VERSALINE CENTREX SERVICE

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Ring Again - allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

Speed Call 8 ⁽¹⁾ - provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user. (T)(C)

Speed Call 30 - provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user. (T)

Speed Calling Group List - allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

Stop Hunt - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Touch Tone - equips all station lines for touch call dialing.

3 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 3 way connection. (T)
(T)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. 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.

(N)

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

<u>SECTION</u>	<u>SHEET</u>
I. GENERAL	
Applicability	1
Territory	1
II. SPECIAL CONDITIONS	
A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment)	
1. Stations (Maximum - Unlimited)	1
2. System	2
3. Capacity and Limitations	2
4. Switching System Line	2
5. Supplemental Services Arrangement	3
B. Centrex Service (AE - SXS 311 Type Equipment)	
1. Stations (Maximum - Unlimited)	5
2. System	5
3. Capacity and Limitations	6
C. Supplemental Services Arrangement (More Than One Type PBX)	9
III. RATES	
A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment)	
1. Switching System Line	11
2. Supplemental Services	13
B. Centrex Service (AE - SXS 311 Type Equipment)	
1. Primary Line	14
2. Supplemental Services	17
C. Supplemental Services Arrangement (More Than One Type PBX)	
1. Rotary Trunk	19
2. Toll and Zone Calling Denial Service	20
3. Toll Denial Service - Selective	21
D. Dial PBX Service	
1. Direct Inward Dialing Service	22
2. Toll Diverting Service	22
3. Automatic Number Identification Service (ANI)	22

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment) - Continued

5. Supplemental Services Arrangement

Arrangement to provide full denial service will be furnished where the customer desires to deny access to toll and zone calling areas on in-service central office trunks. The charges and rates for this service are in addition to the applicable trunk service connection charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group.

Metering arrangements to mechanically record each outgoing local exchange call from a station line, tie line or private line will be provided only in connection with a full line so arranged. Central office metering arrangements will be provided in accordance with the charges, rates and special conditions in Section 5 of this Product Guide.

Full toll denial service will only be provided where the serving ("dial tone") central office and the customer are in exchanges serviced by this Company.

On any DID system for which message waiting or metering service is provided where stations access a trunk(s) arranged for full denial service, the capability to transfer a trunk call (outgoing) to another station will not be provided.

When an attempt is being made to place a toll or zone calling call in calling areas which are denied, the call will be diverted to a recording and not to an operator of the customer or the Company. This is the function of the toll denial trunk, not the DID system.

The arrangement will permit access only to the Traffic Service Position System (TSPS) toll operator and the arrangement that will deny access to toll and/or zone calling prefixes but will permit access to the Traffic Service Position System (TSPS) toll operator will only be available where the serving central office is arranged to access the traffic service position system network.

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment) - Continued

5. Supplemental Services Arrangement

Arrangement to provide full denial service will be furnished where the customer desires to deny access to toll on in-service central office trunks. The charges and rates for this service are in addition to the applicable trunk service connection charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group. (C)

Metering arrangements to mechanically record each outgoing local exchange call from a station line, tie line or private line will be provided only in connection with a full line so arranged. Central office metering arrangements will be provided in accordance with the charges, rates and special conditions in Section 5 of this Product Guide.

Full toll denial service will only be provided where the serving ("dial tone") central office and the customer are in exchanges serviced by this Company.

On any DID system for which message waiting or metering service is provided where stations access a trunk(s) arranged for full denial service, the capability to transfer a trunk call (outgoing) to another station will not be provided.

When an attempt is being made to place a toll call in calling areas which are denied, the call will be diverted to a recording and not to an operator of the customer or the Company. This is the function of the toll denial trunk, not the DID system. (C)

The arrangement will permit access only to the Traffic Service Position System (TSPS) toll operator and the arrangement that will deny access to toll calling prefixes but will permit access to the Traffic Service Position System (TSPS) toll operator will only be available where the serving central office is arranged to access the traffic service position system network. (C)

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

B. Centrex Service (AE - SXS 311Type Equipment) - Continued

3. Capacity and Limitations

a. Common Equipment

- (1) This is a step-by-step (SXS) rack mounted system, with unlimited capacities for station lines, trunks and intercommunicating paths with trunk groups limited only by selector access availability.
- (2) The rates and charges set forth in this Section contemplate the provision of service under average installation conditions, in keeping with established standards of the Company and the availability of appropriate facilities. If unusual installation costs are involved, the Company may decline the provision of service or require the customer to pay all or a portion of such costs, the amount depending on whether the revenue to be derived from the service is sufficient to warrant the Company assuming such costs. The amount of such additional installation costs will depend on the circumstances in each case and charges to the customer are subject to prior authorization by the Public Utilities Commission.
- (3) In addition to the basic service features, Centrex Service includes detail billing of toll traffic, and optional bulk or detail billing of zone calling traffic or local calls in a measured rate area (central office located centrex only) by station line number.

b. Primary Line

- (1) The primary line rate, whether restricted, semirestricted or nonrestricted will be computed by adding the rates for Intrasystem service and direct inward and outward dialing with automatic number identification of outward traffic.

The above rate treatment for direct inward and outward dialing feature is applicable only when the Intrasystem Service is provided by the Company and is not applicable in conjunction with customer-provided intrasystem facilities.

- (2) The rates for primary lines include the switch arrangement and trunk line facilities except foreign exchange trunk line facilities necessary to furnish the basic features of Centrex service.

c. Two Digit Dialing Arrangement

- (1) The rates and charges herein do not include access arrangements or other charges and rates.
- (2) When required by the customer, a uniform dialing arrangement can also be provided by means of wiring options within the Centrex system.

The rate and charge applicable for this service will be the same as that applicable to the charge for the restrictive status of a station and will be required for each dialing pattern on a line.

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

B. Centrex Service (AE - SXS 311 Type Equipment) - Continued

3. Capacity and Limitations - Continued

- d. Arrangement to provide full denial service will be furnished where the customer desires to deny access to all toll and zone calling areas on in-service central office trunks. The charges and rates for the service are in addition to the applicable trunk service connection charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group.

Metering arrangements to mechanically record each outgoing local exchange call from a station line, tie line or private line will be provided only in connection with a full denial arrangement. one meter arrangement is required for each line so arranged. Central office metering arrangements will be provided in accordance with the charges, rates and special conditions in Section 5 of this Product Guide.

Full toll denial service will only be provided where the serving ("dial tone") central office and the customer are in exchanges served by this Company.

On any system for which message waiting or metering service is provided where stations access a trunk(s) (or access line to the central office) arranged for full denial service, the capability to transfer a trunk call (outgoing) to another station will not be provided.

When an attempt is being made to place a toll or zone calling call in calling areas which are denied, the call will be diverted to a recording and not to an operator of the customer or the Company. This is a function of the toll denial trunk, not the Centrex System.

The arrangement that will permit access only to the traffic service position system toll operator and the arrangement that will deny access to toll and/or zone calling prefixes but will permit access to the traffic service position system toll operator will only be available where the serving central office is arranged to access the traffic service position system network.

When private line services terminating on the Centrex System are arranged to provide direct dial access to the local exchange service, such service will be provided via dedicated trunks and these trunks may be equipped to deny access to toll and zone calling areas. The rate and charge for toll denial on these dedicated local trunks will be the same as for foreign exchange trunks set forth under Rates herein. Rates and charges for access arrangements, trunks, and toll denial service are applicable.

Effective: 03/01/12

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

B. Centrex Service (AE - SXS 311 Type Equipment) - Continued

3. Capacity and Limitations - Continued

- d. Arrangement to provide full denial service will be furnished where the customer desires to deny access to toll on in-service central office trunks. The charges and rates for the service are in addition to the applicable trunk service connection charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group. (C)

Metering arrangements to mechanically record each outgoing local exchange call from a station line, tie line or private line will be provided only in connection with a full denial arrangement. one meter arrangement is required for each line so arranged. Central office metering arrangements will be provided in accordance with the charges, rates and special conditions in Section 5 of this Product Guide.

Full toll denial service will only be provided where the serving ("dial tone") central office and the customer are in exchanges served by this Company.

On any system for which message waiting or metering service is provided where stations access a trunk(s) (or access line to the central office) arranged for full denial service, the capability to transfer a trunk call (outgoing) to another station will not be provided.

When an attempt is being made to place a toll call in calling areas which are denied, the call will be diverted to a recording and not to an operator of the customer or the Company. This is a function of the toll denial trunk, not the Centrex System. (C)

The arrangement that will permit access only to the traffic service position system toll operator and the arrangement that will deny access to toll but will permit access to the traffic service position system toll operator will only be available where the serving central office is arranged to access the traffic service position system network. (C)

When private line services terminating on the Centrex System are arranged to provide direct dial access to the local exchange service, such service will be provided via dedicated trunks and these trunks may be equipped to deny access to toll. The rate and charge for toll denial on these dedicated local trunks will be the same as for foreign exchange trunks set forth under Rates herein. Rates and charges for access arrangements, trunks, and toll denial service are applicable. (C)

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

C. Supplemental Services Arrangement - Applicable to More Than One Type PBX

1. Rotary trunk control is an arrangement whereby a customer may stop the rotary action at a predetermined trunk or line to control a selected group of trunk lines or station lines (Centrex service) by the operation of customer equipment at the customer's premises. The arrangement is permanently connected in the central office to the trunk selected to control the rotary stop function. Trunks or lines beyond the "stop" point may be utilized for night connections. Mileage charges as set forth in Private Line Schedules apply to the channel between the customer premises and the central office.
2. Arrangement to provide full denial service will be furnished where the customer desires to deny access to all toll and zone calling areas on in-service central office trunks. The charges and rates for this service are in addition to the applicable trunk service connection charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group.

Metering arrangements to mechanically record each outgoing local exchange call from a station line, tie line or private line will be provided only in connection with a full denial arrangement. One meter arrangement is required for each line so arranged. Metering arrangements will be provided in accordance with the charges, rates and special conditions in Section 5 of this Product Guide.

Full toll denial service will only be provided where the serving ("dial tone") central office and the customer are in exchanges serviced by this Company.

On the cord type expandable dial PBX system, for which message waiting or metering service is provided where stations access a trunk(s) arranged for full denial service, the capability to transfer a trunk call (outgoing) to another station will not be provided.

When an attempt is being made to place a toll or zone calling call in calling areas which are denied, the call will be diverted to a recording and not to an operator of the customer or the Company. This is the function of the toll denial trunk, not the PBX.

The arrangement that will permit access only to the traffic service position system toll operator and the arrangement that will deny access to toll and/or zone calling prefixes, but will permit access to the traffic service position system toll operator, will only be available where the serving central office is arranged to access the traffic service position system network.

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

C. Supplemental Services Arrangement - Applicable to More Than One Type PBX

1. Rotary trunk control is an arrangement whereby a customer may stop the rotary action at a predetermined trunk or line to control a selected group of trunk lines or station lines (Centrex service) by the operation of customer equipment at the customer's premises. The arrangement is permanently connected in the central office to the trunk selected to control the rotary stop function. Trunks or lines beyond the "stop" point may be utilized for night connections. Mileage charges as set forth in Private Line Schedules apply to the channel between the customer premises and the central office.
2. Arrangement to provide full denial service will be furnished where the customer desires to deny access to all toll on in-service central office trunks. The charges and rates for this service are in addition to the applicable trunk service connection charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group. (C)

Metering arrangements to mechanically record each outgoing local exchange call from a station line, tie line or private line will be provided only in connection with a full denial arrangement. One meter arrangement is required for each line so arranged. Metering arrangements will be provided in accordance with the charges, rates and special conditions in Section 5 of this Product Guide.

Full toll denial service will only be provided where the serving ("dial tone") central office and the customer are in exchanges serviced by this Company.

On the cord type expandable dial PBX system, for which message waiting or metering service is provided where stations access a trunk(s) arranged for full denial service, the capability to transfer a trunk call (outgoing) to another station will not be provided.

When an attempt is being made to place a toll call in calling areas which are denied, the call will be diverted to a recording and not to an operator of the customer or the Company. This is the function of the toll denial trunk, not the PBX. (C)

The arrangement that will permit access only to the traffic service position system toll operator and the arrangement that will deny access to toll, but will permit access to the traffic service position system toll operator, will only be available where the serving central office is arranged to access the traffic service position system network. (C)

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

C. Supplemental Services Arrangement - Applicable to More Than One Type PBX - Continued

3. Selective access to certain customer-designated telephone prefixes (or codes) will be provided, where compatible, in connection with local and foreign exchange trunks or private lines which terminate on the mechanical arrangements of PBX systems.

This arrangement will prevent access to certain telephone prefixes (or codes) while allowing talking of other telephone prefixes (or codes), at the discretion of the customer, subject to the limitations of the arrangement.

Local and foreign exchange trunks or private lines may be provided with access to different preselected dialing prefixes within the same system on different groups of stations. A separate selective arrangement is required for each group of preselected dialing prefixes.

Each station arranged for the universal nonrestriction feature may access all trunks or private lines associated with the PBX system irrespective of the selective arrangements applicable to each trunk or private line.

Changes in, rearrangements of, or additions to, nonrestricted prefixes caused by Company-initiated telephone prefix (or code) changes will be made by the Company at no charge to the customer. All other changes or rearrangements made at the customer's request will be made at the appropriate charge specified in Section 3 of this Product Guide.

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

A. Inward Dialing Service - DID ¹
 (AE - SXS 301 Type Equipment) - Continued

2. Supplemental Services

	<u>NRC</u>	<u>Monthly Rate</u>
b. Toll and Zone Calling Denial Service and arrangement to permit access to the Traffic Service Position System (TSPS) toll operator (SEE SPECIAL CONDITIONS II.A.5)		
(1) Arrangement to deny access to toll and/or zone calling prefixes only		
(2) Arrangement to permit access only to the traffic service position system toll operator		
(3) Arrangement that will deny access to toll and/or zone calling prefixes but will permit access to the traffic service position system toll operator		
(4) The following charges and rates apply to any one of the above arrangements		
(a) Local Exchange Service		
1.1 First 20 or less station lines arranged	\$ 154.00	\$ 11.00
1.2 Each additional station line arranged	.95	.15
(b) Foreign Exchange Service		
1.1 Each trunk arranged ²	110.00	6.00

¹ Offering limited to services established prior to November 21, 1979.

² Plus applicable trunk rate and service connection charge.

Effective: 03/01/12

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

A. Inward Dialing Service - DID ¹
 (AE - SXS 301 Type Equipment) - Continued

2. Supplemental Services

	<u>NRC</u>	<u>Monthly Rate</u>	
b. Toll Denial Service and arrangement to permit access to the Traffic Service Position System (TSPS) toll operator (SEE SPECIAL CONDITIONS II.A.5)			(C)
(1) Arrangement to deny access to toll only			(C)
(2) Arrangement to permit access only to the traffic service position system toll operator			
(3) Arrangement that will deny access to toll but will permit access to the traffic service position system toll operator			(C) (C)
(4) The following charges and rates apply to any one of the above arrangements			
(a) Local Exchange Service			
1.1 First 20 or less station lines arranged	\$ 154.00	\$ 11.00	
1.2 Each additional station line arranged	.95	.15	
(b) Foreign Exchange Service			
1.1 Each trunk arranged ²	110.00	6.00	

¹ Offering limited to services established prior to November 21, 1979.

² Plus applicable trunk rate and service connection charge.

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

B. Centrex Service
 (AE - SXS 311 Type Equipment) - Continued

2. Supplemental Services

	<u>NRC</u>	<u>Monthly Rate</u>
a. Toll and Zone Calling Denial Service and arrangement to permit access to the Traffic Service Position System (TSPS) toll operator (SEE SPECIAL CONDITIONS II.B.3.d)		
(1) Arrangement to deny access to toll and/or zone calling prefixes only		-
(2) Arrangement to permit access only to the Traffic Service Position System toll operator		-
(3) Arrangement that will deny access to toll and/or zone calling prefixes but will permit access to the Traffic Service Position System toll operator		-
(4) The following charges and rates apply to any one of the above arrangements:		
(a) Local Exchange Service		
1.1 First 20 or less lines arranged	\$ 154.00	\$ 13.75
1.2 Each additional line arranged	.95	.20
(b) Foreign Exchange Service		
1.1 Each trunk arranged	77.00	6.90

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

B. Centrex Service
 (AE-SXS 311 Type Equipment) - Continued

2. Supplemental Services - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
b. Toll Denial Service - Selective. Permits access only to certain preselected dialing prefixes, including toll and/or zone calling. Access to all other prefixes is denied. (SEE SPECIAL CONDITIONS II.B.3.e) ¹		
(1) Local Exchange Service		
(a) First 100 or less lines	\$ 605.00	\$ 192.50
(b) Each additional line	1.10	.40
c. Touch Calling Service		
(1) Service arranged in line groups for 200 station		
(a) Each line group arranged	\$ 473.00	\$ 206.25

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

C. Supplemental Services Arrangement - Applicable to More Than One Type PBX - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
2. Toll and Zone Calling Denial Service and arrangement to permit access to the Traffic Service Position System (TSPS) toll operator (SEE SPECIAL CONDITIONS II.C.2)		
a. Arrangement to deny access to toll and/or zone calling prefixes only		
b. Arrangement to permit access only to the Traffic Service Position System (TSPS) toll operator		
c. Arrangement that will deny access to toll and/or zone calling prefixes but will permit access to the Traffic Service Position System (TSPS) toll operator		
Local trunks and/or foreign exchange trunks arranged with any one of the above arrangements, each trunk arranged ¹	\$ 110.00	\$ 9.00
Not applicable to Direct Inward Dialing, Centrex or EBSS services.		

¹ Plus applicable trunk rate.

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

C. Supplemental Services Arrangement - Applicable to More Than One Type PBX - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
3. Toll Denial Service - <u>Selective</u> . Permits access only to certain preselected dialing prefixes, including toll and/or zone calling. Access to all other prefixes is denied. ¹ (SEE SPECIAL CONDITIONS II.C.3) ²		
a. Each arrangement or preselected dialing prefixes		
(1) 1st 10 or less trunks or lines so arranged	\$ 1,300.00	\$ 292.50
(2) Each additional trunk or line so arranged	90.00	11.25
b. Intercept trunk, each	140.00	7.00
c. Recorder-announcer, each	200.00	30.40

¹ Plus applicable trunk rate.

² Will not be regularly offered for new installation on or after December 13, 1978 but will be furnished when systems on hand become available for reuse.

Effective: 07/09/10

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

TABLE OF CONTENTS

<u>SECTION</u>	<u>SHEET</u>
I. GENERAL	1
APPLICABILITY	1
TERRITORY	1
II. RATES	1
A. ISDN-Basic Rate Interface Services	1
B. ISDN-Primary Rate Interface Services	5
C. Digital (ISDN) Single Line Services	16
III. SPECIAL CONDITIONS	18
A. Definitions	18
B. Description of Services	21
C. General	39
D. ISDN-Basic Rate Interface Services	40
E. ISDN-Primary Rate Interface Services	45

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

I. GENERAL

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

II. RATES

A. ISDN-BASIC RATE INTERFACE SERVICES ¹

(See Minimum Service Requirement in SPECIAL CONDITIONS)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
1. Basic Rate Interface Line	2	3
2. ISDN Access - Single User	-	\$ 8.80
3. ISDN Multipoint Access - Multiple User	-	11.00
4. Central Office Services, per channel		
B Voice	-	2.48
B Circuit Switched Data (B-CSD) ¹	-	7.70
B Voice/CSD ¹	-	8.80
B Packet, per packet ^{4,5,6}	-	132.00
D Packet, per packet ^{4,6}	-	5.20
5. Additional Telephone Numbers, each number	2	.44
6. Packaged Services		
Internal Communications and Call Management Features Packages		
Package 1000	-	3.00
Package 2000	-	5.00
Package 3000	-	6.00
ISDN Basic Station Service	\$ 30.00	7.70
ISDN Deluxe Station Service	30.00	9.08
CO Attendant Service	100.00	35.00
Data 1000 ¹	15.00	3.30
Data 2000 ¹	15.00	5.50

¹ All data calls are measured and usage charges are applicable except data calls within the same customer group. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.

² Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) for business services are applicable.

³ See Section 4 of this Product Guide for rates applicable to Basic Exchange Access Line Services and Measured Rate Service - Local Calling.

⁴ See Section 28 of this Product Guide for applicable packet rates.

⁵ As of February 13, 2004, this service is available for orders placed for CALEA. See Special Conditions, III.D.16.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

I. GENERAL

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

II. RATES

A. ISDN-BASIC RATE INTERFACE SERVICES ¹
(See Minimum Service Requirement in SPECIAL CONDITIONS)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
1. Basic Rate Interface Line	2	3
2. ISDN Access - Single User	-	\$ 8.80
3. ISDN Multipoint Access - Multiple User	-	11.00
4. Central Office Services, per channel		
B Voice	-	2.48
B Circuit Switched Data (B-CSD) ¹	-	7.70
B Voice/CSD ¹	-	8.80
B Packet, per packet ^{4,5,6}	-	132.00
D Packet, per packet ^{4,6}	-	5.20
5. Additional Telephone Numbers, each number	2	.44
6. Packaged Services		
Customized Multi-line Telephone Service Packages		
Package 1000	-	3.00
Package 2000	-	5.00
Package 3000	-	6.00
ISDN Basic Station Service	\$ 30.00	7.70
ISDN Deluxe Station Service	30.00	9.08
CO Attendant Service	100.00	35.00
Data 1000 ¹	15.00	3.30
Data 2000 ¹	15.00	5.50

(T)

¹ All data calls are measured and usage charges are applicable except data calls within the same customer group. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.
² Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) for business services are applicable.
³ See Section 4 of this Product Guide for rates applicable to Basic Exchange Access Line Services and Measured Rate Service - Local Calling.
⁴ See Section 28 of this Product Guide for applicable packet rates.
⁵ As of February 13, 2004, this service is available for orders placed for CALEA. See Special Conditions, III.D.16.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

A. ISDN - BASIC RATE INTERFACE SERVICES - Continued

6. Packaged Services - Continued

	<u>Monthly Rates</u>
i. Feature Package A ^{1*}	\$ 5.40
j. Feature Package B ^{1*}	17.99
k. Feature Package C ^{1*}	28.19
l. Feature Package O ^{1*}	2.80

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
7. Individual Services Per Channel		
a. Data Direct Connect	\$ --	\$ 1.10
b. Data Closed User Group	--	1.00
c. 6-way Conference	--	9.50
8. Data Base Change Per hour or portion thereof	60.00	--
9. Individual Line Loop Extension ²		
a. Basic Rate Interface ³	50.00	30.80

¹ Rates applicable to exchanges listed in Section 4A of this Product Guide, Sheet 4.

² These rates apply in addition to the rates for Basic Rate Interface and Single Line Services.

³ Applies to BRI Single User and Multiple User.

* This service is limited to existing customers only.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
1. <u>Month-to-Month Option</u> - Continued		
c. B Channel Configurations		
(1) Circuit Switched Data	1	2
(2) DID/DOD Service, First telephone number for each channel activated	1	\$ 4.00
Additional telephone numbers	1	0.40
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per "B" Channel	3, 4	10.00
per ISDN-PRI (11+ "B" Channels)		100.00
(4) Tie Channel to an Intermediary Customer ⁵ per "B" Channel	3, 4	10.00
per ISDN-PRI (7+ "B" Channels)		100.00
(5) 800 Service	1	8.00 ⁶
(6) OutWATS Service	1	8.00 ⁶
(7) Call-by-Call Trunk	1	5.00 ^{6, 7}
d. d. Database Configuration		
(1) Initial and Subsequent Service Order, (a) PRI Access Interface, each initial order	\$ 200.00	--
(b) B Channel, per type on initial orders and per order for subsequent orders	200.00	--
e. Optional Features		
(1) Calling Line Identification (CLID) with Name per PRI Access	3	80.00
(2) Two B Channel Transfer	3	75.00
(3) PRI Station Detail Billing	--	100.00

¹ See Database Configuration, II.B.1.d.(1)(b).

² See applicable usage rate under Switched Data Service, Schedule Cal. P.U.C. No. A-23, use the DID/DOD service for the channels.

³ Nonrecurring charges do not apply if services or features are ordered with initial ISDN-PRI installation, except as set forth in Note 4 below. If services or features are added to an existing PRI System, the Subsequent Service Order charge in II.B.1.d.(1)(b) above will apply per order.

⁴ ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI VOIP Internal Communications and Call Management Features Access nonrecurring charges as set forth in Schedule Cal. P.U.C. No. A-2, B.7 or B.8 always apply. Tie Channels are in addition to the normal channel charges.

⁵ See Special Conditions, III.E.2.

⁶ Rate is in addition to the applicable rates for 800 Service/OutWATS Service as specified in Schedule Cal. P.U.C. No. B-3. Charges assessed by Intermediary Customer Services providers will also apply.

⁷ Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
1. <u>Month-to-Month Option</u> - Continued		
f. Alternative Central Office		
If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:		
(1) Switched Facility (Local Central Office to ISDN-PRI Capable Central Office)		
(a) Option 1		
1) PRI DS1 Switched Facility	525.00	270.00
2) Special Transport Termination		30.00
3) Special Transport, per airline mile		11.00
(b) Option 2		
1) Alternate High Capacity Digital Facilities	2	2
a) Lan Service Special Transport	--	1

¹ In Lan Service designated serving areas, the Lan Service Special Transport rate may be used in lieu of the rate for Special Transport.

² DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable P.U.C. tariff, Frontier Communications of the Southwest Inc. FCC Tariff No. 5 or Frontier Communications of the Southwest Inc. FCC Tariff No. 6, for applicable rates and terms.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
2. <u>Term Option</u> - Continued		
b. B Channel Configurations		
(1) Circuit Switched Data	--	1
(2) DID/DOD Service, First telephone number for each channel activated	--	1
Additional telephone numbers	--	.40
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per ISDN-PRI (11+ "B" Channels)	2, 3	
1 Year Term		100.00 7
5 Year Term		100.00
(4) Tie Channel to an Intermediary Customer ⁴ per ISDN-PRI (7+ "B" Channels)	2, 3	
1 Year Term		100.00 7
5 Year Term		100.00
(5) 800 Service	--	1, 5
(6) OutWATS Service	--	1, 5
(7) Call-by-Call Trunk	--	1, 5, 6

¹ PRI Access Interface, High Capacity Digital Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access Switched Facility System, Option 1, II.B.2.a.(1)(a).

² Nonrecurring charges do not apply if Tie Channel Services are ordered with initial ISDN-PRI installation, except as set forth in Note 3 below. If Tie Channel Services are added to an existing PRI System, the Subsequent Service Order charge in II.B.2.c.(2) will apply per PRI Access Switched Facility System.

³ ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI VOIP Internal Communications and Call Management Features Access nonrecurring charges as set forth in 8 of this Product Guide, A.7 or A.8 always apply. Tie Channels are in addition to the normal channel charges.

⁴ See Special Conditions. III.E.2

⁵ Rate is in addition to the applicable rates for 800 Service/OutWATS Service as specified in Section 26 of this Product Guide. Charges assessed by Intermediary Customer Services providers will also apply.

⁶ Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.

⁷ 2- or 3-Year Terms are available with the Term & Volume Option in II.B.3.e.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
2. <u>Term Option</u> - Continued		
e. Alternative Central Office		
If ISDN-PRI Service is provided from an alternative central office, the following additional charges are applicable:		
(1) Switched Facility System	3	3
(a) Option 1		
1) Special Transport Termination		30.00
2) Special Transport, per airline mile		11.00
(b) Option 2		
1) Alternate High Capacity Digital Facilities	2	2
a) Lan Service Special Transport	--	1

¹ See Schedule Cal. P.U.C. No. C-1, Section III, Special Access, for High Capacity Digital Facilities rates. In Lan Service designated serving areas, the Lan Service Special Transport rate may be used in lieu of the rate for Special Transport.

² DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility and offered on a month-to-month basis may be utilized in lieu of the Switched Facility specified in Option 1. See the applicable P.U.C. tariff, Frontier Communications of the Southwest Inc. FCC Tariff No. 5 or Frontier Communications of the Southwest Inc. FCC Tariff No. 6, for the applicable rates and terms.

³ See Sheet 5 for applicable rates.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

3. Term & Volume Option

<u>1 Year Commitment</u>	<u>Monthly Rate</u> ¹
a. ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each ²	
Package 1 - 1 + PRIs	\$875.00
b. ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each ^{2,4}	
Package 1 - 1 + PRIs	\$725.00
c. ISDN-PRI Access System – Measured with DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each ^{2,3}	
Package 1 - 1 + PRIs	\$600.00
d. ISDN-PRI Access System – Measured w/o DS1 Switched Facility Ports – 23B+D, 24B, 23B+D Backup, each ^{2,3,4}	
Package 1 - 1 + PRIs	\$450.00

¹ The Database Configuration Charge for Initial Service Order in II.B.2.c.(1) does not apply for the initial order on a 1-, 2- or 3- Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

² See II.B.3.i for B Channel Configurations.

³ Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

⁴ DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable P.U.C. tariff, Frontier Communications of the Southwest Inc. FCC Tariff No. 5 or Frontier Communications of the Southwest Inc. FCC Tariff No. 6, for the applicable rates and terms.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

3. Term & Volume Option

	<u>Monthly Rate</u> ¹	
	<u>2 Year</u> <u>Commitment</u>	<u>3 Year</u> <u>Commitment</u>
e. ISDN-PRI Access System – Measured with DS1 Switched Facility		
Ports – 23B+D, 24B, 23B+D Backup, each ²		
Package 1 - 1 to 10 PRIs	\$560.00	\$500.00
Package 2 - 11 to 20 PRIs	520.00	475.00
Package 3 - 21 to 29 PRIs	480.00	450.00
Package 4 - 30+ PRIs	420.00	410.00
f. ISDN-PRI Access System – Measured w/o DS1 Switched Facility		
Ports – 23B+D, 24B, 23B+D Backup, each ^{2,4}		
Package 1 - 1 to 10 PRIs	\$430.00	\$370.00
Package 2 - 11 to 20 PRIs	390.00	345.00
Package 3 - 21 to 29 PRIs	350.00	320.00
Package 4 - 30+ PRIs	275.00	265.00
g. ISDN-PRI Access System – Unlimited Voice Local Calling with DS1 Switched Facility		
Ports – 23B+D, 24B, 23B+D Backup, each ^{2,3}		
Package 1 - 1 to 10 PRIs	\$850.00	\$825.00
Package 2 - 11 to 20 PRIs	835.00	815.00
Package 3 - 21 to 29 PRIs	830.00	810.00
Package 4 - 30+ PRIs	825.00	805.00
h. ISDN-PRI Access System – Unlimited Voice Local Calling w/o DS1 Switched Facility		
Ports – 23B+D, 24B, 23B+D Backup, each ^{2,3,4}		
Package 1 - 1 to 10 PRIs	\$720.00	\$695.00
Package 2 - 11 to 20 PRIs	705.00	685.00
Package 3 - 21 to 29 PRIs	700.00	680.00
Package 4 - 30+ PRIs	695.00	675.00

¹ The Database Configuration Charge for Initial Service Order in II.B.2.c.(1) does not apply for the initial order on a 2- or 3-Year Term and Volume Option. Database Configuration charges for the Term and Volume Option apply to Subsequent Service Orders only, per order.

² See II.B.3.i for B Channel Configurations.

³ Includes unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3. Data channels are measured usage only.

⁴ DS1, DS3 or any other compatible High Capacity Digital Facility that meets specifications determined by the Utility may be utilized in lieu of the Switched Facility. See the applicable P.U.C. tariff, Frontier Communications of the Southwest Inc. FCC Tariff No. 5 or Frontier Communications of the Southwest Inc. FCC Tariff No. 6, for the applicable rates and terms.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
3. <u>Term & Volume Option</u>		
i. B Channel Configurations		
(1) Circuit Switched Data	--	1
(2) DID/DOD Service, First telephone number for each channel activated	--	1
Additional telephone numbers	--	.40
(3) Tie Channel Service to customer premises or Central Office to Central Office, each per ISDN-PRI (11+ "B" Channels)	2, 3	7
All plans		100.00
		7
(4) Tie Channel to an Intermediary Customer ⁴ per ISDN-PRI (7+ "B" Channels)	2, 3	7
All plans		100.00
		7
(5) 800 Service	--	1, 5
(6) OutWATS Service	--	1, 5
(7) Call-by-Call Trunk	--	1, 5, 6

¹ PRI Access Interface with or without DS1 Switched Facility, standard features, first telephone number per channel activated, and B Channel Configurations (except for Tie Channel Services) are included in the term rate for PRI Access System, II.B.3.e. or f.

² Nonrecurring charges do not apply if Tie Channel Services are ordered with initial ISDN-PRI installation, except as set forth in Note 3 below. If Tie Channel Services are added to an existing PRI System, the Subsequent Service Order charge in II.B.2.c.(2) will apply per order.

³ ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI VOIP Internal Communications and Call Management Features Access nonrecurring charges as set forth in Schedule Cal. P.U.C. No. A-2, B.7 or B.8 always apply. Tie Channels are in addition to the normal channel charges.

⁴ See Special Conditions. III.E.2

⁵ Rate is in addition to the applicable rates for 800 Service/OutWATS Service as specified in Schedule Cal. P.U.C. No. B-3. Charges assessed by Intermediary Customer Services providers will also apply.

Call-by-Call Trunk supports Circuit Switched Data and DID/DOD Service.
1- and 5-Year Terms are available with the Term Option in II.B.2.b.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

C. DIGITAL (ISDN) SINGLE LINE SERVICES

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
1. Digital (ISDN) Single Line		
Each Business Single Line	1, 2	1
2. ISDN Access	-	\$ 8.00
3. ISDN Multipoint Access	-	10.00
4. Central Office Services		
B Voice	-	2.25
B Circuit Switched Data (B-CSD) ³	-	7.00
B Voice/CSD ³	-	8.00
5. Additional Telephone Numbers	-	.40
6. Packaged Services		
ISDN Basic Station Service	\$ 30.00	7.00
ISDN Deluxe Station Service	30.00	8.25
Data 1000 ³	15.00	3.00
Data 2000 ³	15.00	5.00

¹ Residence Single Line Service is grandfathered and limited to existing customers at existing locations as of February 10, 2005. Moves, additions, or changes will not be permitted.

¹ See Section 4 of this Product Guide for rates applicable to Basic Exchange Access Line Services and Measured Rate Service - Local Calling.

² Nonrecurring Charges from Section 3 of this Product Guide (Initial Order, Central Office Activity, Outside Facility Connection, and Subsequent Order charges) are applicable.

³ All data calls are measured and usage charges are applicable. See Section 4 of this Product Guide, Measured Rate Service - Local Calling Rates.

⁴ As of February 13, 2004, this service is available for orders placed for CALEA. See Special Conditions, III.B.16.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS

A. DEFINITIONS - Continued

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.

Caller ID. Provides for the display of the incoming call station number.

ISDN Access. The central office termination of a BRI line arranged for an individual user for access to the public switched network with one B-Voice Channel, one B-CSD or B-Packet Channel, and with one D Channel. Both B Channels do not need to be activated.

ISDN Multipoint Access. The central office termination of a BRI Line arranged for access to the public switched network with any one type of central office service such as B-Voice, B-CSD, or B-Packet, assigned to both B Channels and with one D Channel.

ISDN Station Service. A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

ISDN-PRI Service Arrangement. An ISDN-PRI Service Arrangement denotes one or more PRI Facilities plus PRI Access arranged together in the same or different central offices to provide one single service for the same customer.

Kbps. Kilobits per Second.

Mbps. Megabits per Second.

Network Ring Again. A service which notifies a caller when a station within a system becomes idles and completes a call to that station if activated.

Primary Rate Interface (PRI). The term "Primary Rate Interface" denotes the connection of a 1.544 Kbps digital facility to the ISDN-PRI capable Central Office switch. The twenty-four channels are typically divided into twenty-three B-Channels plus one D-Channel. Software in the ISDN-PRI equipped Central Office switch defines the type of access services that will be carried (e.g., DID- DOD, OutWATS, and 800 Service) within the 1.544 Mbps digital facility.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS

A. DEFINITIONS - Continued

Primary Rate Interface (PRI) Access. The central office facility for terminating and channelizing a Primary Rate Interface.

Primary Rate Interface (PRI) Line. A four-wire facility which extends from a central office to a point of demarcation at a customer location. The PRI is a 1.544 Mbps carrier facility which is used to connect digital private branch exchanges or other channel controlling devices to the switched and private line networks. A PRI Line supports twenty-three 64 Kbps B-channels and one 64 Kbps D-channel.

Remote Switching Cluster - A Remote Switching Cluster exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process intra-office calls without the host switch.

System. An interconnected arrangement of exchange and private-line services provided from one Central Office for use at one premises. The combination of Basic Rate Interface Lines plus ISDN Access and ISDN Multiline Access forming a complete communications system for a single customer of record. The intercom function is permitted only among stations within a system.

Tie Channel Service. Tie Channel Service provides intercom capability on B Channels of ISDN-PRI arrangements and other digital Internal Communications and Call Management Features systems within the same subscriber network (central office-to-central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Internal Communications and Call Management Features systems served from different central offices. Tie channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Internal Communications and Call Management Features system and local exchange access for the Customer Premises Equipment (CPE). Intercom calls between an ISDN-PRI arrangement and a Internal Communications and Call Management Features system do not incur usage charges. Calls to telephone numbers outside of a Internal Communications and Call Management Features system without intercom capability may incur usage charges.

Tie Channel Service may terminate on CPE at the customer location or at an Intermediary Customer (IC) location. Rates for the Tie Channel Service to customer premises or central office-to-central office are available on a per B Channel basis, or on a per PRI basis when 11 or more B Channels are activated. Rates for Tie Channel Service to an IC are available on a per B Channel basis, or on a per PRI basis when 11 or more B Channels are activated. Tie Channel Service is available on a Month-to-Month basis or on a 1, 2, 3, or 5 Year Term. ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI VOIP Internal Communications and Call Management Features Access nonrecurring charges as set forth in Section 8 of this Product Guide, A.7 or A.8 always apply. Tie Channels are in addition to the normal channel charges.

Tie Channel Service is available where facilities and conditions permit. Tie Channel Service will not be provided on a Call-by-Call basis.

Tie Channel Service to Intermediary Customers. B Channels may be dedicated or allowed to interconnect with various services provided by other service providers, such as Interexchange Carriers or competitive access providers. The customer shall be responsible for the ordering of these services.

User. A member of a business system.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS

B. DESCRIPTION OF SERVICES

CO Attendant Service

Aggregate Work Time/Number of Calls Handled for ISDN allows the display at an attendant position of amount of time spent handling calls, the amount of time the console was active, and the 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 and allows an attendant to bridge onto a call.

Attendant Call Forwarding allows an attendant to activate or deactivate call forwarding for any station.

Attendant Call Hold allows the attendant to hold a call in progress to originate another call or to pick up a call on hold. A timed reminder is activated when the call is placed on hold.

Attendant Call Splitting allows an attendant to talk privately with either the called or the calling party.

Attendant Call-Through Tests (Physical Trunks) allows an attendant to set up a test call over a specific trunk.

Attendant Camp-On allows calls made through an attendant to be held until the station becomes idle. A call waiting indication notifies the busy station.

Attendant Conference Calling allows conference calls among any combination of extensions or trunks.

Attendant Console Terminal Management provides management services for the attendant console.

Lamp Management activates console lamps as programmed.

Tones Management activates a tone generator in the console if an emergency call is waiting, if a held call or an unanswered transferred call has expired, if calls are in queue, and if a call is alerting the console.

Button Management stores information about the use of console buttons.

Call Appearance Selection selects a call appearance on the console for incoming calls and attendant-originated calls.

Telephone Number Management permits assigning up to eight telephone numbers to an attendant group.

Display Management allows use of a console display

Attendant Control of Voice Terminals routes calls to an attendant automatically by a CO switch or manually by another attendant.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS

B. DESCRIPTION OF SERVICES - Continued

Basic Service Functions Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (Station-to-Station).

Internal Communications and Call Management Features Packages

The following features are available in Feature Packages 1000, 2000, and 3000. Features may not be substituted to, deleted from, or transferred between packages. Feature definitions:

Call Forward - allows incoming calls to a Internal Communications and Call Management Features station to be automatically forwarded to another telephone number. There are three variations of Call Forward: (1) forward all calls, (2) forward when busy, or (3) forward when no answer. Forwarding for hunt groups is available for the above three options.

Call Hold - enables a station, engaged in a call, to set the call into a holding condition completely freeing the station to place a call, receive a call, and or use other Internal Communications and Call Management Features services. One call per station line can be held at a time.

Call Pickup - allows one party to dial a code and pickup another party's ringing telephone thus connecting the calling party with the party that dialed the code. The pickup can be directed to any person within a call pickup group or to a specific station number.

Call Transfer - allows a station to hold and transfer calls. During the transfer the transferring and receiving stations talk privately. Call Transfer allows station users to transfer a direct inward call to a telephone number inside or outside the customer group. The station user who hangs up may then originate and receive calls. This feature may be selectively denied from certain stations.

Charges between the originating location and the DID-DOD transfer equipped station will be billed to the originating caller. The transferring Internal Communications and Call Management Features station will be responsible for applicable charges from the Internal Communications and Call Management Features station to the telephone number that answers the transferred call. All local, measured unit, zone units, and toll charges are applicable in accordance with this Product Guide.

Call Waiting - an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone and may then acknowledge the incoming caller, place the existing caller on hold, then alternate between callers or abandon one of the calls. Call Waiting has three configurations depending on the station user's needs: (1) CW -Incoming only, (2) CW - Originating, or (3) CW - Terminating.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS

B. DESCRIPTION OF SERVICES - Continued

Basic Service Functions Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (Station-to-Station).

Customized Multi-line Telephone Service Packages (T)

The following features are available in Feature Packages 1000, 2000, and 3000. Features may not be substituted to, deleted from, or transferred between packages. Feature definitions:

Call Forward - allows incoming calls to a Customized Multi-line Telephone Service station to be automatically forwarded to another telephone number. There are three variations of Call Forward: (1) forward all calls, (2) forward when busy, or (3) forward when no answer. Forwarding for hunt groups is available for the above three options. (T)

Call Hold - enables a station, engaged in a call, to set the call into a holding condition completely freeing the station to place a call, receive a call, and or use other Customized Multi-line Telephone Services. One call per station line can be held at a time. (T)

Call Pickup - allows one party to dial a code and pickup another party's ringing telephone thus connecting the calling party with the party that dialed the code. The pickup can be directed to any person within a call pickup group or to a specific station number.

Call Transfer - allows a station to hold and transfer calls. During the transfer the transferring and receiving stations talk privately. Call Transfer allows station users to transfer a direct inward call to a telephone number inside or outside the customer group. The station user who hangs up may then originate and receive calls. This feature may be selectively denied from certain stations.

Charges between the originating location and the DID-DOD transfer equipped station will be billed to the originating caller. The transferring Customized Multi-line Telephone Service station will be responsible for applicable charges from the Customized Multi-line Telephone Service station to the telephone number that answers the transferred call. All local, measured unit, zone units, and toll charges are applicable in accordance with this Product Guide. (T)
(T)

Call Waiting - an incoming call encountering a busy station receives audible ringing. The called busy station receives a call waiting tone and may then acknowledge the incoming caller, place the existing caller on hold, then alternate between callers or abandon one of the calls. Call Waiting has three configurations depending on the station user's needs: (1) CW -Incoming only, (2) CW - Originating, or (3) CW - Terminating.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Internal Communications and Call Management Features Packages - Continued

Conferencing (Three Way Calling) - allows a station to conduct the following configurations: (1) two other system stations, (2) one system station and one outside party, or (3) two outside parties.

Distinctive Ringing - provides for distinctive different rings at the called station to distinguish between a direct inward dialed (DID) call and an intra-group call.

Speed Calling (6-8) - allows each station user to place calls to its own previously designated electronic list of either 6 or 8 (depending on switch type) frequently dialed numbers.

Station Hunting - when the called station is busy, allows for the routing of the incoming call to an idle station in a prearranged hunt group.

Station-to-Station Dialing - allows a station user to dial another station within the same Internal Communications and Call Management Features customer group using just the last four digits of the telephone number. Station-to-station dialing is not available within the feature package, but is available with the ISDN line.

The following features, in addition to the ones defined above, are available from Feature Packages 2000 and 3000:

Automatic Call Back (Camp On) - allows a station reaching a busy condition on an internal call to be notified when that busy station becomes available and to be placed automatically in a "call back" mode. After invoking the Camp On feature, the station may make and receive calls, or make general use of the system. At the moment both stations are free, Internal Communications and Call Management Features will call the originating station first and when the user answers, the system will call the camped-on station.

Call Park - allows a station engaged in a call to place the call into a holding condition for access from another station in the system. (Call Park differs from Call Hold in that the call placed on hold is associated with an index code, or in some systems a station number, and does not standby for access by the station which placed the call on hold. Call Park allows any station to dial a Call Park retrieval code to be connected to the held call.) Call Park is offered from digital switches only.

Last Number Redial - allows the user to redial his/her last manually dialed number by depressing a single key.

Toll Restriction - disallows the dialing of long distance calls. The Company may provide predetermined toll restriction packages (i.e., restriction to local area code, restriction to Local LATA, etc.) which will restrict dialing to specific areas.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Customized Multi-line Telephone Service Packages - Continued

(T)

Conferencing (Three Way Calling) - allows a station to conduct the following configurations: (1) two other system stations, (2) one system station and one outside party, or (3) two outside parties.

Distinctive Ringing - provides for distinctive different rings at the called station to distinguish between a direct inward dialed (DID) call and an intra-group call.

Speed Calling (6-8) - allows each station user to place calls to its own previously designated electronic list of either 6 or 8 (depending on switch type) frequently dialed numbers.

Station Hunting - when the called station is busy, allows for the routing of the incoming call to an idle station in a prearranged hunt group.

Station-to-Station Dialing - allows a station user to dial another station within the same Customized Multi-line Telephone Service customer group using just the last four digits of the telephone number. Station-to-station dialing is not available within the feature package, but is available with the ISDN line.

(T)

(T)

The following features, in addition to the ones defined above, are available from Feature Packages 2000 and 3000:

Automatic Call Back (Camp On) - allows a station reaching a busy condition on an internal call to be notified when that busy station becomes available and to be placed automatically in a "call back" mode. After invoking the Camp On feature, the station may make and receive calls, or make general use of the system. At the moment both stations are free, Customized Multi-line Telephone Service will call the originating station first and when the user answers, the system will call the camped-on station.

(T)

Call Park - allows a station engaged in a call to place the call into a holding condition for access from another station in the system. (Call Park differs from Call Hold in that the call placed on hold is associated with an index code, or in some systems a station number, and does not standby for access by the station which placed the call on hold. Call Park allows any station to dial a Call Park retrieval code to be connected to the held call.) Call Park is offered from digital switches only.

Last Number Redial - allows the user to redial his/her last manually dialed number by depressing a single key.

Toll Restriction - disallows the dialing of long distance calls. The Company may provide predetermined toll restriction packages (i.e., restriction to local area code, restriction to Local LATA, etc.) which will restrict dialing to specific areas.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Internal Communications and Call Management Features Packages - Continued

The following features, in addition to the ones defined above, are available from Feature Package 3000:

Automatic Route Selection/Flexible Route Selection (ARS/FRS) -automatically selects the most economical route to a destination. The customer controls and programs a predetermined routing pattern for WATS, Foreign Exchange, DDD trunks, etc.

Feature Package 3000 includes 3-digit routing to selectively route calls over two or more routes with a capacity of 8 patterns per customer group.

Remote Access to Features - allows a user who is away from the office to dial directly into the Internal Communications and Call Management Features system (without attendant intervention) and gain complete access to Internal Communications and Call Management Features system facilities and outgoing trunk circuits. The caller is required to have a "security access" code.

Message Detail Recording - provides a record to the customer of originating messages routed over tie lines and private lines under certain conditions, FX, WATS, CCSA, and/or exchange and toll network. It is not a source for billing detail.

- (1) It includes the calling station number, called number, date, time of day, duration of call and type of facility routing.
- (2) Call attempts over some FX facilities, whether completed or not, will be recorded. Message detail will not be provided for intra-Internal Communications and Call Management Features customer group.
- (3) Only one set of message detail on magnetic tape will be furnished for any one month.
- (4) Message detail will be provided on magnetic tape only in the code terminology and data processing format used by the Company.
- (5) Message detail for a call routed over a WATS trunk will include the called number, date, time of day, duration of call, type of facility routing and may include the calling station number.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

ISDN Basic Station Service - Continued

Manual Exclusion allows a user to inhibit other stations from picking up calls on hold or from bridging onto calls. (See Privacy Release.)

Multi-Line Hunting allows an incoming call to "roll over" to an unused station when the number being called is busy or not being answered.

Multiple Directory Number provides access to more than one directory number.

Privacy Release allows a user to inhibit other stations from answering a call on hold or from bridging onto calls. (See Manual Exclusion.)

Ring Again allows a user to arrange for Automatic Callback on Busy when a busy number is encountered. When the busy station becomes idle, a distinctive ring alerts the caller. When the station set is taken off-hook, the call is placed.

Shared Call Appearances of a Directory Number allows several stations to share one or more directory numbers. Calls originating or terminating at one station will affect all stations sharing a directory number.

Speed Calling - Individual Short List permits the customer to dial selected telephone numbers using fewer digits than normally required. Access to a Speed Calling list is limited to an individual user, and a list can not be shared by other users.

Transfer allows a user to transfer a call to another directory number in the customer group.

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users.

Transfer allows transferring a call to another telephone number in the customer group.

Two-Digit Intercom Dialing allows abbreviated dialing of stations for up to 100 numbers.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

ISDN Basic Station Service - Continued

Manual Exclusion allows a user to inhibit other stations from picking up calls on hold or from bridging onto calls. (See Privacy Release.)

Multi-Line Hunting allows an incoming call to "roll over" to an unused station when the number being called is busy or not being answered.

Multiple Directory Number provides access to more than one directory number.

Privacy Release allows a user to inhibit other stations from answering a call on hold or from bridging onto calls. (See Manual Exclusion.)

Ring Again allows a user to arrange for Automatic Callback on Busy when a busy number is encountered. When the busy station becomes idle, a distinctive ring alerts the caller. When the station set is taken off-hook, the call is placed.

Shared Call Appearances of a Directory Number allows several stations to share one or more directory numbers. Calls originating or terminating at one station will affect all stations sharing a directory number.

Speed Call 8 ⁽¹⁾ permits the customer to dial selected telephone numbers using fewer digits than normally required. Access to a Speed Call list is limited to an individual user, and a list can not be shared by other users.

(C)

Transfer allows a user to transfer a call to another directory number in the customer group.

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users.

Transfer allows transferring a call to another telephone number in the customer group.

Two-Digit Intercom Dialing allows abbreviated dialing of stations for up to 100 numbers.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

C. GENERAL

1. ISDN Services will be furnished only where facilities are available. ISDN Services are offered on a limited basis by specific switching systems within certain geographical areas. Since ISDN Services are not offered in all areas, it is important to verify their availability by contacting your Company account representative or Business Office at the telephone number listed in your telephone directory under the heading "Where to Reach Frontier Communications of the Southwest Inc.," for installations and service.
2. Services offered in accordance with this Product Guide are provided from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices.
3. Customer-provided equipment used in conjunction with services provided in accordance with this Product Guide must conform with the technical specifications of the Company.
4. 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. Customers will be given notice, in writing, of forthcoming changes to network services that might affect terminal equipment or private communications systems.
5. End User Common Line charges as authorized by the FCC and Joint Board will apply.
6. Temporary disconnections (for vacations or other reasons) are not permitted.
7. Directory listings will be provided in accordance with the rates and conditions found elsewhere in the Company's Product Guide.
8. A change in services from Internal Communications and Call Management Features, from Basic Exchange Access Line services, from Digital Channel Service, from a private line service, or from a combination of services to ISDN-PRI services is a discontinuation of services and an establishment of service. Charges applicable to installation and service connections and all other charges applicable to the establishment of ISDN-PRI service apply.
9. A change in service to ISDN will cause a temporary interruption of service.
10. A customer with 80% of its lines at the primary service address may have up to four (4) additional locations, with a minimum of two (2) lines at each location. All lines must be within the same serving area of the same central office and the additional locations are those of the customer, or the customer's legal owner and/or legal parent subsidiary or affiliate. Rates for customers with six (6) or more locations will be provided on an individual case basis. Schools, hospitals and government entities are excluded.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

C. GENERAL

1. ISDN Services will be furnished only where facilities are available. ISDN Services are offered on a limited basis by specific switching systems within certain geographical areas. Since ISDN Services are not offered in all areas, it is important to verify their availability by contacting your Company account representative or Business Office at the telephone number listed in your telephone directory under the heading "Where to Reach Frontier Communications of the Southwest Inc.," for installations and service.
2. Services offered in accordance with this Product Guide are provided from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices.
3. Customer-provided equipment used in conjunction with services provided in accordance with this Product Guide must conform with the technical specifications of the Company.
4. 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. Customers will be given notice, in writing, of forthcoming changes to network services that might affect terminal equipment or private communications systems.
5. End User Common Line charges as authorized by the FCC and Joint Board will apply.
6. Temporary disconnections (for vacations or other reasons) are not permitted.
7. Directory listings will be provided in accordance with the rates and conditions found elsewhere in the Company's Product Guide.
8. A change in services from Customized Multi-line Telephone Service, from Basic Exchange Access Line services, from Digital Channel Service, from a private line service, or from a combination of services to ISDN-PRI services is a discontinuation of services and an establishment of service. Charges applicable to installation and service connections and all other charges applicable to the establishment of ISDN-PRI service apply. (T)
9. A change in service to ISDN will cause a temporary interruption of service.
10. A customer with 80% of its lines at the primary service address may have up to four (4) additional locations, with a minimum of two (2) lines at each location. All lines must be within the same serving area of the same central office and the additional locations are those of the customer, or the customer's legal owner and/or legal parent subsidiary or affiliate. Rates for customers with six (6) or more locations will be provided on an individual case basis. Schools, hospitals and government entities are excluded.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES

1. BRI Services are digital exchange services which include station connections and network access.
2. BRI Services offered from this Product Guide include from two (2) to five hundred (500) pairings of a BRI Line with either an ISDN Access Service or an ISDN Multipoint Access Service and with one variation of Central Office Elements. The Central Office Elements can be arranged in a variation suitable to customer requirements but will include no more than two B-Channel Elements and one D-Channel Element.
3. BRI Services provided on a Foreign Exchange basis are provided on an ICB basis.
4. BRI Services provided in accordance with this Product Guide are available to customers requiring from two (2) to five hundred (500) BRI Lines. Customers requiring more than five hundred (500) lines will be provided service at rates and charges and with respect to conditions specified in individual agreements.
5. No more than one voice-type Service Package will be provided for each BRI Line, regardless of the number of voice-type B-Channels. Each Service Package is associated with a BRI Line, not with a channel.
6. Each BRI Line within a system may be uniquely arranged with one of several Service Packages and with any combination of B-Channels.
7. ISDN Access and ISDN Multipoint Access are services which terminate BRI Lines at the central office and permit access to the exchange network. One access (either ISDN Access or ISDN Multipoint Access) is required for each BRI Line.
8. An ISDN Access arranges a BRI Line for an individual user.
9. An ISDN Multipoint Access arranges a BRI Line for multiple users or arranges a BRI Line for more than one voice-type B Channel.
10. The B Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of the two B Channels of a BRI Line. The CSD channel operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES - Continued

11. Both B Channels of a BRI Line may be arranged for B-CSD.
12. Data sent to locations within a system and to interexchange carriers over B-CSD Channels can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps.)
13. Data sent to locations within other systems must be transported at a speed of 56 kbps, if permitted. If permitted, the rates, charges, and conditions will be specified by the Company's Product Guide.
14. The B Voice/CSD Channel arranges a BRI Line with the capability to alternate transmission between Voice and Circuit Switched Data over the same B Channel. Both B Channels may be arranged for B Voice/CSD.
15. The D Packet 1 Switched Data Channel allows transmission of packet-switched data over a D Channel. Subscription to a D Packet element without subscription to B Channel elements is permitted.
16. B Packet service provided to customers who require packet switched data service to access the DPN100 public switched network is grandfathered as of February 13, 2004. Orders for the Communication Assistance for Law Enforcement Act (CALEA) will continue to be provisioned from 5ESS switches as access to the public switched network is not required.

¹ Service is grandfathered and limited to existing customers as of February 13, 2004.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES - Continued

11. Both B Channels of a BRI Line may be arranged for B-CSD.
12. Data sent to locations within a system and to interexchange carriers over B-CSD Channels can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps.)
13. Data sent to locations within other systems must be transported at a speed of 56 kbps, if permitted. If permitted, the rates, charges, and conditions will be specified by the Company's Product Guide.
14. The B Voice/CSD Channel arranges a BRI Line with the capability to alternate transmission between Voice and Circuit Switched Data over the same B Channel. Both B Channels may be arranged for B Voice/CSD.
15. The D Packet 1 Switched Data Channel allows transmission of packet-switched data over a D Channel. Subscription to a D Packet element without subscription to B Channel elements is permitted.

- T ¹ B Packet service provided to customers who require packet switched data service to access the DPN100 public switched network is grandfathered as of February 13, 2004. Orders for the Communication Assistance for Law Enforcement Act (CALEA) will continue to be provisioned from 5ESS^{®2} switches as access to the public switched network is not required. (T)

¹ Service is grandfathered and limited to existing customers as of February 13, 2004. (T)

² 5ESS[®] is a Registered Trademark of Lucent Technologies, Inc. (N)

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES - Continued

17. Attendant Services

- a. Attendant Services require compatible customer-provided equipment. Functions performed with equipment at the customer's premises must conform with the Company's operating practices and procedures in order to maintain service levels.
- b. The Attendant Services package requires a single B-Voice Channel configuration on the BRI line.

18. Service Orders

- a. Temporary disconnections (for vacations or other reasons) and facility reservation of BRI services are not permitted.
- b. Minimum Service Requirement - Subscribers will be billed a minimum equivalent to the rates for continuing service for three months and charges for establishing service.
- c. Directory Listings will be furnished in accordance with the rates and conditions of this Product Guide.
- d. A change in service from Internal Communications and Call Management Features or Basic Exchange Access Line services to BRI services is a discontinuation of service and an establishment of service. Termination liabilities will not apply to changes if the customer subscribes to the same number or to more lines. However, all applicable installation and service connection charges and all charges applicable to the establishment of BRI service apply.
- e. A change in services will cause a temporary interruption of service.

19. Additional Telephone Numbers

- a. A primary telephone number is provided with each activated BRI channel. Additional telephone numbers may be ordered for each BRI line. Additional telephone numbers are available at the rate shown in this Section.
- b. At least one additional telephone number is required for each Multipoint Access user.
- c. One interexchange carrier must be selected for all telephone numbers associated with the same BRI Line, however, 10xxx access to other carriers is provided. All BRI Lines within the same business system need not be associated with the same carrier.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES - Continued

17. Attendant Services

- a. Attendant Services require compatible customer-provided equipment. Functions performed with equipment at the customer's premises must conform with the Company's operating practices and procedures in order to maintain service levels.
- b. The Attendant Services package requires a single B-Voice Channel configuration on the BRI line.

18. Service Orders

- a. Temporary disconnections (for vacations or other reasons) and facility reservation of BRI services are not permitted.
- b. Minimum Service Requirement - Subscribers will be billed a minimum equivalent to the rates for continuing service for three months and charges for establishing service.
- c. Directory Listings will be furnished in accordance with the rates and conditions of this Product Guide.
- d. A change in service from Customized Multi-line Telephone Service or Basic Exchange Access Line services to BRI services is a discontinuation of service and an establishment of service. Termination liabilities will not apply to changes if the customer subscribes to the same number or to more lines. However, all applicable installation and service connection charges and all charges applicable to the establishment of BRI service apply. (T)
- e. A change in services will cause a temporary interruption of service.

19. Additional Telephone Numbers

- a. A primary telephone number is provided with each activated BRI channel. Additional telephone numbers may be ordered for each BRI line. Additional telephone numbers are available at the rate shown in this Section.
- b. At least one additional telephone number is required for each Multipoint Access user.
- c. One interexchange carrier must be selected for all telephone numbers associated with the same BRI Line, however, 10xxx access to other carriers is provided. All BRI Lines within the same business system need not be associated with the same carrier.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES - Continued

20. ISDN Multipoint Access

- a. Multipoint Access allows connecting from one to eight users on an individual BRI line.
- b. Multipoint Access is required for connecting two B-Channel Elements for voice on the same BRI line.
- c. Only one user will be allowed to access each B-Channel. Other users on the same BRI line can access the D-Channel only.
- d. Up to eight users can share simultaneously the same D-Channel of a D-Channel packet switching arrangement.
- e. Multipoint Access to a BRI line connecting an attendant's console is not permitted.

21. Individual Line Loop Extension

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 CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based upon dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Frontier Communications of the Southwest Inc. engineering practice of maximum loss for the ISDN BRI loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point.

The customer will not be charged the ISDN BRI Individual Line Loop Extension rate unless the equipment is actually used. The charge will not be invoked based on the cable footage. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module. The appropriate Individual Line Loop Extension rate will apply in addition to rates for Basic Rate Interface and Single Line Services.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES - Continued

22. Automatic Call Distribution - Management Information System (ACD/MIS)
 - a. ACD/MIS is available to either existing or new ISDN-BRI customers.
 - b. ACD/MIS will be furnished only from central offices that are technically capable and equipped for providing the service.
 - c. Customers will be required to provide compatible customer premises equipment (CPE). Frontier Communications of the Southwest Inc. makes no guarantees and assumes no liability associated with the customer's receipt of data if the CPE does not meet Frontier Communications of the Southwest Inc. compatibility requirements.
 - d. Customers must have the Basic ACD Feature Package before subscribing to the Advanced ACD/MIS features.
 - e. Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.
 - f. Multipoint ACD/MIS customers can place two agents on one ACD line. Each agent uses one B channel and shares the D channel.
23. Exception Provisioning
 - a. Exception Provisioning provides ISDN-BRI Service to customers served by a non-ISDN capable central office.
 - b. The Exception Provisioning monthly rates will apply in addition to rates for Basic Rate Interface Services.
 - c. The monthly rates for Exception Provisioning include a rate for provisioning and a rate for Special Transport mileage. The Special Transport mileage rate applies to provide the transmission facilities between the customer's serving central office and the ISDN capable office. There is no additional charge for Special Transport Termination.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

1. General - Continued

Termination Liability

Customers who subscribe to ISDN-PRI Service on the Term Option and terminate service prior to the anniversary date of the term commitment plan will be subject to termination liability charges. See Section 2.B.15 of this Product Guide, for termination liability terms and conditions. Termination Liability does not apply to optional features. The termination liability charge will not apply when a customer converts from PRI Access and Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility

2. Rate Elements

PRI Access Interface - PRI Access Interface provides the switch termination for the PRI Switched Facility. A PRI Access Interface is required to terminate to an ISDN-PRI serving central office. A PRI Access Interface typically provides twenty-three individual B Channels and one D Channel.

Switched Facility - The customer has a choice of service arrangements, (i.e., customer premises to local central office, local central office to alternative central office, or Tie Channel Services). The rates and charges for the Switched Facility will be based on the selected arrangement and will be comprised of one or a combination of the following rate elements:

a. Customer Premises to Local Central Office

Option 1 - PRI High Capacity Digital Facility plus Special Transport

Option 2 - Alternate High Capacity Digital Facilities from appropriate Company tariff or Product Guide

b. Local Central Office to ISDN-PRI Capable Alternative Central Office

Option 1 - PRI High Capacity Digital Facility plus Special Transport per airline mile or Lan Service Special Transport.

Option 2 - Alternate High Capacity Digital Facilities from appropriate Company tariff or Product Guide

c. Tie Channel Services

Tie Channel Service to customer premises or central office to central office

Tie Channel Service to Intermediary Customer

B Channel Configurations - B Channels can carry voice and circuit switched data at up to 64 Kbps for up to 24 B Channels. Channel activation monthly recurring charges will apply on a per channel basis. A primary telephone number is provided with each activated B Channel. Additional telephone numbers may be ordered for each PRI line. Additional telephone numbers for Two Way/DID/DOD Service are available at the rates specified in II.RATES.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

2. Rate Elements - Continued

Database Configurations - Nonrecurring charges for database configuration apply on a per service order basis for both the Month-to-Month Option and the Term Option of ISDN-PRI.

a. Month-to-Month Option - Database configuration charges for the Month-to-Month Option apply to both initial and subsequent service orders for the following rate elements:

- (1) PRI Access Interface, each
- (2) Channel, per type (regardless of quantity)

b. PRI Access Switched Facility System - Term Option -. Database configuration charges for the Term Option apply per PRI Access Switched Facility System as follows:

- (1) Initial Service Order - Applicable per initial and subsequent orders of PRI Access Switched Facility System.
- (2) Subsequent Service Order - Applicable to all changes made to PRI Access Switched Facility System.

c. PRI Access System - Term and Volume Option - The Database Configuration Charge for Initial Service Order in II.B.2.c.(1) does not apply for the initial order on a 1-, 2- or 3-Year Term and Volume Option or a 2- or 3-Year Corporate Rewards Plan. Database configuration charges for the Term and Volume Option or the 2- or 3-Year Corporate Rewards Plan apply to Subsequent Service Orders only, per PRI Access Switched Facility System.

d. Optional Features - Nonrecurring charges do not apply if optional features are ordered with initial ISDN-PRI installation. ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI VOIP Internal Communications and Call Management Features Access nonrecurring charges as set forth in Section 8 of this Product Guide, A.7 or A.8 always apply. Tie Channels are in addition to the normal channel charges. If optional feature(s) is added to an existing PRI System, the Subsequent Service Order charge in II.B.2.c(2) will apply per PRI Access Switched Facility System.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

2. Rate Elements - Continued

PRI Access Switched Facility System Service is a bundled rate contract term offering of ISDN PRI Service. It includes support for the standard features listed in III.E.3, B channel configurations (except for Tie Channel Services), first telephone number per channel activated, and the DS1 High Capacity Facility at no additional cost.

PRI Access Term and Volume Option or the 1-, 2- or 3-Year Corporate Rewards Plan include the PRI Access, standard features listed in III.E.3, B channel configurations (except for Tie Channel Services), and first telephone number per channel activated.

- a. Packages are available with or without the DS1 Switched Facility. Customers can select measured voice/data channels and unlimited local voice usage/measured calling plans.
- b. Term and Volume Option with Unlimited Local Calling will include unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3.
- c. All of a customer's Company provided Term and Volume PRIs within the state will count towards the volume option threshold. Term and Volume option customers may change the number of PRIs during the volume term period. In the event that a customer on a Term and Volume option makes subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable threshold level rate for the remainder of the term and volume period. The customer must provide the account information of the PRIs included in the Term and Volume option at the time of the initial installation of service and with each change to the service.
- d. ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI VOIP Internal Communications and Call Management Features Access nonrecurring charges as set forth in Section 8 of this Product Guide, A.7 or A.8 always apply. Tie Channels are in addition to the normal channel charges.

Contracts - Customers with existing ISDN-PRI contracts may convert to a new contract option without incurring termination liability charges, provided the value of the new contract is equal to or greater than the remaining value of the existing contract option.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

2. Rate Elements - Continued

PRI Access Switched Facility System Service is a bundled rate contract term offering of ISDN PRI Service. It includes support for the standard features listed in III.E.3, B channel configurations (except for Tie Channel Services), first telephone number per channel activated, and the DS1 High Capacity Facility at no additional cost.

PRI Access Term and Volume Option or the 1-, 2- or 3-Year Company Rewards Plan include the PRI Access, standard features listed in III.E.3, B channel configurations (except for Tie Channel Services), and first telephone number per channel activated. (T)

- a. Packages are available with or without the DS1 Switched Facility. Customers can select measured voice/data channels and unlimited local voice usage/measured calling plans.
- b. Term and Volume Option with Unlimited Local Calling will include unlimited local voice usage for direct dialed calls to Zones 1 and 2 and ZUM Zone 3.
- c. All of a customer's Company provided Term and Volume PRIs within the state will count towards the volume option threshold. Term and Volume option customers may change the number of PRIs during the volume term period. In the event that a customer on a Term and Volume option makes subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable threshold level rate for the remainder of the term and volume period. The customer must provide the account information of the PRIs included in the Term and Volume option at the time of the initial installation of service and with each change to the service.
- d. ISDN-PRI Customized Multi-line Telephone Service Access or ISDN-PRI VOIP Customized Multi-line Telephone Service Access nonrecurring charges as set forth in Section 8 of this Product Guide, A.7 or A.8 always apply. Tie Channels are in addition to the normal channel charges. (T)
(T)

Contracts - Customers with existing ISDN-PRI contracts may convert to a new contract option without incurring termination liability charges, provided the value of the new contract is equal to or greater than the remaining value of the existing contract option.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

2. Rate Elements – Continued

Tie Channel Service to Intermediary Customers

The rate for Tie Channel Service to Intermediary Customers applies only to ISDN-PRI facilities that extend from the ISDN-PRI serving central office to the Intermediary Customer. In order to send calls to the Intermediary Customer, local loop access from the customer's premises to the customer's ISDN-PRI serving central office is also needed (e.g., Internal Communications and Call Management Features, Two Way, DID trunk, DOD trunk, or Call-by-Call trunk). ISDN-PRI Internal Communications and Call Management Features Access or ISDN-PRI VOIP Internal Communications and Call Management Features Access nonrecurring charges as set forth in Section 8 of this Product Guide, A.7 or A.8 always apply. Tie Channels are in addition to the normal channel charges.

Alternative Central Office

Both the Month-to-Month Option and the Term Option of ISDN-PRI Service may be provided from a Frontier Communications of the Southwest Inc. alternative central office if a customer's serving central office is not suitably equipped, or if the customer chooses to subscribe to service from a different Frontier Communications of the Southwest Inc. central office. The customer may be required to utilize the telephone numbers and dialing plan associated with the designated ISDN-PRI central office. Additional charges for High Capacity Digital Facility and Special Transport are applicable to the Switched Facility between the customer's serving central office and the ISDN-PRI capable central office, except when the ISDN-PRI capable central office is part of a Remote Switching Cluster, as defined in III.A. In Lan Service designated serving areas, the Lan Service Special Transport rate may be used in lieu of the rate for Special Transport per airline mile.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

4. Optional Features- Continued

PRI Station Detail Billing - Station Detail Billing provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. Details are provided with the customer bill or via the Internet on the Frontier Communications of the Southwest Inc. website.

PRI Station Detail Billing is only available with measured-rate service.

Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the customer's bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted.

Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or 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 Primary Service.

F. DIGITAL (ISDN) SINGLE LINE SERVICES

1. Digital (ISDN) Single Line Service is intended for customers requiring ISDN access on a single line basis. All terms and conditions associated with ISDN-Basic Rate Interface Services, except the condition specifying a minimum line requirement, apply to Digital (ISDN) Single Line Service.
2. Digital (ISDN) Single Line Service for business customers will be provided on a measured-rate basis for voice and data calling.
3. Customers who require intercom functionality may subscribe to Basic Rate Interface (BRI) Services. Business customers will be migrated to BRI through a subsequent order process.

G. DISCOUNTS FOR QUALIFYING ENTITIES

See Schedule Cal. P.U.C. No. T-1 for qualifications and discounts for Schools, Libraries, Health Care Providers, and Community Based Organizations.

Effective: 06/23/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

4. Optional Features- Continued

PRI Station Detail Billing - Station Detail Billing provides individual station call details for all stations utilizing a customer's ISDN Primary Service at an account level on a monthly basis. Details are provided with the customer bill or via the Internet on the Frontier Communications of the Southwest Inc. website.

PRI Station Detail Billing is only available with measured-rate service.

Individual PRI Station Call Detail is for informational purposes only. Exact billing information is located in the Measured Call Summary portion of the customer's bill.

The customer's ISDN Primary Service must be equipped with Calling Party Default Directory Number with the Calling Party Screening option. Customers will not have the option to change the Calling Party Number and CPN may not be deleted.

Customers will have the option to define a partial listing in the screening list. Specific call details will not be provided for stations not included in the screening list. The screening list may not include 800 numbers, fictitious numbers, private network numbers or Customized Multi-line Telephone Service Dialing Plan numbers defined in the screening tables. (T)

Station Call Details will only be provided for valid telephone numbers within the switch providing the customer's ISDN Primary Service.

F. DIGITAL (ISDN) SINGLE LINE SERVICES

1. Digital (ISDN) Single Line Service is intended for customers requiring ISDN access on a single line basis. All terms and conditions associated with ISDN-Basic Rate Interface Services, except the condition specifying a minimum line requirement, apply to Digital (ISDN) Single Line Service.
2. Digital (ISDN) Single Line Service for business customers will be provided on a measured-rate basis for voice and data calling.
3. Customers who require intercom functionality may subscribe to Basic Rate Interface (BRI) Services. Business customers will be migrated to BRI through a subsequent order process.

G. DISCOUNTS FOR QUALIFYING ENTITIES

See Schedule Cal. P.U.C. No. T-1 for qualifications and discounts for Schools, Libraries, Health Care Providers, and Community Based Organizations.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE (Continued)

(N)

III. SPECIAL CONDITIONS

- A. ISDN PRI Bundle Service is available where technically feasible.
- B. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
- C. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge as specified in Section 9, item II. Rates B.1.d of this Product Guide for the change and will pay the current rates in effect for the term commitment chosen.
- D. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
- E. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
- F. Ports will be provided at the T-1 level only.
- G. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- H. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Product Guide.
- J. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in II. Rates preceding.

(N)

DIGITAL NETWORK SERVICES

TABLE OF CONTENTS

	<u>SHEET</u>
I. DIGITAL CHANNEL SERVICE	1
A. Service Description	1
B. Digital Architecture	2
C. Definitions	3
D. General	3
E. Application of Rates	8
F. Types of Rates and Charges	10
G. Rates	13
II. FLEXGROW TRUNK SERVICE	18
A. Service Description	18
B. Service Provisioning	18
C. Definitions	19
D. Special Conditions	20
E. Application of Rates	21
F. Rates	22
III. CUSTOMER NETWORK CONTROL	27
A. Description of Service	27
B. Definitions	28
C. General	30
D. Application of Rates	33
E. Rates	36

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE

A. SERVICE DESCRIPTION

1. Digital Channel Service is an intra-exchange multifunctional digital channel service which provides access transport between the customer's premises and the serving central office over a single high-capacity digital facility on a channelized basis.
2. Digital Channel Service is provided in capacity increments of 24 digital channels (DS0s) over a single DS1 facility.
3. The following network services may be furnished on a link (partial channel) basis across multiple jurisdictions when connected with Digital Channel Service.
 - Analog Voice Service (exchange line/trunks, Internal Communications and Call Management Features, foreign exchange line, off premises extensions, voice private lines, tie lines, intrastate 800)
 - Analog Data Service
 - Digital Data Service (2.4, 4.8, 9.6, 19.2, 56 Kbps)
 - DS1 Service (1.544 Mbps)
 - Switched Data Service
4. Digital Channel Service is comprised of the following components.

Digital Channel Capacity
Digital Channel Activation
Service Activation
Customer Premises Channelization
Optional Service Activation
Multi-Jurisdictional Access (Multi-J Intraoffice Channel Access, Multi-J Interoffice Channel Access)

Digital Channel Capacity, Digital Channel Activation and Service Activation will be provided at the rates and charges specified in Part I.G of this section.

Customer Premises Channelization may be provided by the Company or by the customer. When provided by the Company, rates and charges specified in I.G in this section will be applicable. When provided by the customer, terms and conditions specified in I.D will apply.

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

E. APPLICATION OF RATES - Continued

5. Measured Rate Service-Local Calling Rates

Rates listed in Section 4 of this Product Guide, Local Exchange Service, Measured Rate Service-Local Calling Rates, will apply to each Service Activation that utilizes basic exchange access from the serving central office, with the exception of foreign exchange service and 800. These rates are in addition to other applicable Digital Channel Service rates and charges.

6. Customer Premises Channelization

Customer Premises Channelization is optional. When provided by the Company, Customer Premises Channelization Digital Channel Capacity and Customer Premises Service Activation rates as set forth in I.F will apply.

7. Rates and charges specified in other sections of this guide for services connected to or extended beyond Digital Channel Service (i.e., Touch-Tone, Smart Call, off-premises stations, tie lines, private lines, etc.) are in addition to rates specified for Digital Channel Service. This includes Nonrecurring Charges for activities involving the non-Digital Channel Service portion of the end-to-end service.

8. Transfer of service responsibility between customers is permitted subject to the rules and regulations specified in Schedule Cal. P.U.C. No. D&R, Rule No. 8. Charges specified in I.F.2 will apply.

9. 1.5 Special Transport Facility and mileage rates specified in Schedule Cal. P.U.C. No. C-1, Section III.B will apply per Digital Channel Capacity for interconnection between Digital Channel Services provisioned from two or more central offices. These rates will apply in addition to Digital Channel Service rates for each premises for which Digital Channel Service is provisioned.

10. Optional Service Activation monthly rates are in addition to rates for Analog or Digital Service Activation. A nonrecurring charge will not be applicable if service is ordered at the time an order for DCS is placed. If customer orders an Optional Service Activation subsequent to DCS, a Configuration Charge will be applied.

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

G. RATES - Continued

2. Digital Channel Capacity - Continued

b. Digital Interoffice Transport

Refer to Tariff Schedule C-1, Section III.B.2.k for rates.

3. Digital Channel Activation ¹

	<u>NRC</u>	<u>Monthly Rate</u>
Per Digital Channel Activated	\$ 6.00	\$ 1.50
4. Service Activations - Per Network Service		
a. Analog Service Exchange Line / Trunk)	32.00	4.00
Internal Communications and Call Management Features Station Line	32.00	5.50
b. Foreign Exchange, Off Premises Extension, Private Line, Tie Line, Intrastate Wats/800	35.00	14.00
c. Digital Data Service 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps	35.00	30.00
d. Digital Data Service 56 Kbps	35.00	39.70
e. DS1 Service 1.544 Mbps	500.00	69.70
f. Switched Data Service ²	35.00	10.00

¹ Does not apply to DS1 Service.

² Network Usage rates will be billed in accordance with rates and conditions for local, ZUM, and Frontier Communications of the Southwest Inc. IntraLATA Toll Service calls as set forth in Sections 4, 4A, and 16 of this Product Guide.

Effective: 06/23/11

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

G. RATES - Continued

2. Digital Channel Capacity - Continued

b. Digital Interoffice Transport

Refer to Tariff Schedule C-1, Section III.B.2.k for rates.

3. Digital Channel Activation ¹

	<u>NRC</u>	<u>Monthly Rate</u>	
Per Digital Channel Activated	\$ 6.00	\$ 1.50	
4. Service Activations - Per Network Service			
a. Analog Service Exchange Line / Trunk)	32.00	4.00	
Customized Multi-line Telephone Service Station Line	32.00	5.50	(T)
b. Foreign Exchange, Off Premises Extension, Private Line, Tie Line, Intrastate Wats/800	35.00	14.00	
c. Digital Data Service 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps	35.00	30.00	
d. Digital Data Service 56 Kbps	35.00	39.70	
e. DS1 Service 1.544 Mbps	500.00	69.70	
f. Switched Data Service ²	35.00	10.00	

¹ Does not apply to DS1 Service.

² Network Usage rates will be billed in accordance with rates and conditions for local, ZUM, and Frontier Communications of the Southwest Inc. IntraLATA Toll Service calls as set forth in Sections 4, 4A, and 16 of this Product Guide.

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

G. RATES - Continued

6. Customer Premises Channelization - Company Provided on Customer Premises - Continued

b. Service Activation, Per Channel

	<u>NRC</u>	<u>Monthly Rate</u>	<u>Rate Ceiling</u>
1) Analog Service Exchange Line/Trunk, Internal Communications and Call Management Features Station Line			\$20.00
\$ 8.15		\$10.35	
2) Foreign Exchange, Off Premises Extension, Private Line, Tie Line, Intrastate WATS ³ /800	20.00	8.15	10.35
3) Digital Data Service 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps	20.00	23.85	26.45
4) Digital Data Service 56 Kbps	20.00	32.35	35.65
5) Switched Data Service	20.00	30.00	34.50

7. Optional Service Activation ¹

a. Direct Inward/Outward Dialing (DIOD) ² Two-way Trunk, per channel	--	5.00	
b. Multi-Jurisdictional Access ¹			
Multi-J Intraoffice Channel Access	--	4.00	
Multi-J Interoffice Channel Access	--	7.00	

¹ Optional service activation rates are in addition to Service Activation rates in Section I.RATES.G.

² Customer must purchase blocks of DID numbers in Section 4 of this Product Guide.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE

A. SERVICE DESCRIPTION

FlexGrow Trunking 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 digital facility.

FlexGrow Trunking is comprised of the following components:

Option 1 - Central Office Based Channelization

FlexGrow Trunk Capacity
FlexGrow Service Activation

Option 2 - Customer Premises Based Channelization

FlexGrow Trunk Capacity
FlexGrow Service Activation

B. SERVICE PROVISIONING

FlexGrow Trunking is provided in capacity increments of 24 DS0 Channels within a single FlexGrow Trunk.

The following types of network service activations, as specified in other sections of this Product Guide or other tariffs of the Company, are available on a channelized basis via FlexGrow Trunking:

Analog Voice Service (exchange line, trunks, Internal Communications and Call Management Features, Internal Communications and Call Management Features Communications System Features, foreign exchange, off premises extensions, voice private line, tie lines)

Dedicated Access (64, 128, 256, 384, 512 and 768 Kbps)

Digital Data Service (2.4, 4.8, 9.6, 19.2, 56, 64 Kbps)

Frame Relay Service (56, 64, 128, 256 and 384 kbps)

Multi-Jurisdictional Access (Multi-J IntraOffice Channel Access, Multi-J InterOffice Channel Access)

Multi-J activations are optional services that provide connectivity between the customer's serving central office and other carriers' points-of-presence in conjunction with the FlexGrow service that provides connectivity between the customer's premises and central office. Multi-J activations are available on both an intraoffice and interoffice basis. These activations are available for both intraoffice and interoffice channel access and are required for each digital channel that the customer chooses to activate for digital channel network functionality at the central office. With these services, the customer is able to interconnect with other carriers for the provisioning of intraLATA or interLATA services.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

B. SERVICE PROVISIONING - Continued

FlexGrow Trunking is available on a digital basis at the network interface at the customer's premises. Analog Voice Services, Digital Data Services, Dedicated Access Services, and Frame Relay Services are provided to the customer's premises by the Company. Each digital channel provided will have the identity only as a time-slot. In case the customer does not order the Customer Site Channelization Service Option, as described following, as part of the FlexGrow Trunk Service, then compatible conversion equipment must be provided by the customer, including any Channel Service Units (CSUs).

The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.

Frame Relay Service conforms to Consultative Committee for International Telegraph and Telephone (CCITT) and American National Standards Institute (ANSI) T1.602, T1.606, T1.617 and T1.618.

C. 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.

DS0 - The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

FlexGrow Trunk Capacity - A signal between the customer premises and the central office. This digital link can be used to transport switched data services. FlexGrow Trunk Capacity is available in increments of 24 digital channels.

Permanent Virtual Circuit (PVC) - PVCs are logical circuits that define a specific path for data sent by the customer to another location.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

D. SPECIAL CONDITIONS

1. The FlexGrow 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. All FlexGrow Trunk Service arrangements must have at least one FlexGrow Trunk, 24 DS0 equivalent channel, capacity activated.
3. All FlexGrow Trunk Service must be channelized in a single equipment location on a customer's premises. The FlexGrow Trunk Service can be split between multiple customer locations, provided that each location is serviced by one or more separate FlexGrow Trunk(s).
4. The total number of FlexGrow Trunk channels activated by the customer may not at any time exceed the total FlexGrow Trunk 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 (2) DS0 channels per channel provided by the Company thereby reducing the basic stated capacity to some degree. Additional technical restrictions may apply for Frame Relay Service activation, using Option 2.

The Company will notify the customer when the FlexGrow Trunk Capacity is affected by the choice of Service Activations.

5. Channelization on a customer's premises may be provided by the customer or the Company.
6. When the customer orders FlexGrow Trunking Customer Premises Channelization Service, under Option 2, the Customer Premises Channelization will be placed at a customer designated location (CDL) within the same building on the customer's premises. This location may require a company-initiated secondary demarcation when the CDL is beyond the initial minimum point of entry. The cost for the secondary demarcation point is covered in the monthly service rate. The service must terminate on Company network facilities up to the CDL. The customer will be responsible to provide suitable floor space, controlled environment, and a source of nonswitched 120 Volt 60 Hz AC power to support this service. Emergency backup power capabilities are not included.
7. FlexGrow Trunk Capacity is only provided within the boundary of the local wire center.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

E. APPLICATION OF RATES

1. There are two basic rate elements for FlexGrow Trunk Service, under two options:

OPTION 1 - Central Office Based Channelization Service

FlexGrow Trunk Capacity
FlexGrow Trunk Service Activation

OPTION 2 - Customer Premises' Based Channelization Service

FlexGrow Trunk Capacity
FlexGrow Trunk Service Activation

2. Under both options, FlexGrow Trunk Capacity is offered with 12, 24, 36 or 60-month Term Payment Plan periods, 24 DS0 channel increments.
3. Under both options, FlexGrow Trunk Service Activation is a monthly recurring charge for each digital channel (DS0) activated within the FlexGrow Trunk Capacity limits. The Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated, voice, data or Frame Relay) required by the customer. Service activation is offered on a month-to-month basis.
4. Option 2, Customer Premises Channelization Service, includes Service Channelization at the customer's premises as a Company functionality. Otherwise, the customer has the option to support customer premise channelization with CPE devices.
5. The rates established for FlexGrow Trunk Capacity apply on a monthly basis for the duration of the entire term payment plan period, regardless of the number of FlexGrow Trunk channels that are actually activated by the customer at any point in time.
6. The Customer may order additional FlexGrow Trunk Capacity 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.
7. During the term commitment period, the customer may add additional FlexGrow Trunk Service Activations under Option 1 or Option 2, within the Trunk Capacity limits at the monthly rates specified.
8. Termination Liability

See Section 2.B.15 of this Product Guide for termination liability terms and conditions.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

F. RATES

1. Option 1 - Central Office Based Channelization

	<u>Month-to Month¹</u>	<u>12 Months MRC²</u>	<u>24 Months MRC</u>	<u>36 Months MRC</u>	<u>60 Months MRC</u>
FlexGrow Trunk Capacity per FlexGrow Trunk	Not Available	\$180.00	\$175.00	\$ 170.00	\$ 160.00
FlexGrow Trunk Service Activation					
Analog Line / Trunk (DID/DIOD) / Internal Communications and Call Management Features ³	7.00	7.00	5.50	5.50	4.50
				<u>Monthly Rate</u>	
Internal Communications and Call Management Features Communications System Features ^{3, 4}				6.00	
Dedicated Access					
64 Kbps				3.00	
128 Kbps				10.00	
256 Kbps				10.00	
384 Kbps				10.00	
512 Kbps				10.00	
768 Kbps				10.00	
Digital Data Service					
2.4, 4.8, 9.6, 19.2, 56 and 64 Kbps				3.00	

¹ Effective July 1, 2008, new rates will apply for expired contracts.

² Effective July 1, 2008, new rates will also apply to current 12 Month contracts.

³ Network Local Usage is included in the rate for FlexGrow Service.

⁴ The Monthly Rate for Internal Communications and Call Management Features Communications System Features is in addition to the Analog Line rate. Communications System Features Service Activation is not available on Trunks.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

F. RATES - Continued

1. Option 1 - Central Office Based Channelization - Continued

	<u>Monthly Rate</u>
FlexGrow Trunk Service Activation	
Frame Relay Service ¹	
56/64 kbps	30.00
128 kbps	50.00
256 kbps	80.00
384 kbps	105.00
Multi-Jurisdictional Access ²	
Multi-J IntraOffice Channel Access	4.00
Multi-J InterOffice Channel Access	7.00

¹ Frame Relay Service includes one permanent virtual circuit (PVC).

² These channel access options are used to give Service Activations Multi-J capabilities. The Multi-J rates are in addition to the other service activation rates stated in this section.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

F. RATES - Continued

2. Option 2 - Customer Premises Based Channelization

	<u>Month-to Month</u> ¹	<u>12 Months MRC</u> ²	<u>24 Months MRC</u>	<u>36 Months MRC</u>	<u>60 Months MRC</u>
FlexGrow Trunk Capacity per FlexGrow Trunk	Not Available	\$ 290.00	\$ 280.00	\$ 275.00	\$ 265.00

FlexGrow Trunk Service Activation

Analog Line / Trunk (DID/DIOD) / Internal Communications and Call Management Features ³	5.50	8.00	6.50	6.50	
-------------------------------------------------------------------------------------------------------	------	------	------	------	--

Monthly Rate

Internal Communications and Call Management Features Communications System Features^{3,4}
6.00

Dedicated Access

64 Kbps	3.00
128 Kbps	15.00
256 Kbps	15.00
384 Kbps	15.00
512 Kbps	15.00
768 Kbps	15.00

Digital Data Service

2.4, 4.8, 9.6, 19.2, 56 and 64 Kbps	3.00
-------------------------------------	------

¹ Effective July 1, 2008, new rates will apply for expired contracts.

² Effective July 1, 2008, new rates will also apply to current 12 Month contracts.

³ Network Local Usage is included in the rate for FlexGrow Service.

⁴ The Monthly Rate for Internal Communications and Call Management Features Communications System Features is in addition to the Analog Line rate. Communications System Features Service Activation is not available on Trunks.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

F. RATES - Continued

2. Option 2 - Customer Premises Based Channelization - Continued

	<u>Monthly Rate</u>
FlexGrow Trunk Service Activation	
Frame Relay Service ¹	
56/64 kbps	40.00
128 kbps	65.00
256 kbps	95.00
384 kbps	120.00
Frame Relay Service ²	
56/64 kbps	80.00
128 kbps	125.00
256 kbps	155.00
384 kbps	180.00
Multi-Jurisdictional Access ³	
Multi-J IntraOffice Channel Access	4.00
Multi-J InterOffice Channel Access	7.00

¹ Frame Relay Service includes one permanent virtual circuit (PVC).

² Frame Relay Service includes Company provided Frame Relay Assembly/Disassembly (FRAD) Service. Some technical restrictions may apply. (Includes one PVC.)

³ These channel access options are used to give Service Activations Multi-J capabilities. The Multi-J rates are in addition to the other service activation rates stated in this section.

DIGITAL NETWORK SERVICES

II. FLEXGROW TRUNK SERVICE - Continued

F. RATES - Continued

	<u>Monthly Rate</u>
3. <u>Miscellaneous</u> ¹	
25 Number Block for DID for either Option 1 or Option 2	\$ 10.00
100 Number Block for DID for either Option 1 or Option 2	25.00
	<u>Nonrecurring Charge</u>
4. <u>Service Order Change</u> - Moves, Adds and Changes, each	\$150.00
5. <u>Termination Liability</u>	
See Section 2.B.15 of this Product Guide for termination liability terms and conditions.	

¹ Monthly rate for 25 or 100 Number Block for DID applies to FlexGrow Trunk Service only.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹

SPECIAL CONDITIONS

A. Description of Service

1. Customer Network Service provides customers flexibility in managing and reconfiguring their special service networks. CNC Service is a central office based service which enables customers to electronically reconfigure their Private Line Services from one line to any other qualified line controlled from a single customer's location. The reconfiguration will be accomplished by use of a Network Controller and a Digital Cross-connect System.

CNC Service includes real-time monitoring and reconfiguration of DS1s and voicegrade/digital private lines equipped with Digital Cross-connect Terminations without the direct intervention of the Company's personnel.

2. A list of available CNC Service features will be provided to the customer. These features may include, but are not limited to, the following:

Automatic Reconfiguration - The Network Controller may be programmed to automatically transfer critical circuits to an alternative facility should the primary route experience a network outage.

Loopback Capability - The customer may perform a full duplex loopback of any circuit terminating via the Digital Cross-connect System. This is of value for fault isolation and expediting network restoration.

Network Performance Reports - The Network Controller generates reports such as network alarms, outages, overall facility performance, and customer activity.

Reconfiguration on Demand - Circuit connections may be forced into, or out-of-service as required by the customer.

Security - The Network Controller offers multi-level security for access and network management activity.

Time of Day Reconfiguration - Network reconfigurations may be scheduled to go into effect at a predetermined time. They may be singular or periodic.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹- Continued

SPECIAL CONDITIONS - Continued

B. Definitions

Channel Termination - A Channel Termination is the termination of a Private Line Service or Digital Channel Service on the Digital Cross-connect System.

CNC Service Arrangement - A CNC Service Arrangement consists of all the CNC Service elements a customer subscribes to, or serves as an agent for, including at least one Network Controller.

Digital Cross-connect System - The Digital Cross-connect System provides per channel DSO electronic cross-connection and provides test access for digital signals transmitted at the DS1 rates. It can connect multiples of up to 24 DSO circuits. Although the architecture of the Digital Cross-connect System requires a DS1 termination, the Company also offers Channel Terminations for other customer services (voice grade, Digital Data Services/DDS-type, Digital Channel Services).

DS0 - "DS0" refers to a North American hierarchy of Digital Signal Levels. It means Digital Signal Level-0 is a 64 Kbps signal. The customer bit rates are limited to a 56 Kbps signal. The required technical specifications are found in the Technical Interface Reference Manual.

DS1 - "DS1" refers to a North American hierarchy of Digital Signal Levels. It means Digital Signal Level I, which is a 1.544 Mops signal. The required technical specifications are found in the Technical Interface Reference Manual.

Graphic Interface - The Graphic Interface is available as a feature via the Network Controller. It offers a graphical depiction of the customer's network as well as screen management features. The Graphic Interface requires a customer-owned personal computer with VGA graphics capability and presentation software.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹-Continued

SPECIAL CONDITIONS - Continued

B. Definitions - Continued

Network Access Port - The Network Access Port provides the transmission path on either a dedicated or dial-up basis for the customer to transmit reconfiguration instructions or receive monitoring information from the Company's Network Controller.

Network Controller - The Network Controller performs the end-to-end coordination of each reconfiguration request and compiles network management reports. The Network Controller resides on the Company's premises and may be accessed directly by a remote, customer-owned terminal. This requires either a dedicated or dial-up access signaling channel.

Reconfiguration - A reconfiguration occurs whenever a Digital Cross-connect System cross-connects a channel-to one or more other channels.

Security Key - A security gate is provided for dial-up access to the network controller. This employs a challenge/response security key for the personal identification of authorized CNC users. Security keys are available in portable, hand-held or computer-based versions, at the customer's option.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹-Continued

SPECIAL CONDITIONS - Continued

C. General

1. CNC Service is furnished only from central offices equipped with Digital Cross-connect Systems and is subject to the availability of appropriate equipment and facilities. If such equipment, new facilities, or changes to existing facilities are required for the provision of this service, a special construction charge may apply in addition to the rates for CNC Service.
2. CNC Service is furnished in conjunction with various Private Line Services and Digital Channel Service. The need to coordinate CNC Service installation with these services may result in an extension of the standard provisioning intervals for related service orders. The customer may connect intrastate interLATA services to the same customer's CNC Service Arrangement. The customer shall be responsible for the ordering of intrastate interLATA services.
3. Private Line Services that are cross-connected by CNC Service must have identical technical characteristics to ensure compatibility and proper operation. If the Company determines that the requested technical specifications are not compatible, the customer will be advised and given the opportunity to change the order. The Company will advise as to circuit compatibility, but shall not be responsible for service interruptions, trouble reports, circuit performance, loss of customer data, etc., resulting from invalid reconfiguration attempts on the part of the customer. A channel service compatibility list will be made available to the customer on request.
4. Due to the nature of CNC Service it may be necessary to perform preventative and routine maintenance on the system. This will mean that the Network Controller will be unavailable for service reconfiguration during these periods of time. Any services which are working will continue in operation, only the reconfiguration capability will not be usable. It may also be necessary to periodically take the CNC Service system out of service for software updates and other maintenance. In these cases, the customers will be notified in advance as to the time and duration of these outages.
5. A CNC Service Arrangement consists of the Network Controller, Network Access Ports, Graphic Interface and Digital Cross-connect Terminations.
6. Digital Cross-connect Terminations are applicable to DS1 terminations and voicegrade channel terminations. Digital Channel Services and Digital Data Services/DDS-type services will be provisioned without assessment of this charge.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹-Continued

SPECIAL CONDITIONS - Continued

C. General - Continued

7. CNC Service is available in conjunction with Private Line Services between a customer premises and local serving office and between two Digital Cross-connect System equipped central offices. When the customer's local serving office is not Digital Cross-connect System equipped, interoffice channel mileage rates will be applied as specified in III.D.8.
8. CNC Service may be combined with Digital Channel Service from this Product Guide. All CNC Service rates and charges will apply except the Digital Cross-connect Termination charges, as specified in III.E.1 and III.E.2. When a Digital Channel Service customer subscribes to CNC, a Service Establishment charge applies.
9. The customer has the option of purchasing additional Network Access Ports to the Network Controller for additional terminals. Terminals may utilize either dedicated or dial-up access. The application of rates specified in III.D.3 will apply.
10. As required, Company assistance will be available on a call-in basis to assist customers with recovery from major service outages. This assistance may involve on-line customer support or service reconfigurations performed by the Company at the direction of the customer. This assistance is intended for abnormal service interruptions and will not serve as a substitute for normal trouble reporting and repair procedures.
11. The rates, terms and conditions specified herein for CNC Service are in addition to applicable rates, terms and conditions for the various services subscribed to in other sections of this Product Guide or other appropriate tariffs.
12. A minimum service period of six months is required for CNC Service Arrangement rate elements.
13. Notice of discontinuance must be given by the customer at least thirty (30) days prior to actual discontinuance. Monthly charges will apply for a period of thirty (30) days from the date the Company receives discontinuance notification or until the requested discontinuance date, whichever period is longer.
14. The customer may transmit reconfiguration instructions or receive monitoring information from the Company's Network Controller on either a dedicated or dial-up basis. Dedicated access to the Network Controller via a private line arrangement must be purchased from the appropriate tariff.
15. CNC Service is partitioned on a single user and feature basis, assuring security for the customer as well as the Company's network.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹-Continued

SPECIAL CONDITIONS - Continued

C. General - Continued

16. Multiple customers may include their circuits with Digital Cross-connect Terminations in the same single user CNC Service Arrangement, provided all customers designate in writing the same single user to serve as their agent.
17. A CNC Service Arrangement consists of all qualified channel terminations for cross-connections terminating on the Digital Cross-connect System that can be monitored and reconfigured through a single customer user partition. These terminations may be connected individually, or in groups of channels.
18. Reconfiguration provides the customer with the ability to electronically direct the Company to connect or disconnect channel terminations in central offices where the customer has subscribed to CNC Service.
19. The customer will be responsible for providing terminal equipment, customer site modems, presentation or communications software, wire and cable on the customer's side of the demarcation point, dedicated access or dial-up service to access the Company's Network Controller.
20. CNC Service employs a multi-level security system to ensure the privacy and integrity of customer networks. To access the Network Controller, the customer must enter a log-in ID and a password, which is defined by the customer, and requires periodic revision by the customer. Log-in ID and password protection is the responsibility of the customer.
21. A customer may only control channels which are terminated in a Digital Cross-connect System equipped central office. A customer can control only those channels within the assigned CNC Service Arrangement/partition.
22. A CNC Service customer may have multiple terminals for accessing the Network Controller. The Company's network administrator must have access to the Network Controller database for maintenance and administrative purposes. If the customer reports a trouble and it is determined the problem resides in customer provided equipment, a Visit Charge will be applicable as defined in Section 3 of this Product Guide.
23. When service is interrupted due to a failure or malfunction in a CNC Service arrangement and the reconfiguration capability is unavailable, a pro rata adjustment of the CNC Service elements monthly charge will be allowed in accordance with the terms and conditions specified in Section 2.B.6 of this Product Guide.
24. No allowances will be granted for interruptions required to perform preventive or routine maintenance as indicated in III.C.4, or to perform software updates when the customer is notified at least 24 hours prior to such occurrences.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹-Continued

SPECIAL CONDITIONS - Continued

D. Application of Rates

1. The following rate elements are applicable to CNC Service:

Network Controller
Network Access Port
Graphic Interface
Digital Cross-connect Terminations
Service Charges

2. Network Controller

The Network Controller rate includes system partitioning, individual user profiles, initial channel cross-connections, network administration tools, security management, training, and user documentation. Network Access Port charge(s) and Service charge(s) will apply.

3. Network Access Port

Options include dedicated access and/or dial access with a security key. Additional security keys are available as specified in III.E.1.b and III.E.1.c. The Network Access Port charge associated with the Network Controller will apply to each signaling channel. This is in addition to applicable Installation Charges and/or Nonrecurring charges specified in this Product Guide and other tariffs that apply to the dedicated and/or dial-up access. When ordered subsequent to the Service Establishment, a Database Modification Charge will apply.

4. Graphic Interface

May be ordered as an option to the Network Controller. The Graphic Interface option requires a customer provided terminal and presentation software. The rate for this feature is established on a per CNC Service Arrangement basis. When ordered subsequent to the initial CNC Service Arrangement, a Database Modification charge will apply.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹-Continued

SPECIAL CONDITIONS - Continued

D. Application of Rates - Continued

5. Digital Cross-connect Terminations

A Digital Cross-connect Termination charge is required for each Private Line Service (except Digital Channel Services and Digital Data Services/DDS-type services) terminating on a Digital Cross-connect System port, in addition to the charges for service subscribed to in the appropriate tariff. Two Digital Cross-connect Termination charges apply when connecting between two central offices where Digital Cross-connect Terminations are provided, one charge at each termination.

6. Service Charges

a. Service Establishment

The Service Establishment charge applies for the establishment of each CNC Service Arrangement. This charge is in addition to applicable installation charges and/or nonrecurring charges as specified in this Product Guide and other tariffs.

b. Database Modifications

A Database Modification charge applies per CNC Service Arrangement for changes, additions, or deletions requiring revisions to the Network Controller software files. Database Modifications include activities such as specifications of customer profile, security parameters, and additions, or deletions, or changes to ports, equipment, digital cross-connect terminations, and service terminations.

Database Modifications may be ordered per CNC Service Arrangement for either single or multiple activities.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL¹-Continued

SPECIAL CONDITIONS - Continued

D. Application of Rates - Continued

6. Service Charges - Continued

c. Telco Reconfiguration

A Telco Reconfiguration charge applies per CNC Service Arrangement for circuit reconfigurations requested of the Company by the customer for modifications to maps, paths, and profile.

A Database Modification charge and Reconfiguration charge may be applicable on the same service order. when a service reconfiguration is requested that is not associated with the ordered database modifications, both charges will apply.

7. Service Charges applicable to the CNC Service Arrangement will apply in addition to applicable Service Charges for the addition of new services or deletion or conversion of existing services in conjunction with a CNC Service Arrangement.
8. CNC Service is available where the Company's Digital Cross-connect Systems are located. Interoffice channel mileage will be applied, if applicable, to transport Private Line Services to a Digital Cross-connect System equipped central office. where the Company's Private Line Service tariff requires the service be routed through a Hub wire center for purposes other than customer specified such as bridging or multiplexing (e.g. the Company chooses to so route for testing, maintenance purposes) rates will be applied only to the distance between the customer premises and the Digital Cross-connect System equipped central office or when applicable, between two Digital Cross-connect System equipped central offices.

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-Continued

E. RATES

	Nonrecurring Charge	Monthly Rate
1. Network Controller		
a. Per Network Controller, Each Customer	\$ 1500.00	\$ 200.00
b. Network Access Port, Each		
Dedicated	15.00	120.00
Dial-up, with security key	11.00	100.00
Additional security key	12.00	3.00
c. Graphic Interface, Per CNC Service Arrangement	300.00	
2. Digital Cross-Connect Terminations		
DS1 Termination	44.00	85.00
Channel Termination Voicegrade ²	66.00	15.00
3. Service Charges		
a. Service Establishment	480.00	
b. Database Modification, Single Activity Per CNC Service Arrangement	69.00	
c. Database Modification, Multiple Activities Per CNC Service Arrangement	206.00	
d. Telco Reconfiguration Per CNC Service Arrangement	51.00	

¹ Customer Network is limited to current customers. No new orders will be accepted for this service.

² This charge does not apply to Digital Data Service/DDS-type service and Digital Channel Service terminations.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS)

1. Application

This section contains definitions, charges, terms and conditions applicable to the provision of Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS), a fully competitive Category III service furnished by the Company within the State of California. The Company, on its sole discretion, shall offer ATM CRS in locations where technical capabilities exist and market conditions warrant.

ATM CRS is available in all existing Frontier Communications of the Southwest Inc. exchanges as listed in Section 4A, Sheets 3 and 4. The Company concurs in all of the maps filed as part of Southwestern Bell Communications (SBC) Network and Exchange Services tariff, Schedule Cal. P.U.C. No. A5.1.A.

2. Definitions

Extended Service Plan (ESP) - The length of time for which a customer agrees to pay for ATM CRS service. One-, two-, three- or five-year ESPs are available to ATM CRS UNI Port With Access Line Connection, UNI Port Only, or UNI IMA Port With Access Line Connection customers.

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. Terms and Conditions

a. Description of Service

Asynchronous Transfer Mode (ATM) Cell Relay Service (CRS) is a telecommunications transport and switching service that provides for high-speed connectivity between customer-designated locations. ATM CRS consists of a User Network Interface (UNI) 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 an Inverse Multiplexing ATM (IMA) Port With Access Line Connection as defined in B.3.b.(2), and as a Port Only Connection as defined in B.3.b.(3).

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.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

b. Service Components - Continued

(4) Permanent Virtual Circuit (PVC) - Continued

PVCs consist of two types: Virtual Channel Connections (VCCs) and Virtual Path Connections (VPCs). A VCC is a type of PVC with independent identity and defined service parameters that are provisioned via service order, and cannot be altered by the customer without additional service order activity. A VPC is a type of PVC with defined service parameters that is provisioned via service order. Customers may provision their own virtual channels within the VPC, provided that the sum of the service parameters of all of the virtual channels does not exceed the aggregate service parameters of the VPC.

(5) Switched Virtual Circuit (SVC)

SVCs are similar in structure to PVCs, but SVCs are provisioned on demand by customer premises equipment that signals the ATM cell relay network to set up and tear down logical connections. The network will respond to these requests by provisioning a virtual connection across the network based on the class of service parameters requested, provided that sufficient network resources are available to establish the connection. Each UNI that is SVC signal enabled will be provided with a SVC International Code Designator (ICD) prefix that will uniquely identify the UNI. Customers must use this Company-assigned prefix when requesting SVC virtual connections across the Company Cell Relay Network. Each Constant Bit Rate (CBR) and Variable Bit Rate (VBR) SVC will be limited to a maximum Peak Cell Rate of 20 Mbps and a maximum Sustained Cell Rate of 20 Mbps.

Closed User Group (CUG) capability is a feature associated with SVCs. A CUG provides the ability to contain SVC calls between certain UNIs. A CUG functionally groups UNIs into logical associations and allows calling privileges to be specified network wide. A CUG provides a network-wide mechanism for access control. CUGs provide a logical grouping of UNIs, creating a SVC community of interest.

(6) Effective Bandwidth

Effective bandwidth is the bandwidth reserved for each logical connection (PVC or SVC) that is set up across a UNI. It is based on the Peak Cell Rate (PCR), Sustained Cell Rate (SCR), Maximum Burst Size, and the class of service parameters selected, i.e., CBR, VBRrt (Variable Bit Rate real time), VBRnrt (Variable Bit Rate non-real time), or UBR (Unspecified Bit Rate). The total effective bandwidth of all the logical connections on a UNI cannot exceed the total bandwidth available on the UNI. Effective bandwidth prices do not vary by class of service level selected. However, effective bandwidth is consumed in varying degrees based on the class of service parameters selected. The higher the class of service, the more bandwidth will be reserved. A CBR PVC with the same PCR as a VBR PVC will reserve more effective bandwidth.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS)

1. APPLICATION

This section contains definitions, charges, terms and conditions applicable to the provision of Frame Relay Service (FRS), a fully competitive Category III service furnished by the Company within the State of California. The Company, on its sole discretion, shall offer FRS in locations where technical capabilities exist and market conditions warrant.

FRS is available in all existing Frontier Communications of the Southwest Inc. exchanges as listed in Section 4A, Sheets 3 and 4. The Company concurs in all of the maps filed as part of Southwestern Bell Communications (SBC) Network and Exchange Services tariff, Schedule Cal. P.U.C. No. A5.1.A.

2. DEFINITIONS

In addition to the General Definitions set forth in Section 1, the following definitions apply:

Committed Information Rate (CIR) - The maximum information rate at which customer traffic will be admitted to the network without being designated eligible for discard.

Customer Designated Location (CDL) - The geographic location designated by the customer at which an access component of the customer's service is first considered to enter the 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.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR)

1. APPLICATION

This section contains definitions, charges, terms and conditions applicable to the provision of Dedicated SONET Ring (DSR) Service furnished by the Company within the State of California, where conditions and facilities permit.

In addition to the terms and conditions set forth in this section, DSR is also subject to the provisions of tariff Schedule Cal. P.U.C. No. C-1, except that, in the event of conflict, the provisions of this section shall take precedence. DSR may be resold but no resale discount from the Company shall be required or shall apply.

Dedicated SONET Ring (DSR) is available where facilities and conditions permit in all existing Frontier Communications of the Southwest Inc. exchanges as listed in Section 4A, Sheets 3 and 4. The Company concurs in all of the maps filed as part of Southwestern Bell Communications (SBC) Network and Exchange Services tariff, Schedule Cal. P.U.C. No. A5.1.A.

2. DEFINITIONS

In addition to the General Definitions set forth in Section 1, the following definitions apply:

Add/Drop Multiplexing, (ADM) - a multiplexing function that allows lower level signals to be added or dropped from an optical carrier channel.

Node - a DSR rate element and a designation of either a customer location or CO on a SONET ring that has ADM capability. It is also the address of where a lower speed service originates or terminates on a ring.

Fiber Path Diversity - the provision of service using at least two fibers placed on physically separate paths, i.e., different conduit runs that do not pass through the same manhole(s). The cable paths are separated by at least 25 feet.

GigE - an Ethernet circuit offered at the port level over DSR. Ethernet frames are mapped into STS1, STS-N, STS-Nv or STS-Nc SONET frames.

<u>GigE Channel</u>	<u>Transport Bandwidth</u>	<u>Approximate Throughput</u>	<u>Effective SONET Payload Capacity</u>
GigE-1	(1) STS1 or STS1-1v	50 Mbps	49.536 Mbps
GigE-3	(1) STS-3 or STS1-3v	150 Mbps	149.760 Mbps
GigE-6	(1) STS-6 or STS1-6v	300 Mbps	299.520 Mbps
GigE-9	(1) STS-9 or STS1-9v	450 Mbps	449.280 Mbps
GigE-12	(1) STS-12 or STS1-12v	600 Mbps	599.040 Mbps
GigE-24	(1) STS1-21v	1000 Mbps	984.960 Mbps
GigE-24	(1) STS-24	1000 Mbps	1,198.080 Mbps

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

d. Optional Feature - Customer Network Management - Continued

(2) Provision of Service - Continued

Level 3 support provides the same support described in Levels 1 and 2 along with the ability to reconfigure (re-map) the end points of lower level services riding the ring.

Reconfiguration using CSM consists of re-mapping the end point of a primary circuit to its preplanned (backup) port location. The customer must specify a preplanned port location for each primary circuit installed. The preplanned port location is a backup location that is activated and de-activated when a primary circuit is reconfigured at the request of the customer via the CSM platform. A reconfiguration is limited to the mapping of one primary circuit to its assigned preplanned location. For each preplanned port location, a monthly recurring rate and a nonrecurring installation charge apply per port.

A Company Performed Reconfiguration charge will apply when the customer requests that the Company perform a reconfiguration of service on its behalf. This charge does not apply when a customer performs its own service reconfiguration.

Reconfiguration is not permitted on services arranged in the following service configurations:

- Switched Access Service;
- Service provided under a shared use arrangement;
- Service associated with Internal Communications and Call Management Features-CO or Primary Rate ISDN service; or
- Primary circuits for which the customer has not specified a preplanned backup location.

The type of nodes deployed within the DSR network may limit reconfiguration capability.

When CSM is added to an existing ring, the customer must designate which existing circuits are being made reconfigurable. Nonrecurring charges as set forth in D.4.e will apply. The Company's ability to provide CSM on a particular ring may be limited by the overall configuration of that ring. Reconfiguration is limited to those circuits that originate and/or terminate on the ring (i.e., at locations served by a node on the ring) and utilize ports that are symmetrical. For circuits that originate or terminate off the ring (i.e., at locations not served by a node on the ring), the reconfiguration is limited to customer premises node locations on the ring.

(3) Application of Rates and Charges

CSM rates and charges apply in addition to any applicable DSR rates and charges. Unless otherwise indicated below, CSM rates and charges apply regardless of the Service Level selected by the customer.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR)

1. APPLICATION

This section contains definitions, charges, terms and conditions applicable to the provision of Dedicated Wavelength Ring (DWR) Service furnished by the Company within the State of California, where conditions and facilities permit.

In addition to the terms and conditions set forth in this section, DWR is also subject to the provisions of tariff Schedule Cal. P.U.C. No. C-1, except that, in the event of conflict, the provisions of this section shall take precedence. DWR may be resold but no resale discount from the Company shall be required or shall apply.

Dedicated Wavelength Ring (DWR) is available where facilities and conditions permit in all existing Frontier Communications of the Southwest Inc. exchanges as listed in Section 4A, Sheets 3 and 4. The Company concurs in all of the maps filed as part of Southwestern Bell Communications (SBC) Network and Exchange Services tariff, Schedule Cal. P.U.C. No. A5.1.A.

2. DESCRIPTION OF SERVICE

Dedicated Wavelength Ring (DWR) provides managed optical transport of multiple protocols which are transmitted over a single fiber optic pair. DWR is configured in a diversely routed ring architecture or topology and can be arranged as a full (closed) ring. The ring architecture allows for point-to-point optical services of varying wavelengths to be multiplexed on or off of the ring.

DWR allows for the native transmission of multiple high-speed protocols of various wavelengths over a single customized network. The wavelengths are arranged in a channelized format such that the protocol transmitted over each channel is independent of every other channel on the DWR. The customer must specify, by channel, the interface that defines the transmission speed and protocol being transmitted over the associated wavelength.

3. TERMS AND CONDITIONS

The Dedicate Wavelength Ring (DWR) is comprised of nodes, ring mileage, network optimization (amplification), and optical transport channels

a. Full Ring

A DWR full (closed) ring provides connectivity to multiple customer designated locations (nodes). A full ring must have a minimum of three nodes at different locations or two nodes at different locations with a network optimization mid-span amplifier. At least one of the devices (node or amplifier) must be located in a Central Office (CO) and one must be located at a customer's designated premises.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

4. SERVICE COMPONENTS - Continued

e. Protocols - Continued

Fibre Channel* – for transmission of 2.125 Gbps, 1.0625 Gbps, 531 Mbps, 266 Mbps and 133 Mbps in a serial link between supercomputers, mainframes, workstations, desktop computers, storage devices, displays and other peripherals. A Fiber Channel signal is limited to a maximum distance of 100km (physical route kilometers) between the locations involved. Fiber Channel signals at transmission speeds of 2.125 Gbps, 1.0625 Gbps, 531 Mbps, 266 Mbps, and 133 Mbps are delivered over a single-port channel. Fiber Channel may also be delivered over a multi-port channel as follows:

<u>2.5 Gbps Multi-port Facility</u>	<u>10 Gbps Multi-port Facility</u>
133 Mbps	1.0625 Gbps
266 Mbps	2.125 Gbps
531 Mbps	
1.0625 Gbps	

ETR/CLO* – a channel for transmission of an 8 Mbps External Timing Reference/Control Link Oscillator signal for distributing time-of-day information to all central processing units in the Sysplex and to keep the Sysplex timer units synchronized with each other. An ETR/CLO signal is limited to a maximum distance of 40km (physical route kilometers) between the locations involved. ETL/CLO is delivered over a single-port channel only.

FDDI* – for transmission of 100 Mbps Fiber Distributed Data Interface channels for general purpose interconnection between computers and peripheral equipment, including interconnection of Local Area Networks and other networks. FDDI is delivered over a single-port channel or 2.5 Gbps multi-port channel.

ISC* – for transmission of 1.06 Gbps InterSystem Channel for data caching, locking and queuing services between coupling facility and a central processing unit. An ISC signal is limited to a maximum distance of 40km (physical route kilometers) between the locations involved. ISC is delivered over a single-port channel only.

ISC3* – for transmission of 2.125 Gbps InterSystem Channel for data caching, locking and queuing services between coupling facility and a central processing unit. An ISC3 signal is limited to a maximum distance of 40 km (physical route kilometers) between the locations involved. ISC3 is delivered over a single-port channel only.

* Denotes a data optical transport channel.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS)

1. APPLICATION

This section contains definitions, charges, terms and conditions applicable to the provision of Integrated Optical Services (IOS) furnished by the Company within the State of California, where conditions and facilities permit.

In addition to the terms and conditions set forth in this section, IOS is also subject to the provisions of tariff Schedule Cal. P.U.C. No. C-1, except that, in the event of conflict, the provisions of this section shall take precedence. IOS may be resold but no resale discount from the Company shall be required or shall apply.

Integrated Optical Services (IOS) is available where facilities and conditions permit in all existing Frontier Communications of the Southwest Inc. exchanges as listed in Section 4A, Sheets 3 and 4. The Company concurs in all of the maps filed as part of Southwestern Bell Communications (SBC) Network and Exchange Services tariff, Schedule Cal. P.U.C. No. A5.1.A.

2. DESCRIPTION OF SERVICE

Integrated Optical Service (IOS) is a dedicated optical network that integrates Dense Wave Division Multiplexing (DWDM), Synchronous Optical Network (SONET), and packet technologies into a single network. An IOS network may be configured specifically to address the Customer's diversity and survivability requirements and may be configured as a single diversely routed ring. The rings are full (closed). The protocols that can be transmitted over IOS include, but are not limited to, time division multiplexing (TDM), SONET, Ethernet, Storage, Video, and mainframe. These services may be protected or unprotected depending on the level of survivability required by the Customer.

IOS is designed with fiber path diversity, which provides two fiber pairs, placed in physically separate paths (e.g. different conduit paths) and separated by at least twenty-five (25) feet. Such 25-foot separation is not required:

a) on Customer's property, even if past the Point of Termination; b) five hundred (500) feet out from the property line of the Customer Node location; and c) five hundred (500) feet out from any Frontier Communications of the Southwest Inc. central office Node location.

IOS provides a high capacity optical network for the delivery of a variety of interfaces and protocols. Each signal (Rider) transported over IOS is provisioned over a single or multiple Facilities of the dedicated optical network.

An IOS full (closed) ring provides connectivity to multiple locations (Nodes) using Facilities and network elements provided solely by Frontier Communications of the Southwest Inc. A minimum of three (3) Nodes are required of which one (1) Node must be located at a Customer designated Premises and one (1) Node must be located in a Frontier Communications of the Southwest Inc. Wire Center.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

3. ACRONYMS AND DEFINITIONS

a. Acronyms

ANSI - American National Standards Institute
CSM – Customer Service Management Optional Feature
DSR – Dedicated SONET Ring
EPR - Ethernet Packet Ring
F.C.C. - Federal Communications Commission
Gbps - Gigabits Per Second
GigE - Gigabit Ethernet
HDTV - High Definition Television
IBT – IntelliLight® Broadband Transport
IOTS - IntelliLight® Optical Transport Service
LAN - Local Area Network
Mbps - Megabits Per Second
OC - Optical Carrier
SLA - Service Level Agreement
STS - Synchronous Transport Signal
UNI - User to Network Interface

b. Definitions

Appearance: an IOS rate element that denotes the interface at which a Rider terminates or originates at an IOS Node.

Central Office (CO): A Frontier Communications of the Southwest Inc. office or building in which local loops serving a Customer designated Premises in a locality are connected to each other or to a Frontier Communications of the Southwest Inc. optical network at such office or building.

Channel(s): an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two (2) or more points of termination.

Customer(s): any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the Services or other arrangements offered under this Product Guide, including both Interexchange Carriers and End Users.

Customer Premises Equipment (CPE): terminal equipment connected to Frontier Communications of the Southwest Inc.'s network and residing on the Customer designated Premises.

Drop Port Protection: provided on SONET appearances in which a four fiber (4-fiber) 1+1 interface is demarcated. This 1+1 interface is protected against a port failure either on the Frontier Communications of the Southwest Inc. side or on the Customer side of the Demarcation point.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

4. SERVICE COMPONENTS - Continued

a. Components - Continued

4) Ethernet Packet Ring Service Optional Feature - Continued

b) Service Components of EPRS - Continued

Frontier Communications of the Southwest Inc. will disable SONET protection on the portion of the IOS that is partitioned for transmission of Ethernet traffic. No credit applies for a service outage of EPRS, or for any Ethernet signal transported over EPRS, when the SONET protection is disabled by Frontier Communications of the Southwest Inc.

When an EPRS partition is established on an IOS that is also configured with Customer Service Management as set forth in Section 4.B following, Customer Service Management functionality will not be provided on EPRS or any Ethernet signals transmitted over EPRS.

EPRS cannot be used to access Transparent LAN Service.

b. Customer Service Management (CSM)

Customer Service Management (CSM) provides a customer a view of their IOS network. CSM will be accessible via the internet on the Frontier Communications of the Southwest Inc. Business Customer Center. CSM will provide inventory and circuit information with regards to the IOS network and all services that ride the IOS.

The Customer may retrieve basic reports containing performance monitoring information on its IOS network. Basic reports are available at no additional charge to the Customer. The Customer may also request that a report be customized to meet its particular needs. Rates and charges for customized reports are provided on an individual case basis (ICB) only.

The Customer must utilize Internet web access to connect its Customer provided terminal equipment to Frontier Communications of the Southwest Inc.'s CSM management system. Access to the Internet and any associated rates and charges are the responsibility of the Customer. The Customer is also responsible for obtaining communications software that is compatible with the software Frontier Communications of the Southwest Inc. utilizes to provide CSM. Frontier Communications of the Southwest Inc. will work cooperatively with the Customer to determine compatibility of its communications software.

CSM is provided as part of the IOS offering at no additional charge.

EPRS partitions and Ethernet signals transmitted over such partitions are not accessible via CSM.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS)

1. DEFINITIONS

Domain - Closed User Groups, also known as Virtual LANs (VLANs), which are used to provide traffic separation, privacy and security between customers on the shared switch and backbone. Users in a group can only access their own data.

Megabit Per Second (Mbps.) - The speed where data is being transferred in the network, where one Megabit Per Second equals to the transfer rate of 1 million bits of data in 1 second.

Nanometers (nm) - Wavelength frequency equivalent to 1 billionth of a meter.

2. SERVICE DESCRIPTION

Transparent LAN Service (TLS) is a high speed data service which uses a shared fiber network to allow for the interconnection of Local Area Networks (LANs) across selected metropolitan areas in the same Local Access Transport Area (LATA). TLS delivers high speed data service to the interface at speeds of 10 Mbps, 100 Mbps, and 1000 Mbps from the customer's LANs to the shared network.

TLS creates a network with the ability to function as a shared public network. TLS protects data privacy by using specialized screening software that permits subscribers to access only their data.

TLS is available as two service types: Ethernet Multipoint Service (EMS) or Ethernet Relay Service (ERS). The customer must select either EMS or ERS as the service type for each domain:

Ethernet Multipoint Service (EMS) is a connection-less Ethernet TLS service that allows connectivity among multiple customer designated locations within a LATA.

With the EMS service type, Ethernet TLS protects data privacy by using closed user groups (CUGs), also known as virtual LANs. CUGs or virtual LANs are used to provide traffic separation, privacy and security between customers on the shared switch and backbone. An EMS domain is comprised of any number of access lines designated by the customer to be included in a closed user group (CUG) or virtual LAN. EMS provides multipoint-to-multipoint connectivity among all of the customer's access lines within a given domain. TLS may be used to access shared networks. In such cases, subscribers in a CUG can only access their own data.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

2. SERVICE DESCRIPTION - Continued

Ethernet Relay Service (ERS) is a connection-oriented Ethernet TLS service that allows for point-to-point connectivity between customer designated locations within a LATA.

With the ERS service type, each Ethernet Virtual Circuit (EVC) establishes a virtual LAN or CUG. An ERS domain is comprised of any number of virtual LANs designated by the customer to be included in the ERS domain. ERS provides point-to-point connectivity between pairs of customer's access lines, Internet virtual circuits, and shared network services within a given domain.

A customer may have more than one domain within a LATA, but connections between domains are not permitted. TLS may be used to access shared networks. In such cases, subscribers in a CUG can only access their own data.

Four EVC service classes are available for use with the ERS service type:

ERS Standard (ERS-Std) and ERS Basic (ERS-B) are designed for customer applications that do not require a Committed Information Rate (CIR) or low delay, where CIR = 0 and Excess Information Rate (EIR) = # of Mbps of the selected ERS-Std/ERS-B EVC service class.

ERS-Priority Data (ERS-PD) is designed for customer applications which do not require low delay, but require a CIR, where CIR = # of Mbps of the selected ERS-PD EVC service class and EIR = # of Mbps of the selected ERS-PD EVC service class.

ERS Real Time (ERS-RT) is designed for customer applications which require a CIR and low delay for some portion of their traffic, where CIR = # of Mbps of the selected ERS-RT EVC service class and EIR = 0.

An ERS EVC can include up to three service classes (ERS-B, ERS-PD and ERS-RT) as described above within each EVC. The customer will be required to identify the B, PD and RT Class of Service Ethernet frames by one of the following choices, as appropriate:

setting the VLAN Class of Service (CoS) ID (for 802.1q tagged Ethernet Frames); or
setting the DiffServ Code Point (DSCP) (for tagged or untagged Ethernet frames); or
setting the VLAN ID (for tagged or untagged Ethernet frames).

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

3. CONDITIONS

- (a) A TLS network will be limited to central offices in a specific geographic location. Customers gain access to the shared TLS network via a switch, node or other Utility equipment delivering service through a shared fiber path or network infra-structure and deployed in the customer's serving central office (TLS equipped central office) or deployed in leased space near the customer's location. At subscription, the customer has an option of selecting access lines at speeds of 10 Mbps, 100 Mbps, or 1000 Mbps.
- (b) TLS is available to customers whose serving central office is a TLS equipped central office and is located within the maximum allowable range of the serving central office. The maximum allowable range is determined by the dB loss rate where the actual distance between the TLS equipped serving wire center and the customer's location will vary based on the specifics of the facility used in each serving arrangement.
- (c) If the customer's serving central office is not a TLS equipped central office, the customer may obtain service by paying the Interoffice Mileage charge in addition to TLS access charges. The dB loss cannot exceed the maximum allowable range, as specified in F.3.(2) above.
- (d) Provision of Service

TLS service consists of the following components:

- Network Interface Device (NID) at the customer's premises to terminate the fiber pair, or other optical transport.
- Optical transport from the customer's premises to the serving central office.
- Network management including fault monitoring and diagnostics, performance and network configuration applications and manual monitoring when necessary.
- User Network Interface (UNI) Port With Access Line Connection.
- Ethernet Virtual Circuit (EVC), where applicable
- Interoffice mileage, where applicable.
- Optional Features
 - Customer Service Management (CSM)

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

3. CONDITIONS - Continued

(e) Availability of Service

TLS will be provided seven days a week, 24 hours a day, from central offices equipped to provide this service.

ERS Service, including Premier Access Lines and ERS-Std, ERS-B, ERS-PD, and ERS-RT EVCs, as defined in F.2, will only be available from Central Offices equipped to support ERS service.

(f) Connections

The network interface device (NID) is the LAN interface on the TLS equipment at the customer's premises. The customer is responsible for any inside wire required to connect the LAN to the TLS equipment.

The customer is also responsible for the installation, operation and maintenance of any customer-provided equipment.

The Utility has the service responsibility up to and including the network interface device (NID).

(g) Limitations

The customer's location must be within the maximum allowable range of the TLS equipped central office, as defined in 3.(2) preceding.

(h) Maintenance Window

To meet the customers' requirements, occasional network upgrades must be performed. These network upgrades are needed to provide improved performance and new features. Generally these upgrades will be performed between the hours of 11:00 PM and 6:00 AM. When network upgrades are planned, Frontier Communications of the Southwest Inc. will attempt to provide customers reasonable and timely notification in order to minimize any impact on the customers' service.

(i) Technical Specifications

The technical specifications for TLS are delineated in IEEE802.3-2000.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

3. CONDITIONS - Continued

(10) Transmission Mode

The transmission mode supported is dependent on the access rate, also known as the interface. The supported transmission mode for 10 Mbps access, 100 Mbps access and 1000 Mbps access is full duplex.

(11) TLS is available where facilities and conditions permit. In the event facilities are not available, special construction charges as specified in Section IX, Special Construction, may apply.

4. APPLICATION OF RATES AND CHARGES

(a) The following rate elements are applicable to TLS:

- UNI Port with Access Line Connection
- Ethernet Virtual Circuit (EVC)
- Interoffice Mileage
- Domain/LAN Extension Equipment Changes
- Optional Features
 - Customer Service Management (CSM)

(1) UNI Port with Access Line Connection

(i) Standard Access Line (available for EMS or ERS Service Type)

A monthly rate applies on a per line basis based on the speed of the access connection (i.e., 10 Mbps, 100 Mbps, or 1000 Mbps). The Standard Access Line is offered as a Month-to-Month Option, or as a 3- or 5- Year Term Commitment Plan. A nonrecurring charge will apply for the installation of the Standard Access Line when a customer subscribes to the Month-to-Month Option.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(a) The following rate elements are applicable to TLS: - Continued

(1) UNI Port with Access Line Connection - Continued

(ii) Protected Access Line (available for EMS Service Type only)

Protected Access Lines are provisioned as a survivable service with an alternate fiber pair between the central office and the customer premises. Protected Access Line allows the Utility, in most situations, to detect and recover a failure and move the customer's data to an alternate fiber pair in approximately one second in most instances. Both fiber pairs must be served by the same central office and must have the same access speed. The second fiber pair will be routed over a diverse fiber path when possible.

A monthly rate applies on a per line basis, based on the speed of the access connection (i.e., 100 Mbps, 1000 Mbps). The Protected Access Line is offered as a Month-to-Month Option, or as a 3- or 5- Year Term Commitment Plan. A nonrecurring charge will apply to the installation of a Protected Access Line provided on a Month-to-Month basis.

(iii) Premier Access Line (available for ERS Service Type only)

A monthly rate applies on a per -line basis, based on the speed of the access line (i.e., 100 Mbps, 1000 Mbps). A Premier Access Line must be purchased in conjunction with some combination of ERS-B, ERS-PD, and/or ERS-RT EVC service classes, which are described in F.2. preceding. The Premier Access Line is offered on a month-to-month basis or as a 3- or 5- Year Term Commitment Plan. A nonrecurring charge applies to the installation of the Premier Access Line provided on a month-to-month basis. A customer cannot mix Premier Access Lines with any other access line type.

The percentage of each Premier Access Line UNIs allowed for EVC bandwidth is limited, where connections must comply with each of the following threshold requirements:

- ERS-B less than or = to 500% of UNI speed
- ERS-PD less than or = to 100% of UNI speed
- ERS-RT less than or = to 50% of UNI speed
- ERS-PD + ERS-RT less than or = to 100% of UNI speed
- ERS-B + ERS-PD + ERS-RT less than or = to 600% of UNI speed

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(a) The following rate elements are applicable to TLS: - Continued

(1) UNI Port with Access Line Connection - Continued

(iv) EMS Real Time (EMS-RT) Access Line (available for EMS Service Type only)

A monthly rate applies on a per-line basis, based on the speed of the access connection (i.e., 100 Mbps, 1000 Mbps). This enhanced service class configures a fixed portion of the UNI for Real Time Traffic, where each 100 Mbps UNI has CIR = 2 Mbps with EIR = 0, or each 1000 Mbps UNI has CIR = 10 Mbps with EIR = 0. The remainder of the UNI can be used for CIR = 0 and EIR = 0 traffic. The EMS-RT Access Line is offered on a month-to-month basis or as a 3- or 5- Year Term Commitment Plan. A nonrecurring charge applies to the installation of the EMS-RT provided on a month-to-month basis. A customer cannot mix an EMS-RT Access Line with the ERS Service type, but may mix EMS-RT Access Line with EMS Access Lines.

(2) Ethernet Virtual Circuit (EVC)

For customers who order the ERS Service Type with a Standard Access Line, a monthly rate will apply on a per EVC bandwidth basis. ERS-Std is the only EVC class available with the ERS Standard Access Line. The EVC bandwidth must be equal to the bandwidth of the lowest speed of the end points it is connecting. ERS-Std EVCs are purchased on a month-to-month basis. A non-recurring setup charge will apply per ERS-Std EVC.

For customers who order the Premier Access Line, a monthly rate will apply on a service class and EVC bandwidth basis. Premier Access Line customers have the choice of combining ERS-B, ERS -PD, and/or ERS-RT bandwidth on an EVC. A non-recurring setup charge will apply per ERS EVC. EVCs are purchased on a month-to-month basis. A customer may have more than one service class on the EVC, but will only pay one EVC non-recurring setup charge.

The number of EVCs permitted on each Standard Access Line and/or Premier Access Line are limited as follows:

- 10 Mbps less than or = to 2 EVCs
- 100 Mbps less than or = to 10 EVCs
- 1000 Mbps less than or = to 75 EVCs

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(a) The following rate elements are applicable to TLS: - Continued

(2) Ethernet Virtual Circuit (EVC) - Continued

ERS EVC bandwidth is limited to a maximum Mbps per Service Class per EVC, and must comply with each of the following maximum limits:

<u>EVC Service Class</u>	100 Mbps UNI <u>Max/EVC</u>	1000 Mbps UNI <u>Max/EVC</u>
ERS-B	100 Mbps	1000 Mbps
ERS-PD	50 Mbps	500 Mbps
ERS-RT	50 Mbps	100 Mbps

(3) Interoffice Mileage

The Interoffice Mileage charge is based on the Per Mile charge multiplied by the distance between the customer's serving central office and the nearest TLS equipped central office (a central office equipped with a switch, node, or other Utility equipment capable of delivering service, via a shared fiber path or network infra-structure). This interoffice distance is measured in airline miles, based upon latitude and longitude of each central office. The mileage measurement is calculated as specified by NECA Tariff FCC No. 4. The mileage rate applies on a per mile basis. This charge applies in addition to the applicable rates and charges for all UNI Port with Access Line connections.

(4) Domain/LAN Extension Equipment Changes

Customer requests for changes in EMS Domains and replacement of LAN extension equipment will be charged a nonrecurring charge per location per change.

(5) Optional Features

(i) Customer Service Management (CSM)

Customer Service Management (CSM) is an optional feature that provides customers with web-based reports. These reports give customers the ability to extract read-only network traffic information regarding their networks, thereby allowing customers to monitor and manage their network performance. CSM reports are provided per customer Domain/VLAN.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(a) The following rate elements are applicable to TLS: - Continued

(5) Optional Features - Continued

(i) Customer Service Management (CSM) - Continued

The Utility reserves the right to temporarily interrupt CSM for maintenance, software upgrades, and in emergency situations.

A monthly rate and a nonrecurring charge apply for each CSM arrangement. The customer will be charged on a per Domain/VLAN basis. The nonrecurring charge applies to the initial installation in addition to all other applicable service charges.

(b) Minimum Period

The minimum subscription period for TLS under the Month-to-Month Option is nine months. For example, if the customer discontinues the service in the seventh month, the customer will be billed the full monthly rate for the remaining two months.

(d) Term Commitment Plans

The Standard Access Line, Protected Access Line, Premier Access Line and/or EMS Real Time Access Line are offered under a 3 or 5 Year Term Commitment Plan.

(e) Moves and Changes

When the customer requests a move or relocation of the Standard Access Line, Protected Access Line, Premier Access Line or EMS Real Time Access Line to a different address and/or different building, the move or relocation will be treated as a termination of the existing service and the establishment of a new service with the application of all installation charges.

When the customer requests an upgrade in service speed, or change in service type, at an existing address, the upgrade in service speed/change in service type will be treated as a termination of the existing service and the establishment of a new service with the application of all charges.

(f) Termination Liability

In the event TLS is terminated by the customer prior to completion of the initial term commitment period, termination liability charges, as set forth in FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. Product Guide, Section 2.15, will apply.

A change in TLS service type will be considered a change to another service for purposes of determining Termination Liability charges.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs)

Service Level Agreements (SLAs) provide TLS customers with Service Response Credits (SRCs) applied to their FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. bill if the Utility fails to meet certain operational and network thresholds. SLAs are available at no additional charge or fee to the customer.

A customer is eligible for the SLA SRC given the customer adheres to the conditions stated within this section. The SLA specifies performance criteria against which actual performance for TLS will be compared on a monthly basis.

The TLS SLA includes the following measurements:

- Operational SLAs
 - Mean Time to Repair (MTTR)
 - Network Availability
- Network Performance SLAs
 - Ethernet Virtual Circuit (EVC) Class of Service (CoS) Performance
 - Data Delivery Ratio (DDR)
 - Round Trip Delay (RTD)
 - Jitter

The SLA SRC will apply to the following TLS elements:

- UNI Port with Access Line Connection
- Ethernet Virtual Circuit (EVC) Bandwidth

To receive SRCs on eligible rate elements, the customer must have the eligible rate elements listed in the initial subscription based on the established customer of record, or have ordered the eligible rate elements subsequent to the initial subscription. The Utility reserves the right to change, alter or discontinue the optional SRC plan at its discretion.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) – Continued

All service performance and provisioning measurements are conducted using the Utility monitoring systems and procedures. The Utility may change these systems and procedures at its sole discretion. In performing measurements of overall Mean Time To Repair (MTTR) and Network Availability, the Utility shall include data measured throughout the territories covered by this tariff.

To receive credit, the Utility must receive from the customer a written request for credit within thirty (30) calendar days of the end of the monitoring period that the SRC is referencing. The customer's request for credit must be submitted to the appropriate Utility entity (office or interface) in a manner prescribed by Utility. The request must include a list of all impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The SRC monitoring period is based on a calendar month.

1. Operational Service Level Agreements (SLAs)

(a) Mean Time to Repair (MTTR)

MTTR is the average mean time for the Utility to repair customer reported interruptions for service that is within the Utility's network. A TLS service is interrupted when it becomes unusable to the customer because of a failure of a facility component within the Utility's network that is used to furnish service under this tariff.

MTTR Measurement

Under the MTTR SLA, the Utility will measure the average Time to Repair (TTR) for customer-reported interruptions in the services with respect to TLS Access Lines. To be measured under this SLA, the customer must report any interruption to a Utility-designated entity for the opening of a trouble ticket. The TTR is measured from the date and time a trouble ticket is opened by the Utility and the date and time when such ticket is closed by the Utility. In measuring the TTR, any stop clock time or adjusted duration time associated with the trouble shall be subtracted from such measurement.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) - Continued

1. Operational Service Level Agreements (SLAs) - Continued

(a) Mean Time to Repair (MTTR) – Continued

MTTR Measurement - Continued

For purposes of this measurement, stop clock time refers to

- (1) periods when the customer testing is occurring;
- (2) periods when the Utility is awaiting the customer's authorization to commence work on a TLS Access Line;
- (3) periods when the Utility is denied access to the customer's premises or facilities as necessary to diagnose, repair or test;
- (4) periods following a repair of a TLS Access line when the ticket is held open by the customer to ensure the trouble is resolved; and,
- (5) any time period during which any of the listed occurrences existed, as set forth in d. SLA Exclusions following.

The SLA shall not apply to cases of trouble where no trouble was found or repeated cases of trouble for the same interruption. The MTTR SLA shall be measured on a calendar month basis and shall be calculated by adding the TTR for all interruptions and dividing that sum by the total number of trouble tickets opened for interruptions for the customer during that month.

MTTR SRCs

If the MTTR is greater than four (4) hours over the calendar month, then 50% of the one month TLS Access Line monthly charge shall be given as a MTTR SRC for those Access Lines which have been out of service for longer than four (4) hours and have been reported by the customer via a trouble ticket to the Utility. The MTTR SRC credit excludes and is not applicable to scheduled maintenance, scheduled downtimes or delays resulting from an event of force majeure.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) - Continued

1. Operational Service Level Agreements (SLAs) - Continued

(b) Network Availability

Network Availability refers to the percentage of time during a calendar month that the TLS is available for use by the customer.

Network Availability Measurement

The Utility threshold for Network Availability is 99.90%. Network Availability is calculated on a per TLS Port Connection basis as follows:

$$\frac{((24 \times \text{Number of Days in Month} \times \text{Number of TLS Port Connections}) - (\text{Number of Hours Out of Service during Month}))}{(24 \times \text{Number of Days in Month} \times \text{Number of TLS Port Connections})}$$

The Utility will not round up the calculation to reach the 99.90% threshold. This SLA is only available for outages reported by the customer via a trouble ticket to the Utility.

Network Availability SRCs

If the overall Network Availability measurement is less than the threshold of 99.90% for a calendar month, the Utility will provide a credit equal to ten percent (10%) of the associated monthly charge for any individual TLS port connection that did not meet such threshold during such calendar month.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) – Continued

2. Network Performance SLA

Network Performance SLA applies to all customers subscribing to an EVC Class of Service (CoS) within a local network consisting of the following types:

- Real Time EVC bandwidth CoS, and
- Priority Data EVC bandwidth CoS.

The performance SLA is hierarchical in nature and statistically-based. Conformance is determined on a Met or Missed basis, first on a per-hour basis and then on a per-month conformance basis.

Per-Hour Conformance - For each hour in the month, a determination is made as to whether the performance objectives are 'Met' for the CoS attributes related to the CoS instance on a given EVC. For a given Hour (e.g., H1), the overall performance objective is 'Met' if the performance objectives for each of the Data Delivery Ratio (DDR), Round Trip Delay (RTD), and Jitter, attributes are 'Met'. If any of the attribute objectives are 'Missed', then the overall performance objective for Hour (H1) is determined to be 'Missed'.

Per-Month Conformance - For the month, a determination is made as to the percentage of hours that the overall performance objective is 'Met'. So, for a given Month (e.g., M1), the monthly performance guarantee is 'Met' if the % of hours 'Met' for the month meet or exceed the monthly objective.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) - Continued

2. Network Performance SLA - Continued

EVC Class of Service Network Performance SLA shall be based on the following Ethernet frame traffic criteria:

(a) Data Delivery Ratio (DDR)

DDR is defined as the ratio of service frames successfully received from the network relative to the number of service frames offered to the network. The DDR definition is restricted to service frames that are compliant to the subscribed Committed Information Rate (CIR) profile. Interruptions caused by MTTR activity shall be excluded from the measurement of DDR.

Real Time EVC Bandwidth - Data Delivery Ratio

The Utility threshold for Data Delivery Ratio is 99.5% in a calendar month.

Real Time EVC Bandwidth - Data Delivery SRCs

If the overall Data Delivery measurement does not meet the per month conformance, the Utility shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

Priority Data EVC Bandwidth - Data Delivery Ratio

The Utility threshold for Data Delivery Ratio is 99% in a calendar month.

Priority Data EVC Bandwidth - Data Delivery SRCs

If the overall Data Delivery measurement does not meet the per month conformance, the Utility shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) – Continued

2. Network Performance SLA - Continued

(b) Round Trip Delay (RTD)

RTD is defined as the time (in milliseconds) it takes for a service frame to be sent from one UNI to another UNI and back again (includes link insertion delays, propagation delays and queuing delays in the network). The RTD calculation includes only the time the packet is in the network, i.e., the processing time spent in devices attached to the UNI are factored out of the definition. The RTD definition is restricted to service frames that are compliant to the subscribed CIR profile.

Real Time EVC Bandwidth - Delay Measurement

The Utility threshold for Delay is 20 milliseconds.

Real Time EVC Bandwidth - Delay SRCs

If the overall delay measurement does not meet the per month conformance, the Utility shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

Priority Data EVC Bandwidth - Delay Measurement

The Utility threshold for Delay is 50 milliseconds.

Priority Data EVC Bandwidth - Delay SRCs

If the overall delay measurement does not meet the per month conformance, the Utility shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) – Continued

2. Network Performance SLA - Continued

(c) Jitter

Jitter is defined as the variance in frame delay (in milliseconds) between two service frames as measured at the ingress and egress UNIs. The jitter definition is restricted to service frames that are compliant to the subscribed CIR profile.

Real Time EVC Bandwidth - Jitter Measurement

The Utility threshold for Delay is 5 milliseconds.

Real Time EVC Bandwidth - Jitter SRC

If the overall jitter measurement does not meet the per month conformance, the Utility shall provide an SRC equal to ten percent (10%) of the monthly charge for any individual EVC that did not meet such threshold during such calendar month.

3. Validation for Operational and Network Performance SLAs

(a) Customer Validation

Operational SLAs:

The customer must submit in writing a list of all rate elements, impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The written request for credit must be submitted to the appropriate Utility entity in the manner prescribed by the Utility.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) – Continued

3. Validation for Operational and Network Performance SLAs - Continued

(a) Customer Validation (Cont'd)

Network Performance SLAs:

The customer must request SRCs for Network Performance SLAs and may submit in support of such request its own measurements made by industry-standard network performance measuring equipment. Such equipment shall be subject to prior approval by the Utility and be capable of the following:

For the DDR SLA, the equipment must be capable of determining the number of actual packets sent and successfully received between two (2) customer locations.

For the RTD SLA, the equipment must be capable of measuring the transmission of a series of 128-byte time-stamped packets to a measurement system from one customer location to another customer location. The measurement systems must be time-synchronized by using a network based timing source that uses Greenwich Mean Time (GMT).

For the Jitter SLA, the equipment must be capable of measuring the transmission of a series of at least fifty (50), 128-byte time stamped packets at a fixed interval between each packet from one customer location to a measurement system at another customer location. The measurement systems must be time-synchronized by using a network based timing source that uses Greenwich Mean Time (GMT).

All equipment must be capable of measuring from edge to edge (Customer Premises Equipment (CPE) to CPE) and to make the measurement every five (5) minutes per hour for four (4) hours total per day, for a total of two-hundred and forty (240) measures per day. In order to be considered, such measurements must include at least seven consecutive days' worth of measurements for four (4) hours per day.

(b) Utility Validation

The Utility will research and validate the customer-submitted SRC in accordance with its own procedures and systems. The Utility may, at its discretion, use either the customer-provided data or its own measurement data (or above mentioned formulas) to evaluate and assess whether SRCs are warranted.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) – Continued

4. SLA Exclusions

SLAs do not apply to the extent that any of the following reasons prevented the Utility from meeting such SLAs:

- (a) The acts of the customer or other party authorized by the customer to use the TLS circuit/connection, including but not limited to customer's negligence, customer's refusal to grant the Utility reasonable access to its premises for testing/repair, customer's refusal to release the TLS circuit/connection for testing and/or repair, customer's maintenance activities or its rearrangement of the TLS circuit/connection or where the customer has exceeded the purchased EVC bandwidth;
- (b) Subsequent reports (i.e., additional customer inquiries) while the trouble is pending;
- (c) Service troubles closed due to the customer's action;
- (d) Service troubles repaired by the Utility prior to its receipt of a trouble report;
- (e) Service trouble caused by the customer's CPE or facilities on its side of the demarcation point or any power, equipment, service or systems not provided by the Utility;
- (f) An Interruption related to the provisioning of a new TLS Access Line or Access Lines in service for less than a month;
- (g) Scheduled maintenance and downtimes;
- (h) Unavailability of network monitoring or management equipment or reporting;
- (i) Any other reason outside the control of the Utility.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

(N)

4. APPLICATION OF RATES AND CHARGES - Continued

(g) Service Level Agreements (SLAs) – Continued

5. Limitations on SRCs

The combined total of any SRCs applied to the customer's TLS service for a calendar month must meet the following conditions:

- (a) For any calendar year, the total SRCs shall not exceed ten percent (10%) of the total annual revenue of the prior calendar year billed to the customer for qualifying service elements, or \$200,000 per customer, whichever is less. For any calendar year in which the customer had less than twelve (12) full months of revenue for qualifying service elements in the prior calendar year, the SRCs may not exceed \$20,000 per customer for TLS Network.
- (b) To receive an SRC, the customer must request such SRC in writing within thirty (30) calendar days of the end of the monitoring period of the referenced SRC. The request must include a list of all impacted EVC identification numbers and the type of SRC requested for each EVC.

(N)

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

5. RATES AND CHARGES

a) UNI Port with Access Line Connection	Nonrecurring Charge ¹	Monthly Rate
i) Standard Access Line, per line		
<u>Month-to-Month Option</u> ²		
10 Mbps	\$ 1,300.00	\$ 1,200.00
100 Mbps	1,300.00	2,400.00
1000 Mbps	1,300.00	4,000.00
<u>Term Commitment Plans</u> ³		
3 Year Term		
10 Mbps	--	1,000.00
100 Mbps	--	2,000.00
1000 Mbps	--	3,500.00
5 Year Term		
10 Mbps	--	900.00
100 Mbps	--	1,800.00
1000 Mbps	--	3,200.00
ii) Protected Access Line, per line		
<u>Month-to-Month Option</u> ²		
100 Mbps	1,300.00	3,600.00
1000 Mbps	1,300.00	6,000.00
<u>Term Commitment Plans</u> ³		
3 Year Term		
100 Mbps	--	3,000.00
1000 Mbps	--	5,200.00
5 Year Term		
100 Mbps	--	2,700.00
1000 Mbps	--	4,800.00

¹ See FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. Product Guide, Section 3 for applicable nonrecurring charges.

² The minimum subscription period for the Month-to-Month Option is nine months.

³ See FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. Product Guide, Section 2.15, for termination liability rules.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

5. RATES AND CHARGES - Continued

a) UNI Port with Access Line Connection - Continued	Nonrecurring <u>Charge</u> ¹	Monthly <u>Rate</u>
iii) Premier Access Line, per line		
<u>Month-to-Month Option</u> ²		
100 Mbps	1,300.00	1,200.00
1000 Mbps	1,300.00	2,400.00
<u>Term Commitment Plans</u> ³		
3 Year Term		
100 Mbps	--	1,000.00
1000 Mbps	--	2,000.00
5 Year Term		
100 Mbps	--	900.00
1000 Mbps	--	1,800.00
iv) EMS - Real Time Access Line, per line		
<u>Month-to-Month Option</u> ²		
100 Mbps	1,300.00	2,500.00
1000 Mbps	1,300.00	4,500.00
<u>Term Commitment Plans</u> ³		
3 Year Term		
100 Mbps	--	2,100.00
1000 Mbps	--	4,000.00
5 Year Term		
100 Mbps	--	1,900.00
1000 Mbps	--	3,700.00

¹ See FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. Product Guide, Section 3 for applicable nonrecurring charges.

² The minimum subscription period for the Month-to-Month Option is nine months.

³ See FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. Product Guide, Section 2.15, for termination liability rules.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

5. RATES AND CHARGES - Continued

Nonrecurring	Monthly <u>Charge</u> ¹	<u>Rate</u>
b) ERS Standard Ethernet Virtual Circuit, per EVC		
i) ERS EVC Setup, per EVC	\$ 200.00	--
ii) ERS EVC Standard (ERS-Std), per EVC		
10 Mbps	--	\$ 50.00
100 Mbps	--	100.00
1000 Mbps	--	200.00
iii) ERS EVC Basic (ERS-B) Bandwidth, per Class		
1 Mbps	N/A	15.00
2 Mbps	N/A	30.00
3 Mbps	N/A	45.00
4 Mbps	N/A	60.00
5 Mbps	N/A	75.00
6 Mbps	N/A	90.00
7 Mbps	N/A	105.00
8 Mbps	N/A	120.00
9 Mbps	N/A	135.00
10 Mbps	N/A	150.00
20 Mbps	N/A	300.00
30 Mbps	N/A	450.00
40 Mbps	N/A	600.00
50 Mbps	N/A	750.00
60 Mbps	N/A	850.00
70 Mbps	N/A	950.00
80 Mbps	N/A	1,050.00
90 Mbps	N/A	1,150.00
100 Mbps	N/A	1,250.00
200 Mbps	N/A	1,350.00
300 Mbps	N/A	1,450.00
400 Mbps	N/A	1,550.00
500 Mbps	N/A	1,650.00
600 Mbps	N/A	1,740.00
700 Mbps	N/A	1,830.00
800 Mbps	N/A	1,920.00
900 Mbps	N/A	2,010.00
1000 Mbps	N/A	2,100.00

¹ See Schedule Cal. P.U.C. No. A-41 for applicable nonrecurring charges.

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

5. RATES AND CHARGES - Continued

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
b) ERS Standard Ethernet Virtual Circuit, per EVC - Cont'd		
iv) ERS EVC Priority Data (ERS-PD) Bandwidth, per Class		
1 Mbps	N/A	40.00
2 Mbps	N/A	80.00
3 Mbps	N/A	120.00
4 Mbps	N/A	160.00
5 Mbps	N/A	200.00
6 Mbps	N/A	220.00
7 Mbps	N/A	240.00
8 Mbps	N/A	260.00
9 Mbps	N/A	280.00
10 Mbps	N/A	300.00
20 Mbps	N/A	600.00
30 Mbps	N/A	900.00
40 Mbps	N/A	1,200.00
50 Mbps	N/A	1,500.00
60 Mbps	N/A	1,720.00
70 Mbps	N/A	1,940.00
80 Mbps	N/A	2,100.00
90 Mbps	N/A	2,300.00
100 Mbps	N/A	2,500.00
200 Mbps	N/A	2,700.00
300 Mbps	N/A	2,900.00
400 Mbps	N/A	3,100.00
500 Mbps	N/A	3,300.00

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

5. RATES AND CHARGES - Continued

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
b) ERS Standard Ethernet Virtual Circuit, per EVC - Cont'd		
v. ERS EVC Real Time (ERS-RT) Bandwidth, per Class		
1 Mbps	N/A	120.00
2 Mbps	N/A	240.00
3 Mbps	N/A	360.00
4 Mbps	N/A	480.00
5 Mbps	N/A	600.00
6 Mbps	N/A	660.00
7 Mbps	N/A	720.00
8 Mbps	N/A	780.00
9 Mbps	N/A	840.00
10 Mbps	N/A	900.00
20 Mbps	N/A	1,175.00
30 Mbps	N/A	1,450.00
40 Mbps	N/A	1,725.00
50 Mbps	N/A	2,000.00
60 Mbps	N/A	2,200.00
70 Mbps	N/A	2,400.00
80 Mbps	N/A	2,600.00
90 Mbps	N/A	2,800.00
100 Mbps	N/A	3,000.00

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) - Continued

5. RATES AND CHARGES - Continued

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
c) Interoffice Mileage, per line ² Per Mile	--	100.00
d) TLS Domain/LAN Extension Equipment Changes Per location, per change	400.00	--
e) Optional Features Customer Service Management (CSM), Per Domain	350.00	150.00

¹ See Schedule Cal. P.U.C. No. A-41 for applicable nonrecurring charges.

² Applies in addition to applicable rates and charges for all UNE Port with Access Line connections.

ADVANCED DATA SERVICES

M. CUSTOM CONNECT SERVICE

1. DESCRIPTION

The Custom Connect Service provides a connection to the Company's Optical network and Customer's designated location (CDL). The Custom Connect is comprised of Central Office (CO) Nodes, CDL Links or SONET Premises Nodes, Transport and Riders. Each Custom Connect must consist of a minimum of two Customer designated locations, one of which must be a CDL Link. The Service is provided where technically and operationally feasible. If adequate facilities do not exist, special construction and other additional charges will apply.

The CDL Link may be Concatenated or Non-concatenated. The Concatenated/Non-concatenated CDL Link may be optionally configured with a four fiber, 1+1 protected network interface, as Single or Diverse Route.

Custom Connect may connect to Intellilight® Optical Transport Service (IOTS) optical transport channels or may be provided over an IOTS backbone network.

Custom Connect may also be connected to the following Company services, provided that such connections are technically and operationally feasible, as determined by the Company:

- dedicated SONET ring service
- point-to-point SONET service
- DWDM ring service
- SONET entrance facility service
- ethernet private line service

Custom Connect may also be provided over a Company provided DWDM ring backbone network provided that such configurations are technically and operationally feasible, as determined by the Telephone Company.

Custom Connect Single Route and Diverse Route at OC12c and OC48c may also connect to an advanced data service at designated Company wire centers.

ADVANCED DATA SERVICES

M. CUSTOM CONNECT SERVICE

2. RATE ELEMENTS Continued

CDL Link

The CDL Link is applicable for each Customer designated location in which the Customer requests the ability to add/drop traffic. The CDL Link is offered as Single Route Diverse Route, or Ring Route and may be ordered with premise multiplexer provided or with premise fiber meet provided as OC3, OC12, OC48 or OC192 bandwidth capacity. Only one CDL Link per connect may be ordered with premise fiber meet provided. The premise fiber meet will terminate on a fiber cross connect panel at the demarcation point. CDL Link with premise fiber meet is not available for jointly provided meet-point arrangements except where Company provides a node within its network to the Customer.

If more than two Links or Nodes are ordered on the same order, the CDL Link must be ordered as a Ring Route CDL Link. A Ring Route CDL Link has a minimum of three nodes, one of which must be located in a Telephone Company wire center.

Custom Connect Ring Route is available to existing customers only.

The CDL Link may be ordered as Single Route or Diverse Route with concatenated or non-concatenated optical interface for OC3/OC3c, OC12/OC12c, OC48/OC48c, and OC192/OC192c. These CDL Links will terminate on a fiber cross connect panel at the demarcation point. The rider charges are included in the monthly rate for these CDL Links.

The CDL Link may also be ordered as 1.25Gbps and 2.5Gbps Single Route or Diverse Route. This CDL Link cannot ride a higher level facility and can only be ordered CDL to CDL.

When Custom Connect is provided over an Intellilight® Optical Transport Service (IOTS) backbone or Company provided DWDM backbone, and the transport between the nodes is provided using IOTS optical transport channels or DWDM optical transport channels respectively, a SONET Premises Node applies in lieu of the CDL Link to each customer designated location of the Custom Connect ring where SONET multiplexing is required.

ADVANCED DATA SERVICES

M. CUSTOM CONNECT SERVICE

2. RATE ELEMENTS (Continued)

Transport

Transport may be provisioned as shared or dedicated. Shared Transport is applicable when the transport between Node and/or Links is ordered at different bandwidth levels. The Dedicated Transport is applicable when transport between the Nodes and/or Links is of the same bandwidth level.

Shared Transport may be ordered in bandwidths of DS1, DS3/STS1, OC3, OC3c, OC12, OC12c, OC48 or OC48c. Dedicated Transport may be in bandwidths of OC3, OC3c, OC12, OC12c, OC48, OC48c or OC192, 1.25 Gbps or 2.5 Gbps.

Transport (Shared and Dedicated) is mileage sensitive and will be calculated using airline mileage between serving wire centers based on the V&H coordinates of the wire centers comprising each segment of the connect. Mileage is rounded up to the next whole mile.

When point-to-point Custom Connect is provided over an Intellilight® Optical Transport Service (IOTS) backbone network, connection between the Custom Connect nodes is provided using an IOTS optical transport channel in lieu of Custom Connect transport. When Custom Connect configured in a ring topology is provided over an IOTS backbone network, connection between the SONET nodes (Custom Connect CO Nodes and/or SONET Premises Nodes) is provided using unprotected IOTS optical transport channels in lieu of Custom Connect transport. Since protection is inherent in the Custom Connect service, protection is not required on the IOTS optical transport channels.

Connection of Custom Connect configured in a ring topology to an IOTS ring is provided over an equal speed, unprotected optical transport channel (e.g., an OC3 Custom Connect node would connect to a 155.52 Mbps unprotected IOTS channel). Each node of a Custom Connect ring must be located at the same customer designated location or central office as its corresponding IOTS node.

When point-to-point Custom Connect is provided over a Company provided DWDM backbone network, connection between the Custom Connect nodes is provided using a DWDM optical transport channel in lieu of Custom Connect transport. When Custom Connect configured in a ring topology is provided over a Telephone Company provided DWDM backbone network, connection between the SONET nodes (Custom Connect CO Nodes and/or SONET Premises Nodes) is provided using unprotected DWDM optical transport channels in lieu of Custom Connect transport. Since protection is inherent in the Custom Connect service, protection is not required on the DWDM optical transport channels.

Connection of Custom Connect configured in a ring topology to a Telephone Company provided DWDM ring is provided over an equal speed, unprotected optical transport channel (e.g., an OC3 Custom Connect node would connect to a 155.52 Mbps unprotected DWDM channel). Each node of a Custom Connect ring must be located at the same customer designated location or central office as its corresponding DWDM node.

The Shared Transport rate for Custom Connect Transport DS1 and DS3 bandwidth services apply to the transport facilities connected to Optical Custom Connect services.

ADVANCED INTELLIGENT NETWORK SERVICES

TABLE OF CONTENTS

SHEET

A. CUSTOM REDIRECT SERVICE

1. General	1
2. Feature Definitions	1
3. Special Conditions.....	5
4. Application Of Rates And Charges	8
5. Rates	11

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE

1. General

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

Basic Custom Redirect Service offers three options to redirect calls. The first option is usually a basic redirect to the dialed number. Options 2 and 3 would be the telephone number(s) the customer wants incoming calls redirected to when Option 1 is not the desired choice. The customer may designate that the basic redirection feature be used in each of the options or, the customer may select a Custom Redirect Optional Feature as described herein.

2. Feature Definitions

a. Standard Features

(1) Equipped Number

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

(2) 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.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

a. Standard Features - Continued

(3) Option Column

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

(4) Redirecting Telephone Number

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

(5) Modification of Active Option

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

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service.

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally-dialed number, redirection charges will apply as they would in Call Forwarding.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

b. Optional Features

(1) Alternate Central Office Triggers

The ability to place triggers in central office switches, other than the original terminating central office, allows customers to redirect from the central 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 one customer NPA-NNX.

Allowing triggers to be placed in more than the terminating central office may increase the call volume queries processed because a portion of the calls may actually be processed by more than one central office. The customer's monthly Group Volume charges would be reflective of this increased call volume.

(2) Custom Applications

Although most customer applications are provided using the optional features listed herein, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need.

Dialed Number Recovery (DNR) is an example of a Custom Application. DNR presents the original dialed number to a new customer location.

It is not the intent to provide all AIN (Advanced Intelligent Network) custom applications through this guide item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies. Custom applications will be provided on an Individual Case Basis (ICB).

(3) Number Identification Redirection

This feature allows the customer to redirect calls based upon the originating telephone number, NXX, LATA (Local Access and Transport Area), or NPA (Numbering Plan Area) of the incoming caller. With this feature, the customer utilizes a list to assign specific incoming telephone numbers to a number they are to be redirected to. If an incoming caller's number is on the list, the call will be redirected to the number specified on the list. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

b. Optional Features – Continued

(3) Number Identification Redirection - Continued

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification 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 identity of the calling party's number to the customer. This feature in no way replaces, enhances nor interferes with Caller ID as found in Section 6, Custom Calling Services.

(4) 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.

(5) Single Number Destination Service

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

(6) Special Custom Redirect Service 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).

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

2. Feature Definitions - Continued

b. Optional Features – Continued

(7) SuperGroups

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

If the same group is assigned to multiple SuperGroups, the active option would be the last option set. For example, based on the definition of SuperGroup 001 above and an additional SuperGroup 002, which 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.

(8) Time-of-Day/Day-of-Week Redirection

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

3. Special Conditions

- a. Custom Redirect Service is available where Company facilities permit.
- b. Custom Redirect Service may be provisioned with group sizes as small as one.
- c. The rates specified in 5.RATES do not apply to telephone numbers which require excessive translations work. For example, Custom Redirect Service provisioned out of 5ESS®¹ switches for customers subscribing to Direct Inward Dialing (DID) service would require excessive translations work. Charges for this work will be applied on an Individual Case Basis (ICB).

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

3. Special Conditions - Continued

- d. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number, leaving two additional options for the customer to define. An additional six options may be purchased at an additional charge for a total of nine options per group. If more than three options are chosen, the Additional Option charges apply per additional option. Up to six additional options may be provisioned as an enhancement to the Basic service.
- e. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an interexchange carrier's point of presence, a voice mail system, an Auto-Attendant system, or an announcement frame within the LATA of call termination. In the event the final destination is out of the LATA, the customer designates 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.
- f. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
- g. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the customer.
- h. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in Schedule Cal. P.U.C. No. D&R, Rule No. 11.

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.

- i. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
- j. Term Option

Customers with more than 500 lines provisioned may choose a five-year term option for a lower monthly line rate. If the customer terminates service prior to the anniversary date of the term commitment plan, termination liability charges will apply.

¹ 5ESS® is a Registered Trademark of Lucent Technologies, Inc.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

3. Special Conditions – Continued

k. Minimum Period

A twelve-month minimum subscription period is applicable to Custom Redirect Service. If service is cancelled prior to the initial twelve-month subscription 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.

l. Termination Liability

(1) Month-to-Month

Customer shall be liable for the full monthly rate for the minimum period of 12 months. If service is terminated prior to the initial twelve-month minimum subscription period, charges as specified in 3.k will apply to the remainder of the twelve-month period.

(2) Term Option

If service is terminated prior to the initial twelve-month minimum subscription period, the customer shall be liable for the full monthly rate for the the remainder of the twelve-month period. For years two through five of the term commitment plan, the customer may either change to the month-to-month option or pay termination liability charges as specified in Section 2, B.15. of this Product Guide, will apply for the remainder of the term commitment plan.

If service is terminated after the initial twelve-month minimum subscription period, but prior to the anniversary date of the term commitment plan, termination liability charges as specified in Section 2, B.15. of this Product Guide, will apply to the remainder of the term commitment plan.

- m. Initial Average Monthly Query Volumes are estimates only. After installation, Frontier Communications of the Southwest Inc. will periodically and at its discretion, complete audits of numbers of queries. Billing will be corrected if necessary to make adjustment to the monthly charges based upon the results of the audit.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

4. Application of Rates and Charges

a. Service Establishment Charge

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

b. Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge, for each equipped telephone number. The Feature Per Equipped Telephone Number charge 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.

c. Average Monthly Group Volume Charge (Queries per Month, per Group)

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 central office 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.

d. Rearrangement Charge

A nonrecurring charge will apply to each rearrangement. This is in addition to normal service order charges from Section 3 of this guide. Each change to an equipped telephone number will result in a nonrecurring charge for each equipped telephone number impacted. If a customer is modifying existing Custom Redirect Service, including adding additional numbers, the Rearrangement Charge applies.

e. Password Initialization

Once service is established, this nonrecurring charge applies each time the customer requests the Company to reinitialize the pass code to the default pass code or to modify existing security profiles. A service order will be generated after the initialization takes place and a Subsequent Order charge from Section 3, Service Charges will also apply.

Effective: 06/23/11

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued

(T)

4. Application of Rates and Charges

a. Service Establishment Charge

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

(T)
(T)

b. Equipped Number

There will be a monthly rate, in addition to a nonrecurring charge, for each equipped telephone number. The Feature Per Equipped Telephone Number charge 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.

c. Average Monthly Group Volume Charge (Queries per Month, per Group)

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 central office 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.

d. Rearrangement Charge

A nonrecurring charge will apply to each rearrangement. This is in addition to normal service order charges from Section 3 of this guide. Each change to an equipped telephone number will result in a nonrecurring charge for each equipped telephone number impacted. If a customer is modifying existing Custom Re Direct Service, including adding additional numbers, the Rearrangement Charge applies.

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e. Password Initialization

Once service is established, this nonrecurring charge applies each time the customer requests the Company to reinitialize the pass code to the default pass code or to modify existing security profiles. A service order will be generated after the initialization takes place and a Subsequent Order charge from Section 3, Service Charges will also apply.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

4. Application of Rates and Charges – Continued

f. Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired. When calls are redirected, the Custom Redirect customer will pay the portion of the call from the original called central office to the terminating number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

g. Redirecting Telephone Number

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

h. 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.

i. Optional Feature Charges

(1) Alternate Central Office Triggers

A nonrecurring charge will apply at the time of the establishment of the central office triggers, and a flat monthly rate will be billed for each NPA-NNX trigger in each central office switch in which a trigger is placed.

(2) Custom Applications

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.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

4. Application of Rates and Charges – Continued

i. Optional Feature Charges – Continued

(3) Number Identification Redirection

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

(4) 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.

(5) Single Number Destination Service

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

(6) Special Custom Redirect Service Transaction

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).

(7) 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.

(8) 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.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

5. Rates

	<u>Nonrecurring Charge</u> ¹	<u>Monthly Rate</u>
a. Service Establishment Charge	\$ 500.00	--
b. Equipped Number - per Telephone Number		
(1) <u>Month-to-Month Option</u>		
1 - 50	2.35	\$ 2.50
51 - 100	2.35	2.35
101 - 500	2.35	2.00
501 - 1,000	2.35	1.50
Over - 1,000	2.35	1.10
(2) <u>Term Option</u> ²		
Five-Year Term, Minimum 500 Lines	2.35	1.10
c. Average Monthly Group Volume Charge, Queries per month, per group		
Up to 1,000	50.00	25.00
Up to 10,000	50.00	80.00
Up to 25,000	50.00	150.00
Up to 50,000	50.00	280.00
Up to 75,000	50.00	425.00
Up to 100,000	50.00	550.00
Up to 250,000	50.00	1,300.00
Up to 500,000	50.00	2,500.00
Up to 750,000	50.00	3,600.00
Up to 1,000,000	50.00	4,500.00
Over 1,000,000	50.00	³

¹ Appropriate Service Order Charges as set forth in Section 3 will apply.

² See Special Conditions, A.3.1. for termination liability charges.

³ The monthly rate is determined by adding the rate for 1,000,000 plus the rate associated with the appropriate increment less than 1,000,000.

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM REDIRECT SERVICE - Continued

5. Rates - Continued	Nonrecurring <u>Charge</u> ¹	Monthly <u>Rate</u>
d. Rearrangement Charge, per occasion	\$ 250.00	--
per number	2.35	--
e. Password Initialization, per occasion	50.00	--
f. Redirection Charges (no charge)		
g. Redirecting Telephone Number	5.00	\$ 1.00
h. Additional Option Charge, per Option (when four or more are chosen)	200.00	25.00
i. Optional Feature Charges		
(1) Alternate Central Office Triggers per trigger, per switch	500.00	1.00
(2) Custom Applications, per option	200.00	25.00
(3) Number Identification Redirection First 100 Numbers	500.00	50.00
Additional 100 Numbers	100.00	10.00
(4) Percentage Redirection	100.00	25.00
(5) Single Number Destination Service, per group	50.00	10.00
(6) Special Custom Redirect Service Transaction	100.00	--
(7) SuperGroups, per group	50.00	1.00
(8) Time-of-Day/Day-of-Week Redirection	100.00	25.00

¹ Appropriate Service Order Charges as set forth in Section 3 will apply.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

4. Responsibility of the COPT Provider

c. - Continued

- (6) Placement of local calls by use of 101XXXX, Calling Card or Operator Handled Services may be more expensive than directly dialing the number.
- (7) Restrictions to or blocking of incoming calls.
- (8) The name, address, and telephone number of the owner/operator and the repair service telephone number and refund telephone number.
- (9) Procedures for registering complaints and requesting refunds.
- (10) No charge telephone numbers (611, 711, 911, COPT vendor provided number for refunds, repair and complaints).
- (11) The name of the provider of operator services.
- (12) The name of the long-distance provider (optional).
- (13) Telephone number/or identification and address of pay telephone.

d. Each COPT Provider shall permit the following at no cost to the end users:

- (1) Access to the Company's operators for emergency purposes or zero-minus calling.
- (2) Access to 911 Emergency Service, where available.
- (3) Access to 611 repair service.
- (4) Access to 711 Telecommunications Relay Service.
- (5) 950-XXXX calling, where facilities permit.
- (6) 101XXXX calling, if available.
- (7) 800-XXX-XXXX type calling (i.e., 855, 866, 877, 888).
- (8) Access to 0+ and IntraLATA and InterLATA.

e. COPT Providers may program a COPT to:

- (1) allow local calls of unlimited duration, or
- (2) limit call duration to no less than fifteen minutes or to require coin deposits after each fifteen-minute interval for a local call.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

4. Responsibility of the COPT Provider

- f. COPT providers must comply with CPUC General Order 107-B, Rules and Regulations concerning the Privacy of Telephone Communications.
- g. COPT providers must submit a new application form to the Company upon transferring the ownership of, relocating, or replacing a COPT. Service may be terminated for violation of any of the Product Guide conditions.
- h. The COPT provider will be responsible for payment of local and ZUM usage rates and Company and interexchange carrier toll rates for all sent-paid calls originated from the COPT. In addition, COPT providers (including COPT Coin Line Service) are responsible for payment of the following monthly rates per line:

(1) Public Policy Payphone Program Fee	\$ 0.00
(2) Operator Services Zero-Minus Cost Fee	\$ 0.00

The sum of the monthly fees plus the amounts equal to the monthly rates for blocking and screening services shall not exceed \$9.00 per month.

- i. Before connection of a COPT for public use, the COPT provider must complete and submit an application form to the Company.
 - j. COPT providers are eligible to subscribe to Discount Calling Plans where technology is feasible. Discount Calling Plan usage may be aggregated for a single billed telephone number as described in Section 17, Calling Plans.
5. All conditions of Section 19, Directory Services, apply to customers connecting customer-owned pay telephone sets to an individual-line business service.
6. All appropriate charges in Section 3, Service Charges apply, except as shown below:
- a. Supersedures will be charged \$12.26 per line.
 - b. All other record-type only changes will be charged \$11.11 per line. See Section 3 for Subsequent Order Special Conditions.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

4. Responsibility of the COPT Provider

- f. COPT providers must comply with CPUC General Order 107-B, Rules and Regulations concerning the Privacy of Telephone Communications.
- g. COPT providers must submit a new application form to the Company upon transferring the ownership of, relocating, or replacing a COPT. Service may be terminated for violation of any of the Product Guide conditions.
- h. The COPT provider will be responsible for payment of local and Company and interexchange carrier toll rates for all sent-paid calls originated from the COPT. In addition, COPT providers (including COPT Coin Line Service) are responsible for payment of the following monthly rates per line: (C)

(1) Public Policy Payphone Program Fee	\$ 0.00
(2) Operator Services Zero-Minus Cost Fee	\$ 0.00

The sum of the monthly fees plus the amounts equal to the monthly rates for blocking and screening services shall not exceed \$9.00 per month.

- i. Before connection of a COPT for public use, the COPT provider must complete and submit an application form to the Company.
 - j. COPT providers are eligible to subscribe to Discount Calling Plans where technology is feasible. Discount Calling Plan usage may be aggregated for a single billed telephone number as described in Section 17, Calling Plans.
5. All conditions of Section 19, Directory Services, apply to customers connecting customer-owned pay telephone sets to an individual-line business service.
6. All appropriate charges in Section 3, Service Charges apply, except as shown below:
- a. Supersedures will be charged \$12.26 per line.
 - b. All other record-type only changes will be charged \$11.11 per line. See Section 3 for Subsequent Order Special Conditions.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

7. An Inside Wire Maintenance Plan (IWMP) is not available to a COPT provider connecting a COPT to the Company's network.
8. COPT instruments for public use may not be connected to a Internal Communications and Call Management Features line. COPT lines may only be aggregated behind a PBX if the PBX/COPT configuration allows identification of the geographical origin of emergency calls to the same extend currently allowed for more conventional telephones. This limit does not apply to Inmate Service. It is the COPT provider's responsibility to ensure that the configuration complies with this requirements. COPT Coin Line Service may not be connected behind a PBX.
9. Boothing associated with COPTs must comply with all applicable Federal, State, and Local laws, rules, and regulations concerning use of COPTs by disabled and hearing impaired persons.
10. COPTs must return coins deposited if a call is not completed. The COPT provider must make refunds available to the caller if the COPT fails to return coins, the qualify of the transmission is poor, disconnection is premature, or service is affected by other problems.
11. The terms and conditions of this section apply to coin-operated and coinless COPTs.
12. The Company will not provide operator assistance for coin sent-paid calls originating from a COPT due to technical limitations.

Effective: 06/23/11

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

7. An Inside Wire Maintenance Plan (IWMP) is not available to a COPT provider connecting a COPT to the Company's network.
8. COPT instruments for public use may not be connected to a Customized Multi-line Telephone Service line. COPT lines may only be aggregated behind a PBX if the PBX/COPT configuration allows identification of the geographical origin of emergency calls to the same extent currently allowed for more conventional telephones. This limit does not apply to Inmate Service. It is the COPT provider's responsibility to ensure that the configuration complies with this requirements. COPT Coin Line Service may not be connected behind a PBX. (T)
9. Boothings associated with COPTs must comply with all applicable Federal, State, and Local laws, rules, and regulations concerning use of COPTs by disabled and hearing impaired persons.
10. COPTs must return coins deposited if a call is not completed. The COPT provider must make refunds available to the caller if the COPT fails to return coins, the quality of the transmission is poor, disconnection is premature, or service is affected by other problems.
11. The terms and conditions of this section apply to coin-operated and coinless COPTs.
12. The Company will not provide operator assistance for coin sent-paid calls originating from a COPT due to technical limitations.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

13. Calls placed from a coinless COPT may be routed in the following manner: from the instrument to the Company's central office via a business line established for COPT Service, to the COPT provider's processor from the Company's central office via an additional line or other exchange facility, and back to the Company's central office via exchange facilities. IntraLATA 101XXXX, Calling Card and Operator Handled calls will then be completed by the LEC, Intra- or interexchange carrier (IC) of the customer's choice. IntraLATA 0- calls will be routed to the LEC's Operator until 7/1/95. IntraLATA 1+ calls will be completed over the Company's network.
14. Each coinless COPT which is connected to the Company's central office, when activated by a commercial credit card, may be programmed to automatically dial a number associated with a Company access facility (e.g., Feature Group B) purchased from the Company by an IC designated by the COPT provider providing the coinless, commercial credit-card-activated telephone. Calls will be routed from the COPT to the Company's central office via a business line and from the Company's central office to the IC via the access facility. Calls will then be routed to the COPT provider's processor via a connection to be arranged between the COPT provider and the IC. InterLATA calls may be routed from the customer's processor back to the IC for completion. IntraLATA calls must be routed to the Company's central office for completion.
15. In the configuration described in I.A.13 preceding, the COPT provider understands and agrees that access charges will apply, and will be payable by the IC designated by the COPT provider to the Company, for all calls directed to the IC's customer designated location (CDL) from the COPT, including the intraLATA calls.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

II. RATES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
A. COPT Service ^{1, 2, 3}		\$ 24.89
COPT Service ^{1, 2, 4}		29.75
B. Call Restriction Services		
1. Option II	5	1.99
2. Option IV		1.99
3. Option V	5	
4. Billed Number Screening	\$ 11.11 ⁶	.31
C. Optional Features		
1. Answer Supervision, per line		3.94
D. Billing and Collecting of Pay Station Service Charge (See Section 18, Operator Services)		
E. Compensable Call Tracking Report (CCT)	<u>NRC Per Pay Phone</u>	
One Time Set-Up Charge		
1 - 100 Pay Phones, per Pay Phone	\$ 1.00	
101 - 999 Pay Phones, per Pay Phone	.75	
1000 - plus Pay Phones, per Pay Phone	.50	
		<u>Quarterly Rate</u>
Quarterly Recurring Charge, per Pay Phone		.25

¹ Plus Extended Area Service increments as identified in Section 4, Local Exchange Service.
² The COPT Surcharge (I.A.4.h) is also applicable.
³ Rates are applicable to customers in exchanges listed in Section 4A, Sheet 3.
⁴ Rates are applicable to customers in exchanges listed in Section 4A, Sheet 4.
⁵ Applicable rates are set forth in Section 6, C. of this Product Guide.
⁶ Rate is applicable only if service is added on Subsequent Order after line is initially installed.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

III. COIN LINE SERVICE - Continued

D. Rate Conditions - Continued

4. Operator assisted sent-paid IntraLATA toll calls will be rated to the end-user at the IntraLATA toll rate, plus the appropriate additive operator service charges as specified in Section 18, Operator Services. Non-sent paid IntraLATA toll calls will be rated to the end-user at the IntraLATA toll rate, plus the appropriate additive operator service charges as specified in Section 18, Operator Services.
5. The appropriate Service Order Activity, Central Office Activity, and/or Premises Visit Charge as specified in Section 3, Service Charges, are applicable for each COPT Coin Line installed, moved, or changed, except as shown below:
 - a. Supersedures will be charged \$12.26 per line.
 - b. All other record-type only changes will be charged \$11.11 per line. See Section 3, Service Charges for Subsequent Order Special Conditions.
6. Rates for Verification/Interrupt Service are as specified in Section 18, Operator Services.

Effective: 10/16/16

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

III. COIN LINE SERVICE - Continued

D. Rate Conditions - Continued

4. Operator assisted sent-paid IntraLATA toll calls will be rated to the end-user at the IntraLATA toll rate, plus the appropriate additive operator service charges as specified in Section 18, Operator Services. Non-sent paid IntraLATA toll calls will be rated to the end-user at the IntraLATA toll rate, plus the appropriate additive operator service charges as specified in Section 18, Operator Services.
5. The appropriate Service Charges as specified in Section 3, Service Charges, are applicable for each COPT Coin Line installed, moved, or changed, (T)

except as shown below:

 - a. Supersedures will be charged \$12.26 per line.
 - b. All other record-type only changes will be charged \$11.11 per line. See Section 3, Service Charges for Service Order Charge - Subsequent Special Conditions. (T)
6. Rates for Verification/Interrupt Service are as specified in Section 18, Operator Services.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

III. COIN LINE SERVICE

E. Rates and Charges

1. COPT Coin Line Service is provided on a Fixed Rate basis. The following monthly rate is applicable for COPT Coin Line Service on a per-line basis.

	<u>MONTHLY RATE</u>
(a) Coin Line, per line	\$ 26.45

INFO CONTACT 900 & 976 SERVICES

TABLE OF CONTENTS

SHEET

I.	INFO CONTACT 900 SERVICE	
	Applicability.....	1
	Territory.....	1
	Special Conditions	2
	Rates	21
II.	INFO CONTACT 976 SERVICE	
	Special Conditions	23
	Rates	33

INFO CONTACT 900 & 976 SERVICE

APPLICABILITY

Info Contact 900 Service is an intraLATA transport service and a Billing and Collection service for Information Providers and/or Sponsors other than those who provide information services of "harmful matter". Billing and Collection service for providers of "harmful matter," as identified in California Penal Code Section 313(a), is a matter for contractual arrangement between the Information Provider and/or Sponsor and the Company, and is not subject to the terms of this guide. Service is intended to be the exclusive means by which an Information Provider can obtain transport service for purposes of providing information services. The Company will bill the Information Provider and/or Sponsor transport charges based on total connection time per call, and Billing and Collection charges on a per call basis.

TERRITORY

Info Contact 900 Service will be offered only where call blocking (see Section 6 of this Product Guide) is available. Info Contact 900 Service will be provided over facilities within the Company's serving exchange areas. Transport charges will only be applicable to qualifying calls placed from a LATA of the Company to a number within the same LATA and transported by the Company.

The following prefixes are available for California 900 services as provided by Pacific Bell:

900-Area Code

844 - Recorded program general audience programs

505 - Live program general audience programs

303 - Recorded and live programs containing harmful matter

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS

1. Company Obligations

a. General

- (1) The limitation of the Company's liability is set forth in Section 2.B.6 of this Product Guide.

The Company will disconnect any Information Provider's and/or Sponsor's 900 Program for the Information Provider's and/or Sponsor's failure to comply with any provision(s) of this Product Guide or any tariff of the Company.

- (2) The Company will provide a period of 18 seconds for delayed timing of information and transport charges. If a caller hangs up within this 18 second period, no information charge will be billed to the caller and no transport charge will be billed to the Information Provider and/or Sponsor for that call. If the caller does not hang up the information and transport charges will be billed from the time of initial connection. Any call to a Info Contact 900 Information Provider's and/or Sponsor's Program which is completed and is over 18 seconds in duration is a "qualifying call."
- (3) Blocking is available to the Company's customers, under the terms and conditions set forth in Section 6 of this Product Guide, Custom Calling Services.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS

1. Company Obligations - Continued

a. General - Continued

- (4) An Information Provider's and/or Sponsor's offering of any particular information service shall not preclude the Company from providing Info Contact 900 Service Transport to another Information Provider and/or Sponsor offering the same or similar services.
- (5) Info Contact 900 Service calls billed to a Company calling card, third party calls billed to Info Contact 900 Service telephone numbers, and collect calls to Info Contact 900 Service numbers are denied. All calls to a Info Contact 900 Service number from coin telephones and all calls requiring Company operator assistance or handling are denied.

Upon termination or discontinuance of a 900 program in all LATAs, the telephone number for such program may be reassigned at the Company's discretion.

An Information Provider's and/or Sponsor's program must be similar in content in different LATAs if using the same telephone number. The Company will not assign the same telephone number to different Information Providers and/or Sponsors in different LATAs.

The Company may monitor all 900 Programs without advance notification to the Information Provider and/or Sponsor.

- (6) Billing and collection by the Company for services rendered to or for Information Providers and/or Sponsors engaged in furnishing any live or recorded videotex or audio information which contains harmful matter as defined in California Penal Code Section 313(a) is a matter for contractual arrangement between the Information Provider and/or Sponsor and the Company, and is not subject to the terms of this guide.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

SPECIAL CONDITIONS

1. Company Obligations - Continued

a. General - Continued

(4) An Information Provider's and/or Sponsor's offering of any particular information service shall not preclude the Company from providing Premium Service Line 900 Service Transport to another Information Provider and/or Sponsor offering the same or similar services. (T)

(5) Premium Service Line 900 Service calls billed to a Company calling card, third party calls billed to Premium Service Line 900 Service telephone numbers, and collect calls to Premium Service Line 900 Service numbers are denied. All calls to a Premium Service Line 900 Service number from coin telephones and all calls requiring Company operator assistance or handling are denied. (T)
(T)

Upon termination or discontinuance of a 900 program in all LATAs, the telephone number for such program may be reassigned at the Company's discretion.

An Information Provider's and/or Sponsor's program must be similar in content in different LATAs if using the same telephone number. The Company will not assign the same telephone number to different Information Providers and/or Sponsors in different LATAs.

The Company may monitor all 900 Programs without advance notification to the Information Provider and/or Sponsor.

(6) Billing and collection by the Company for services rendered to or for Information Providers and/or Sponsors engaged in furnishing any live or recorded videotex or audio information which contains harmful matter as defined in California Penal Code Section 313(a) is a matter for contractual arrangement between the Information Provider and/or Sponsor and the Company, and is not subject to the terms of this guide.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

1. Company Obligations - Continued

a. General - Continued

- (7) The Company will provide, where conditions permit, Billing and Collecting Service containing neither fewer nor more than the following elements:
 - (a) Call Recording - The recording of completed calls to a specific (900)XXX-XXXX number.
 - (b) Message Processing - The transformation of recorded call detail into rated calls in preparation for billing of those calls.
 - (c) Bill Processing and Collection (with inquiry) - The preparation of bills and subsequent collection of payment by subscribers to Info Contact 900 Services. The Company will be responsible for all matters concerning billing, collection, adjustment, and call investigation.
- (8) The Company will bill and collect only for charitable contributions, information, or communication services provided over the telephone. The Company will not bill or collect for goods and services that are not provided over the telephone.
- (9) After supersedure of service, the 900 Information Provider and/or Sponsor must wait 90 days to make a telephone number change. Additionally, after a telephone number change, the 900 Information Provider and/or Sponsor must wait 90 days before placing an order to supersede their service.

Effective: 07/09/10

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

1. Company Obligations - Continued

b. Info Contact 900 Service

(1) Because the Company's capacity in central office equipment and network facilities to furnish Info Contact 900 Service Transport is limited:

- (a) Info Contact 900 Service Transport will only be furnished where the Company's facilities and operating conditions permit. Info Contact 900 Service calls will be transmitted to the extent such facilities and operating conditions allow.
- (b) If the Company has reason to believe that permitting the commencement or continuation of an Information Program in this Product Guide is adversely affecting or would adversely affect the Company's ability to provide, complete or maintain the level of or quality of its exchange telephone customers, the Company may refuse to provide Information Programs 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 conditions exist or is threatened the Company may discontinue the Information Program and shall give notice of discontinuance as promptly as reasonably possible.

Info Contact 900 access lines are provided as inward only service in LATA 11.

Temporary service, as defined in Schedule Cal. P.U.C. No. D&R, Rule 35, is not offered with Info Contact 900.

(2) The advance payment and deposit requirements, as set forth in Schedule Cal. P.U.C. No. D&R, Rules No. 5, 6, and 7, are applicable to Info Contact 900 Service.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

1. Company Obligations - Continued

b. Info Contact 900 Service - Continued

- (3) Miscellaneous Billing Service as defined in Section 5, General Services, is not offered with Info Contact 900 Service.
- (4) Late Payment Charges, as defined in Schedule Cal. P.U.C. No. D&R, Rule 10, will apply to all Info Contact 900 Service.
- (5) The Company does not guarantee the quality of performance of data transmission over facilities used for Info Contact 900 Service.

c. Notification of Subscribers

- (1) The Company will notify subscribers of California 900 information charges under the following conditions:
 - (a) Lifeline subscribers whose California 900 and 976 information charges exceeded \$30.00 for the first time.
 - (b) Subscribers whose California 900 and 976 information charges for the first time exceed \$75.00 during the course of a single billing cycle.
 - (c) Subscribers whose California 900 and 976 information charges exceed \$150.00 in a single billing cycle.
 - (d) If the Company determines a caller is generating high 900 usage, the Company may contact the caller of such charges for early notification.
- (2) When contact is made, the Company shall inform the subscriber of the charges and of blocking options. If contact cannot be made under 1.c.(1)(c), the Company shall temporarily block California 900 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES (T)

SPECIAL CONDITIONS - Continued

1. Company Obligations - Continued

b. Premium Service Line 900 Service - Continued (T)

(3) Miscellaneous Billing Service as defined in Section 5, General Services, is not offered with Premium Service Line 900 Service. (T)

(4) Late Payment Charges, as defined in Schedule Cal. P.U.C. No. D&R, Rule 10, will apply to all Premium Service Line 900 Service. (T)

(5) The Company does not guarantee the quality of performance of data transmission over facilities used for Premium Service Line 900 Service. (T)
(T)

c. Notification of Subscribers

(1) The Company will notify subscribers of California 900 information charges under the following conditions:

(a) Lifeline subscribers whose California 900 and 976 information charges exceeded \$30.00 for the first time.

(b) Subscribers whose California 900 and 976 information charges for the first time exceed \$75.00 during the course of a single billing cycle.

(c) Subscribers whose California 900 and 976 information charges exceed \$150.00 in a single billing cycle.

(d) If the Company determines a caller is generating high 900 usage, the Company may contact the caller of such charges for early notification.

(2) When contact is made, the Company shall inform the subscriber of the charges and of blocking options. If contact cannot be made under 1.c.(1)(c), the Company shall temporarily block California 900 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations

a. General

- (1) The Information Provider's and/or Sponsor's Programs and the promotion and provision thereof must comply with all applicable Federal, State and Local laws, rules and regulations.
- (2) The Information Provider and/or Sponsor shall be liable for and shall indemnify, defend, protect and save harmless the Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damage, expense, or liability resulting from any infringement or claim of infringement of any patents, trademarks, or copyright, or resulting from any claim of libel or slander.
- (3) The Information Provider and/or Sponsor gives permission to the Company to release the Information Provider's and/or Sponsor's name, complete mailing address, and business telephone number to any Callers in response to inquiries or complaints. Disputes or questions concerning the nature or quality of the service or system will be referred by the Company to the Information Provider and/or Sponsor.
- (4) In accordance with the California Public Utilities Code 2884.5, caller access to programs providing messages the containing harmful matter must be furnished by the Information Provider and/or Sponsor on a subscription basis only.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

b. Info Contact 900 Facilities

- (1) The Information Provider and/or Sponsor is financially responsible for any and all costs and expenses involved in providing the programs, including, but not limited to, the Information Provider's and/or Sponsor's premises equipment, program development, advertising, and promotional expenses

Prior to installation of Info Contact 900 access lines, for Company exchange toll network sizing and protection, each Information Provider and/or Sponsor must furnish the Company an estimate of the monthly call volumes for each service area, expected average busy hour(s), busy hour call volumes, and holding times. If the Information Provider and/or Sponsor fails to do this, the Company will not establish the Information Provider's and/or Sponsor's program.

The Information Provider's and/or Sponsor's premise equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 41, Customer-Provided Facilities Connected to Company Exchange Facilities. If the Information Provider and/or Sponsor violates this requirement, the Company shall disconnect the Information Provider's and/or Sponsor's program.

The Information Provider and/or Sponsor is required to subscribe to access facilities capable of supporting a minimum of two simultaneous connections for each Program. The Information Provider and/or Sponsor is required to subscribe to as many additional access facilities as, in the judgement of the Company, are required to adequately handle calls without impairing service to others. If the Information Provider and/or Sponsor violates this requirement, the Company shall disconnect the Information Provider's and/or Sponsor's Program.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor obligations - Continued

c. Information Programs

- (1) The Information Provider and/or Sponsor has exclusive responsibility and control over the content, quality transmission, and characteristics of programs or conversations conducted on the Information Provider's and/or Sponsor's equipment. The Company assumes no liability for the quality, defects in, or content of programs or conversations. The Information Provider and/or Sponsor shall exclude from programs or conversations any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.
- (2) The Information Provider and/or Sponsor shall submit to the Company all advertising, sales promotion and other publicity relating to the subject matter of their program wherein the Company's name is mentioned or language, signs, markings or symbols are used from which the connection of the Company's name therewith may be in the Company's judgement, reasonably inferred or implied, and further, the Information Provider and/or Sponsor shall not publish or use such advertising, sales promotion or publicity matter without the prior written approval of the Company.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

c. Information Programs - Continued

- (3) The information Provider and/or Sponsor must establish the Information Charge for the Company to bill the Subscriber for qualifying calls. The Sponsor 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.
- (4) The Information Provider and/or Sponsor must establish a per call charge. The minimum per call Information charge is \$0.05 and the maximum per call charge is \$50.00.
- (5) A written request from the Information Provider and/or Sponsor to change the charges and/or rate period changes being billed by the Company must be received at least 30 calendar days prior to the proposed effective date. An Information Provider and/or Sponsor will be allowed only one price change within any 30 day period. The Information Provider and/or Sponsor will also be required to place a message on the service/recording informing Callers of the new price and/or rate period and the effective date of such, commencing 5 days prior to the rate and/or rate period change and continuing 15 days after the rate and/or rate period change. The Information Provider and/or Sponsor must also discontinue use of any features that allow a Caller to override the price disclosure message during this 20 day time period.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

c. Information Programs - Continued

- (6) For 900-844-XXXX telephone numbers only, the Information Provider may divide weekdays (Monday thru Friday), excluding Company holidays, into two rate periods, i.e., peak hours and non-peak hours and may establish Information Charges for each such period. The Information Provider will be allowed only one rate period change within any 30 day period. The time of day when connection actually takes place, determined by the time system - standard or daylight saving, legally or commonly in use, determines which rate applies. In cases where a message extends beyond one rate period, the connection time rate period will apply for the duration of that call. When the Information Provider establishes two rate periods, the lower of the rate period will apply to weekends and Company holidays.
- (7) One white page listing will be provided at no charge for each 900 Program per Executive Directory subscribed to by an Information Provider and/or Sponsor. Additional listings may be requested at the rates specified in Section 19, Directory Services.

Each listing must include one or more lines to advise that special charges apply; however, the actual Information Charge shall not be specified.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

c. Information Programs - Continued

(8) For 900-844-XXXX telephone numbers only, the Information Provider may select a Free Trial period during which no Information Charges will be billed to the Subscriber. The Information Provider will continue to be billed Transport, Billing and other applicable charges. The Information Provider is limited to 30 consecutive days during which the Free Trial period may occur, and may not select the Free Trial option more than three times in any calendar year. Subscribers will still receive a line on their bill detailing calls made to programs offering a Free Trial. The Information Charge will appear as \$0.00 on the Subscriber's bill. At the time an Information Provider requests a Free Trial period, they must also specify the rates to take effect at the end of the Free Trial period. Only Non-Recurring charge for price Changes (per program, per LATA) will apply when the Information Provider selects a Free Trial period.

(9) Recorded Programs

For each call, the Information Provider must inform the Caller of the following:

- the name of the Program and the Information Charge for the call,
- minors should seek parental approval,
- if the Caller hangs up within the delayed timing period, there will be no charge for the call,
- the date the program was recorded,
- minors should be aware that the cost of the call will appear on their parent's bill.

For fundraising programs, the amount or percent going to charity must be stated. Programs that cannot be used without a directory or other instructions must disclose this information to the Caller. This message must occur at the beginning of every call and may not be longer than 15 seconds, giving the caller at least 3 additional seconds to hang up before the 18 second delayed timing period has expired. The Information Provider must provide a tone to indicate the end of the delayed timing period. Audiotex Programs with restricted access via PIN code or special password and videotex programs are exempted from this requirement.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

c. Information Programs - Continued

(9) Recorded Programs - Continued

For videotex programs without restricted access via PIN code or special password, the initial screen must state:

- the name of the program
- the information charge for the program

The Caller must then actively enter a command to access the program. When a Caller logs off, the final screen must give the total time and charges for the session, and then disconnect the Caller.

Interactive programs must automatically disconnect a Caller after one minute of inactivity on audiotex or after five minutes of inactivity on videotex. This requirement does not apply to bridged calls.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

c. Information Programs - Continued

(10) Live Programs

(a) The following Sponsor obligations apply to all Live Programs:

(1) Within the first 15 seconds of a call and at least 3 seconds prior to the connection to a live conversation, the Sponsor will complete caller notification of the following:

- the name of the program;
- the Information Charge for the call;
- that a monitor will be on the line;
- that if they hang up immediately, they will not be charged;
- that minors must have parental permission (if the program is directed to minors);
- 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);
- for fundraising programs, the amount or percent going to charity must be stated.

(2) Each Sponsor shall provide a tone or announcement at intervals of at least 5 minutes.

(b) The following Sponsor obligations apply to all Live group conversations with the capability to bridge more than one caller. The Sponsor's premise bridging equipment shall have the following capabilities:

- monitoring
- identification of disruptive callers
- disconnection of the callers
- tone insertion or announcement at regular intervals of 5 minutes or less

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

c. Information Programs - Continued

- (11) Every advertisement or other communication which is intended to promote the Information Provider's and/or Sponsor's program shall clearly and conspicuously display and/or disclose the maximum information charge per initial and subsequent minute, or per call, whichever is applicable. In addition, all Information Provider's and/or Sponsor's advertising for a given program must display and/or provide a voice-over with the phrase "Service may not be available in some areas". Advertising for fundraising programs will state the amount of money per call which will go to the charity or fundraising cause.

Each Information Provider and/or Sponsor must provide in all television advertisements a voice-over announcement and visual display of the applicable maximum information charge per initial and subsequent minutes, or per call, whichever is applicable. In all television advertisements directed to minors, an admonition to seek parental permission before calling the California 900 numbers must also be included in a voice-over announcement.

All California 900 Programs directed to minors which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and all programs encouraging a call back shall quote the maximum information charge per initial and subsequent minute, or per call, whichever is applicable.

For advertising or other communications directed to minors, the Information Provider and/or Sponsor will inform minors that they must have parental permission.

All California 900 Programs containing a cross-promotion to another Program shall include an announcement of the maximum information charge per initial and subsequent minutes or per call, whichever is applicable of the cross-promoted California 900 program, and cross-promotions directed to minors shall include an admonition to seek parental permission before calling.

Cross-promotions or referrals from General Audience programs to harmful matter programs shall not be permitted.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

c. Information Programs - Continued

(11) - Continued

The Company reserves the right to require an Information Provider or Sponsor to furnish the Company with such information as the Company deems necessary regarding the content, nature and advertising of 900 program(s), in advance of the initial connection of the service or prior to any change in the general content or nature of the program(s). Any change in the general subject matter or nature of the service without adequate prior notice to the Company, or any refusal to provide the above-required information will be grounds for disconnection of the 900 Program(s).

Any violation of state, federal, or the Company's rules, terms and conditions can result in immediate disconnection of the 900 Program. The Company will attempt to provide verbal notification of the violation and disconnection within 24 hours before such disconnection.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

3. Payment of Charges

- a. The Company will bill the Information Provider and/or Sponsor per month, per program, the total number of qualifying Info Contact 900 usage minutes times the applicable Company's associated transport charges and, if applicable, the total number of qualifying PrimeLinkSM messages times the Billing and Collection charge, plus any applicable late payment charge and any nonrecurring and/or recurring charges, in addition to any applicable state, federal or local taxes and/or surcharges.
- b. Calls which connect to the Information Provider's and/or Sponsors Program, but which disconnect within the "Delayed Timing Period" will not be billed to the Information Provider and/or Sponsor.
- c. Applicable payment procedures, as set forth in Schedule Cal. P.U.C. No. D&R, Rule 10, shall apply.
- d. Remittance to the Information Provider and/or Sponsor is based upon the total number of California 900-XXX-5689 (excluding 900-303-5689) completed calls which are qualifying. A qualifying call is any call which is billed by the Company with the Information Provider's and/or Sponsor's designated information charge.

The following are non-qualifying types of calls and the Company will attempt to restrict such calls from connecting to California 900 telephone numbers;

- Third party calls billed third party to California 900 telephone numbers
- Collect calls
- Calls requiring time and charges quoted by the Company operator
- Calls originating from the Prison Class of Service
- Calls originating from the Company operator handled and direct dialed Mobile Class of Service
- Calls originating from the Company WATS Class of Service including Universal and Two-Way WATS
- Calls originating from the Hospital Class of Service
- Calls originating from the Hotel/Motel Class of Service
- Calls billed to Commercial Credit Cards
- Coin Sent Paid calls
- Person to Person calls handled by the Company operator
- 10XXX Calls

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

3. Payment of Charges - Continued

d. - Continued

- Out-of-LATA calls
- Customer-owned and Company-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.

Calls in these categories which are connected, and for which the Company can bill the Subscriber, will be remitted to the Information Provider and/or Sponsor.

Where technically feasible, all calls that are connected but are not billed to the Subscriber will be categorized on the remittance invoice but will not be remitted to the Information Provider and/or Sponsor.

Subscriber adjustments granted by the Company will be subtracted from the amount remitted to the respective Information Provider and/or Sponsor.

- e. The Company will recover the cost of blocking by assessing each Information Provider and/or Sponsor a charge for each minute billed to an Information Provider and/or Sponsor of California 900 Services for calls made to the Information Provider and/or Sponsor from the Company's territory.
- f. Each month the Company will bill a 5.0% cost allocation surcharge to Information Providers and/or Sponsors based on the amount calculated by multiplying the qualifying California 900 usage minutes the applicable information charges, less the utilities associated transport and billing charges, times cost allocation surcharge of 5.0%. As authorized in D.89-03-061, Frontier Communications of the Southwest Inc. may request a change in the surcharge if uncollectibles are significantly different for each prefix. This change would be subject to Commission approval.

Once actual uncollectible data by the Information Provider and/or Sponsor is available, the 5.0% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted to the Information Provider and/or Sponsor.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

3. Payment of Charges - Continued

g. Adjustments

(1) Subscriber Adjustments

The Company shall make a one-time adjustment for 900 charges per subscriber account if it is established that either (1) calls were made by the subscriber's minor children without parental consent or (2) the calls were not authorized by the subscriber.

(2) A subscriber must request an adjustment within 60 days of the bill date on the bill in question. The subscriber will be informed of the availability of Call Restriction Service, Section 6, Custom Calling Services, at the time of the adjustment. If the subscriber elects to have Call Restriction Service, contested 900 charges will be adjusted to the date blocking is placed on the subscriber's line.

(3) The customer must establish a specific complaint procedure and an adjustment policy as defined in Decision No. 91-03-021, Attachment D. The Company will adopt the established procedure when the Company provides Billing and Collection services for the customer.

(4) The Company may remove from the subscriber's bill any amount the subscriber disputes or refuses to pay. Subscribers are eligible for an adjustment if dissatisfied with an Information Provider's and/or Sponsor's program for any justified reason.

(5) Before an adjustment for one hundred dollars (\$100.00) or more will be made for calls made by subscribers' minor children without parental permission, the Company shall receive a signed declaration from the Subscriber requesting an adjustment. The Company may, at its discretion, require a signed declaration for adjustments of less than one hundred dollars (\$100.00) or for other types of adjustments.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

4. Discontinuance of Service For Nonpayment of Bills

Bills shall be considered past due (delinquent) and service to a delinquent Information Provider and/or Sponsor may be discontinued for nonpayment of the Company's bill for services furnished, provided:

- a. The bill has not been paid within thirty (30) calendar days after the date of presentation of the monthly bills.
- b. The Company first gives notice by first class mail to the Information Provider/Sponsor's address relative to delinquency and impending termination. If payment is not received by the Company within fifteen (15) calendar days of this notification, the Company may proceed with cessation of Company-provided services.
- c. The Company will not cause cessation of service on any Saturday, Sunday or legal holiday observed by the Company.

INFO CONTACT 900 & 976 SERVICE

RATES AND CHARGES

1. Establishment of and Changes in Info Contact 900 Service

	<u>MRC</u>	<u>NRC</u>
a. Establishment of Service, Reconnection or Reassignment of existing facilities to a new service, Per program		\$325.00
b. Supersedure, add, delete or change of price or telephone number, Per program		100.00
c. Info Contact 900 Access Lines, ¹ Per line	\$ 25.50	²
d. Transport rates apply to the 900-XXX-XXXX calls. The transport charge is non-distance sensitive. The transport usage charges will be billed to the Information Provider and/or Sponsor.		
	<u>First Minute</u>	Each <u>Additional 30 Seconds</u> ³
(1) Transport Charge, Per call	\$.10	\$.045

¹ Available in LATA 11 only.

² Charges applicable as shown in Section 3, Service Charges, for Individual Business Line Service.

³ 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: 07/09/10

INFO CONTACT 900 & 976 SERVICE

RATES AND CHARGES - Continued

2. Allocation of blocking costs ¹

Each Billed Minute
or Fraction Thereof

\$.02

3. Billing and Collecting all (900)XXX-XXXX Telephone Numbers except (900)303-XXXX. The Billing and Collection charge will be billed to the Information Provider and/or Sponsor.

	<u>Provider Charge per Total Individual Call</u>		
	<u>\$0.05 - \$0.50</u>	<u>\$0.51 - \$2.00</u>	<u>\$2.01 - \$50.00</u>
Billing and Collection Rate, Per Message	\$ 0.08	\$ 0.15	\$ 0.25

¹ As authorized in Decision 91-04-031.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS

1. Description of Service
 - a. Info Contact 976 Service consists of service and facilities for customer provided pre-recorded announcements or interactive programs. This service enables a caller, for a charge, to dial a Info Contact 976 Service telephone number and receive a Info Contact 976 Service Provider's recorded announcement or interactive program. As a part of this service the Company will transport calls and bill callers on behalf of the Info Contact 976 Service Provider. Each completed call to a Info Contact 976 Service number will be made at a charge to the caller.
 - b. 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 976 Service Provider equipment for the purpose of sending or receiving information.
2. An Information Provider and/or sponsor is a person providing Pay-Per-Call Services who wishes the Company to bill callers on its behalf for all calls completed to the Provider's announcement or interactive program and for whom the Company agrees to provide such billing. 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.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS

3. General

a. Because the capacity of central office equipment and network facilities to furnish Info Contact 976 Service is limited:

- (1) Service will only be furnished where facilities and operating conditions permit.
- (2) If the Company has reason to believe that permitting the commencement or continuation of the 976 Program under this Product Guide 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.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

- b. The Info Contact 976 Service Provider must ensure that the Info Contact 976 Service Provider program does not provide messages containing harmful matter as defined in California Penal Code Section 313(a). The Company provides a separate prefix for programs containing harmful matter in this section, under Info Contract 900 Service.
- c. 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.
- d. The 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.
- e. The limitation of the Company's liability is set forth in Section 2.B.6 of this Product Guide.
- f. Info Contact 976 Service access lines are provided as inward only service in LATA 5, Westminster Extended Info Contact 976 Service Calling Area.

Temporary service, as defined in Schedule Cal. P.U.C. No. D&R, Rule 35, is not offered with INFO CONTACT 976 SERVICE .

- g. One Executive Directory listing per announcement or program will be furnished without charge in each directory within a Info Contact 976 Service Calling Area. Directory listings for Info Contact 976 Service must specify that additional charges apply to calls placed to a listed number.
- h. Each directly dialed sent paid call (toll or local), will be at a predetermined amount established by Info Contact 976 Service Provider plus any other appropriate rate. Any request by the Info Contact 976 Service Provider for a change in the amount the Company is to bill per call must be received by the Company in writing, at least 30 days prior to the proposed effective date.
- i. Directly dialed sent paid calls from flat or measured rate access lines within the Info Contact 976 Service Calling Area do not incur message unit or Zone Calling unit charges, nor are they included in local flat rate service charges.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

SPECIAL CONDITIONS - Continued

3. General - Continued

- b. The Premium Service Line 976 Service Provider must ensure that the Premium Service Line 976 Service Provider program does not provide messages containing harmful matter as defined in California Penal Code Section 313(a). The Company provides a separate prefix for programs containing harmful matter in this section, under Premium Service Line 900 Service. (T)
- c. Premium Service Line 976 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another Premium Service Line 976 Service Provider sponsoring the same or similar announcement or program. (T)
- d. The Premium Service Line 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 Premium Service Line 976 Service said service and facilities. (T)
- e. The limitation of the Company's liability is set forth in Section 2.B.6 of this Product Guide. (T)
- f. Premium Service Line 976 Service access lines are provided as inward only service in LATA 5, Westminster Extended Premium Service Line 976 Service Calling Area. (T)
Temporary service, as defined in Schedule Cal. P.U.C. No. D&R, Rule 35, is not offered with Premium Service Line 976 Service. (T)
- g. One Executive Directory listing per announcement or program will be furnished without charge in each directory within a Premium Service Line 976 Service Calling Area. Directory listings for Premium Service Line 976 Service must specify that additional charges apply to calls placed to a listed number. (T)
- h. Each directly dialed sent paid call (toll or local), will be at a predetermined amount established by Premium Service Line 976 Service Provider plus any other appropriate rate. Any request by the Premium Service Line 976 Service Provider for a change in the amount the Company is to bill per call must be received by the Company in writing, at least 30 days prior to the proposed effective date. (T)
- i. Directly dialed sent paid calls from flat or measured rate access lines within the Premium Service Line 976 Service Calling Area do not incur message unit or Zone Calling unit charges, nor are they included in local flat rate service charges. (T)

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

- j. Remittance to the Information Provider and/or Sponsor is based upon the total number of California 976-XXX-5689 completed calls which are qualifying. A qualifying call is any call which is billed by the Company with the Information Provider's and/or Sponsor's designated information charge.

The following are non-qualifying types of calls and the Company will attempt to restrict such calls from connecting to California 976 telephone numbers:

- Third party calls billed third party to California 976 telephone numbers
- Collect calls
- Calls requiring time and charges quoted by the Company operator
- Calls originating from the Prison Class of Service
- Calls originating from the Company operator handled and direct dialed Mobile Class of Service
- Calls originating from the Company WATS Class of Service including Universal and Two-Way WATS
- Calls originating from the Hospital Class of Service
- Calls originating from the Hotel/Motel Class of Service
- Calls billed to Commercial Credit Cards
- Coin Sent Paid calls
- Person to Person calls handled by the Company operator
- Out-of-LATA calls
- Customer-owned and Company-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.
- 10XXX Calls

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

- k. 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.

- l. Within the first 15 seconds of a call and prior to the connection to a Info Contact 976 Service program, the Information Provider will notify the caller of the following:

(1) Specific information stating:

- (a) The name of the program.
- (b) The information charge for the call.
- (c) The date the information was recorded, if the information is a recorded message.
- (d) If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
- (e) That minors must have parental permission (if the program is directed to minors).
- (f) 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).
- (g) That minors should hang up if the program is adult in nature.
- (h) Any additional charges that the caller must incur to obtain the full information or service.
- (i) The dollar amount (or percent of the total price of the call) that will go to which charity, if an Information Provider and/or sponsor is fund raising.

- (2) 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.

The customer shall not be billed for any calls that are disconnected within the delayed timing period. If the delayed timing period is exceeded, the caller will be billed from the time of the initial connection, and transport charges shall be billed to the information provider from the time of initial connection.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

3. General - Continued

- m. 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 this service, or for the facilities provided to connect the customers premises equipment to the serving central office.
- n. 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.
- o. The Info Contact 976 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary customer premises equipment.
- p. The Info Contact 976 Service Provider provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.
- q. The Info Contact 976 Service Provider provided equipment will be furnished in accordance with the conditions and applicable rates as set forth in Schedules Cal. P.U.C. No. D&R, Rule 41 and Section 5 of this Product Guide.
- r. The Info Contact 976 Service Provider established call rate will not be less than \$0.20 or more than \$2.00.
- s. The name, address and telephone number for inquiries of information providers which have billing and 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 billing and transport arrangements.
- t. The Company will immediately terminate service to any Info Contact 976 Service Provider for fraud or unlawful business practices.
- u. The Company will provide, where conditions permit, Billing and Collecting Service containing neither fewer nor more than the following elements:
 - (1) Call Recording - The recording of completed calls to a specific 976 number.
 - (2) Message Processing - The transformation of recorded call detail into rated calls in preparation for billing of those calls.
 - (3) Bill Processing and Collection (with inquiry) - The preparation of bills and subsequent collection of payment by subscribers to Information Services. The Company will be responsible for all matters concerning billing, collection, adjustment, and call investigation.

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

4. Info Contact 976 Service Provider Obligation

- a. The Provider will provide continuous uninterrupted automatic recorded announcement or interactive program service.
- b. The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.
- c. The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations.
- d. Each Provider advertisement, publication or other communication continuing the Info Contact 976 Service telephone number to be called shall clearly and conspicuously display the Info Contact 976 Service Calling Area, what the per call rate is for directly 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.

- e. The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the customer premises equipment, producing the announcement or interactive program development, advertising and promotional expense.
- f. For exchange toll network sizing and protection, each Provider must provide 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.
- g. The Provider assumes, according to other specific rates and charges in this guide, all financial responsibility for all facilities required to connect the equipment located on the customer's premises to the central office which serves the particular prefix code used for Info Contact 976 Service .

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

5. Company's Obligation

- a. On behalf of the Info Contact 976 Service Provider, the Company will bill the Provider's clients (Callers) for all directly dialed sent paid calls completed to the announcement or program from flat and measured rate access lines.
- b. The one-time adjustment per subscriber shall apply to 976 charges incurred when it is established that (1) for calls by a minor child, the calls were made by the minor child without parental consent, or (2) the calls were not authorized by the subscriber. The subscriber must request an adjustment within 60 days of the bill date on the bill in question. These adjustments apply to the vendor charge only. Toll/ZUM charges shall not be included in the adjustment.
- c. The Provider must establish a specific complaint procedure and an adjustment policy as defined in Decision No. 91-03-021, Attachment D. The Company will adopt the established procedure when the Company provides Billing and Collection services for the Provider.
- d. The Company may remove from the subscriber's bill any amount the subscriber disputes or refuses to pay. Subscribers are eligible for an adjustment if dissatisfied with an Information Provider's and/or Sponsor's program for any justified reason.
- e. The Company may block access to Info Contact 976 Service for subscribers who fail or refuse to pay Info Contact 976 Service charges (except for charges for which an adjustment is granted.)
- f. The Company shall obtain a signed declaration from a subscriber requesting an adjustment of one hundred dollars (\$100.00) or more. The Company may, at its discretion, obtain a signed declaration for adjustments of less than one hundred dollars (\$100.00).
- g. The Company will issue a remittance check monthly to the Info Contact 976 Service Provider based on the total number of directly dialed sent paid calls, completed to the Info Contact 976 Service Provider's announcement or program minus any calls adjusted by the Company.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

SPECIAL CONDITIONS - Continued

5. Company's Obligation

- a. On behalf of the Premium Service Line 976 Service Provider, the Company will bill the Provider's clients (Callers) for all directly dialed sent paid calls completed to the announcement or program from flat and measured rate access lines. (T)
- b. The one-time adjustment per subscriber shall apply to 976 charges incurred when it is established that (1) for calls by a minor child, the calls were made by the minor child without parental consent, or (2) the calls were not authorized by the subscriber. The subscriber must request an adjustment within 60 days of the bill date on the bill in question. These adjustments apply to the vendor charge only. Toll/ZUM charges shall not be included in the adjustment.
- c. The Provider must establish a specific complaint procedure and an adjustment policy as defined in Decision No. 91-03-021, Attachment D. The Company will adopt the established procedure when the Company provides Billing and Collection services for the Provider.
- d. The Company may remove from the subscriber's bill any amount the subscriber disputes or refuses to pay. Subscribers are eligible for an adjustment if dissatisfied with an Information Provider's and/or Sponsor's program for any justified reason.
- e. The Company may block access to Premium Service Line 976 Service for subscribers who fail or refuse to pay Premium Service Line 976 Service charges (except for charges for which an adjustment is granted.) (T)
(T)
- f. The Company shall obtain a signed declaration from a subscriber requesting an adjustment of one hundred dollars (\$100.00) or more. The Company may, at its discretion, obtain a signed declaration for adjustments of less than one hundred dollars (\$100.00).
- g. The Company will issue a remittance check monthly to the Premium Service Line 976 Service Provider based on the total number of directly dialed sent paid calls, completed to the Premium Service Line 976 Service Provider's announcement or program minus any calls adjusted by the Company. (T)
(T)

INFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

5. Company's Obligation - Continued

g. - Continued

The amount of remittance will be the difference between the Info Contact 976 Service Provider's established rate per call and the Company's Transport and Billing rate per call times the number of qualifying calls less any nonrecurring or recurring charge owed the Company by the Info Contact 976 Service Provider.

Pursuant to CPUC Decision 91-10-043, issued October 23, 1991, all one time adjustments for 976 calls made on or after November 22, 1991, pursuant to Special Condition 5.b. preceding, will be recharged net of billing and collection and transport charges to the appropriate Info Contact 976 Service Provider's account.

h. Included with the Info Contact 976 Service Provider's monthly bill will be a summary of the number of calls on which the amount of remittance is based.

i. Notification of Subscribers

(1) The Company will notify subscribers of California 976 information charges under the following conditions:

- (a) Lifeline subscribers whose California 976 and 900 information charges exceeded \$30.00 for the first time;
- (b) Subscribers whose California 976 and 900 information charges for the first time exceed \$75.00 during the course of a single billing cycle;
- (c) Subscribers whose California 976 and 900 information charges exceed \$150.00 in a single billing cycle.
- (d) If the Company determines a caller is generating high 976 usage, the Company may contact the caller of such charges for early notification.

(2) When contact is made, the Company shall inform the subscriber of the charges and of blocking options. If contact cannot be made under (1)(c), the Company shall temporarily block California 976 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

SPECIAL CONDITIONS - Continued

5. Company's Obligation - Continued

g. - Continued

The amount of remittance will be the difference between the Premium Service Line 976 Service Provider's established rate per call and the Company's Transport and Billing rate per call times the number of qualifying calls less any nonrecurring or recurring charge owed the Company by the Premium Service Line 976 Service Provider. (T)

Pursuant to CPUC Decision 91-10-043, issued October 23, 1991, all one time adjustments for 976 calls made on or after November 22, 1991, pursuant to Special Condition 5.b. preceding, will be recharged net of billing and collection and transport charges to the appropriate Premium Service Line 976 Service Provider's account. (T)

h. Included with the Premium Service Line 976 Service Provider's monthly bill will be a summary of the number of calls on which the amount of remittance is based. (T)

i. Notification of Subscribers

(1) The Company will notify subscribers of California 976 information charges under the following conditions:

- (a) Lifeline subscribers whose California 976 and 900 information charges exceeded \$30.00 for the first time;
- (b) Subscribers whose California 976 and 900 information charges for the first time exceed \$75.00 during the course of a single billing cycle;
- (c) Subscribers whose California 976 and 900 information charges exceed \$150.00 in a single billing cycle.
- (d) If the Company determines a caller is generating high 976 usage, the Company may contact the caller of such charges for early notification.

(2) When contact is made, the Company shall inform the subscriber of the charges and of blocking options. If contact cannot be made under (1)(c), the Company shall temporarily block California 976 calls until it has made contact with the subscriber, informed the subscriber of the charges and determined if the subscriber desires to resume service.

NFO CONTACT 900 & 976 SERVICE

SPECIAL CONDITIONS - Continued

6. Info Contact 976 Service Facilities

- a. Prior to installation of Info Contact 976 Service access lines, for Company exchange toll network sizing and protection, each Information Provider and/or Sponsor must furnish the Company an estimate of the monthly call volumes for each service area, expected average busy hour(s), busy hour call volumes, and holding times. If the Information Provider and/or Sponsor fails to do this, the Company will not establish the Information Provider's and/or Sponsor's program.

The Information Provider's and/or Sponsor's premises equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 41, Customer-Provided Facilities Connected to Company Exchange Facilities. If the Information Provider and/or Sponsor violates this requirement, the Company shall disconnect the Information Provider's and/or Sponsor's program.

The Information Provider and/or Sponsor is required to subscribe to access facilities capable of supporting a minimum of two simultaneous connections for each Program. The Information Provider and/or Sponsor is required to subscribe to as many additional access facilities as, in the judgement of the Company, are required to adequately handle calls without impairing service to others. If the Information Provider and/or Sponsor violates this requirement, the Company shall disconnect the Information Provider's and/or Sponsor's Program.

INFO CONTACT 900 & 976 SERVICE

RATES

A. Applicable to the Info Contact 976 Service Provider

	<u>NRC</u>	<u>Monthly Rate</u>
1. Initial establishment of Info Contact 976 Service, in each area code ¹ , on the same service order, per announcement or interactive program.	\$ 325.00	-
2. Any change in established call rate per announcement, interactive program, or telephone number.	100.00	-
3. Info Contact 976 Service Access Lines, ² Per line	³	\$ 25.50
4. Transport and Billing of Calls		
a. Transport		
	<u>Customer Established Call Rate</u>	<u>Initial 60 Seconds</u>
	Per call	<u>Each Add'l 30 Seconds or Fraction Thereof ⁴</u>
	\$ 0.07	\$ 0.035
b. Billing and Collection Service		
Billing and Collection charge billed to the Info Contact 976 Service Provider.		
	<u>Provider Charge per Total Individual Call</u>	<u>\$0.20 - \$0.50</u>
		<u>\$0.51 - \$2.00</u>
	Billing and Collection Rate, Per message	\$ 0.15
	\$ 0.08	

¹ Area code in effect on January 1, 1984.

² Available in LATA 5, Westminster Extended Info Contact 976 Service Calling Area.

³ Charges applicable as shown in Section 3, Service Charges, for Individual Business Line Service.

⁴ See Special Condition 3.k.

INFO CONTACT 900 & 976 SERVICE

RATES - Continued

A. Applicable to the Info Contact 976 Service Provider - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
5. Moves and changes, on same premises	1	1
6. Allocation of blocking costs ²	<u>Each Billed Minute or Fraction Thereof</u>	
	\$.02	
7. Cost Allocation Surcharge		

Each month the Company will assess a 5% cost allocation surcharge to Info Contact 976 Service Providers based on the amount due them. This surcharge allows the Company to recover subscriber uncollectibles. Once actual uncollectible data by the Information Provider and/or Sponsor is available, the 5.0% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted to the Information Provider and/or Sponsor.

¹ Unless otherwise shown in this section, charges are applicable as shown in Section 3, Service Charges, for Individual Line Business Service.

² As authorized in Decision 91-04-031.

INFO CONTACT 900 & 976 SERVICE

RATES - Continued

B. Applicable to the Caller

1. A remittance is made to the Info Contact 976 Service Provider for the following types of calls:

<u>Type of Call</u>	<u>Rate</u>
a. Directly-dialed sent paid calls from flat and measured rate access lines within the Info Contact 976 Service calling area, Each call	1
b. Directly-dialed sent paid calls from flat and measured rate access lines outside the Info Contact 976 Service calling area, Each call	2

2. A remittance is **not** made to the Info Contact 976 Service Provider for the following types of calls:

- a. Calls adjusted by the Company
- b. Calls which are determined to be uncollectible

C. Info Contact 976 Service Calling Areas

¹ A predetermined amount established by the Info Contact 976 Service Provider. The amount must be at least equal to the transport and billing rates stated in RATES, A.4, of this section.
² The appropriate rate for a call to a Info Contact 976 Service Provider plus the toll call rated to the appropriate toll rate center as shown under rates in RATES, D, of this section.

TELECONNECT DISCOUNT SERVICE

I. APPLICABILITY

General

In compliance with D.96-10-066, Frontier Communications of the Southwest Inc. will discount telecommunication services for Schools, Libraries, Hospitals and Community Based Organizations.

These organizations must apply to the California Public Utilities Commission for the California Teleconnect Fund Program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

Discounted rates are available for:

- Basic Exchange Access Line Business Services (Measured-Rate Service and PBX Trunk Service)
- Internal Communications and Call Management Features Service
- Digital Channel Service (T-1 or DS1 equivalent)
- FlexGrow (T-1 or DS1 equivalent)
- Frame Relay Service
- High Capacity Digital Service or functional equivalents
(e.g., DS3, OC-1, OC-3, OC-12, OC-48, OC-192)
- Integrated Services Digital Network (ISDN) Service
- Multi-Media Data Service (T-1 or DS1 equivalent)
- Switched Data
- Transparent LAN Service (TLS)

The customer's bill will reflect the pre-discount price (Product Guide rate or negotiated/contract rate), a lump sum dollar amount for the E-Rate discount (if applicable), and a lump sum dollar amount for the California Teleconnect Fund Program discount. These amounts will be reflective of the percentage discount offered by Federal and State programs.

These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

Funding

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the California Teleconnect Fund, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying entities¹ on a schedule consistent with fund balances and Utility claims, and with appropriate prior notice to customers.

¹ Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

Effective: 06/23/11

TELECONNECT DISCOUNT SERVICE

I. APPLICABILITY

General

In compliance with D.96-10-066, Frontier Communications of the Southwest Inc. will discount telecommunication services for Schools, Libraries, Hospitals and Community Based Organizations.

These organizations must apply to the California Public Utilities Commission for the California Teleconnect Fund Program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

Discounted rates are available for:

Basic Exchange Access Line Business Services (Measured-Rate Service and PBX Trunk Service)	
Customized Multi-line Telephone Service	(T)
Digital Channel Service (T-1 or DS1 equivalent)	
Flexible Digital Channel Service (T-1 or DS1 equivalent)	(T)
Frame Relay Service	
High Capacity Digital Service or functional equivalents (e.g., DS3, OC-1, OC-3, OC-12, OC-48, OC-192)	
Integrated Services Digital Network (ISDN) Service	
Multi-Media Data Service (T-1 or DS1 equivalent)	
Switched Data	
Transparent LAN Service (TLS)	

The customer's bill will reflect the pre-discount price (Product Guide rate or negotiated/contract rate), a lump sum dollar amount for the E-Rate discount (if applicable), and a lump sum dollar amount for the California Teleconnect Fund Program discount. These amounts will be reflective of the percentage discount offered by Federal and State programs.

These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

Funding

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the California Teleconnect Fund, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying entities¹ on a schedule consistent with fund balances and Utility claims, and with appropriate prior notice to customers.

¹ Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

TELECONNECT DISCOUNT SERVICE

I. APPLICABILITY

General

In compliance with D.96-10-066, Frontier Communications of the Southwest Inc. will discount telecommunication services for Schools, Libraries, Hospitals and Community Based Organizations.

These organizations must apply to the California Public Utilities Commission for the California Teleconnect Fund Program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

Discounted rates are available for:

- Basic Exchange Access Line Business Services (Measured-Rate Service and PBX Trunk Service)
- Customized Multi-line Telephone Service
- Digital Channel Service (T-1 or DS1 equivalent)
- Flexible Digital Channel Service (T-1 or DS1 equivalent)
- Frame Relay Service
- High Capacity Digital Service or functional equivalents
(e.g., DS3, OC-1, OC-3, OC-12, OC-48, OC-192)
- Integrated Services Digital Network (ISDN) Service
- Multi-Media Data Service (T-1 or DS1 equivalent)
- Switched Data
- Transparent LAN Service (TLS) ²

(C)

The customer's bill will reflect the pre-discount price (Product Guide rate or negotiated/contract rate), a lump sum dollar amount for the E-Rate discount (if applicable), and a lump sum dollar amount for the California Teleconnect Fund Program discount. These amounts will be reflective of the percentage discount offered by Federal and State programs.

These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

Funding

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the California Teleconnect Fund, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying entities¹ on a schedule consistent with fund balances and Utility claims, and with appropriate prior notice to customers.

¹ Qualifying entities are Health Care Providers, Schools and Libraries, and Community Based Organizations that meet the requirements as set forth in D.96-10-066, Universal Service.

² Offering is limited to existing customers at existing locations as of March 1, 2013.

(N)

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (T)

I. APPLICABILITY

General

In compliance with D.96-10-066, Frontier Communications of the Southwest Inc. will discount telecommunication services for Schools, Libraries, Hospitals, Community Based Organizations and California Community Colleges. (N)

These organizations must apply to the California Public Utilities Commission for the California Teleconnect Fund (CTF) Program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742. (T)

Discounted rates are available for:

- Basic Exchange Access Line Business Services (Measured-Rate Service and PBX Trunk Service)
- Customized Multi-line Telephone Service
- Digital Channel Service (T-1 or DS1 equivalent)
- Flexible Digital Channel Service (T-1 or DS1 equivalent)
- Frame Relay Service
- High Capacity Digital Service or functional equivalents (e.g., DS3, OC-1, OC-3, OC-12, OC-48, OC-192)
- Integrated Services Digital Network (ISDN) Service
- Multi-Media Data Service (T-1 or DS1 equivalent)
- Switched Data
- Transparent LAN Service (TLS) ²

The customer's bill will reflect the pre-discount price (Product Guide rate or negotiated/contract rate), a lump sum dollar amount for the E-Rate discount (if applicable), and a lump sum dollar amount for the CTF Program discount. These amounts will be reflective of the percentage discount offered by Federal and State programs. (T)

These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

Funding

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying entities¹ on a schedule consistent with fund balances and Utility claims, and with appropriate prior notice to customers. (T)

The CTF Discount is 50% of eligible service costs, except for voice services which will be discounted at 25%. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25% ³ or a 50% CTF voice discount if it is exempt from a reduction in voice support. (N)

CTF participants shall renew their exemption from reduced services support every 3 years. Once an exemption is obtain, it shall be retained for a period of three years. (N)

¹ Qualifying entities are Health Care Providers, Schools and Libraries, Community Based Organizations and California Community Colleges that meet the requirements as set forth in D.96-10-066, Universal Service. (T)

² Offering is limited to existing customers at existing locations as of March 1, 2013. (T)

³ 25% discount became effective July 1, 2016. (N)

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

I. APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, and community based organizations.

II. TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing California Teleconnect Fund (CTF) Discounted Services as said exchanges are defined on the maps contained in the General Exchange Tariff, Schedule AB.

III. AVAILABILITY

A. In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the CTF. This program provides discounts on telecommunications services delineated herein to qualifying Schools, Libraries, Hospitals and Health Clinics, Community Based Organizations and California Community Colleges, approved by the CPUC, as described below.

B. These organizations must apply to the California Public Utilities Commission for the CTF program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

C. The following business services are subject to a 25%¹ voice/50% non-voice discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available as follows:

25%¹ voice discount on the monthly rate for Basic Exchange Access Line Business Services (Flat and Measured-Rate Service; PBX Trunk Service and Switched Foreign Exchange Service)

50% non-voice discount on the following:

- Digital Central Office Services – Datapath
- Digital Channel Service (T-1 or DS1 equivalent) located in the Company's Facilities for Intrastate Access Tariff, Section III
- High Capacity Digital Service or functional equivalents (including, but not limited to, DS3) located in the Company's Facilities for Intrastate Access Tariff, Section III
- Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) Service
- Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Service

D. These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

E. CTF participants shall renew their exemption from reduced services support every 3 years. Once an exemption is obtain, it shall be retained for a period of three years.

(C)

(C)

¹ 25% discount became effective July 1, 2016.

(T)

TELECONNECT DISCOUNT SERVICE

I. APPLICABILITY - Continued

Funding - Continued

Schools and Libraries - To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.

Qualifying schools and libraries shall be entitled to a 50% discount off Product Guide rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate discounts, as authorized by Resolution T-16118. Note: E-Rate discounts range from 20% to 90%.

Hospitals – Must be district owned, municipal or county government owned and operated hospital or health clinic.

Qualifying hospitals and health clinics shall be entitled to a 50% discount off Product Guide rates or the rates charged to other businesses for those same services, whichever is lower, net of the Federal Communications Commission's E-Rate discounts as authorized by D.96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for E-Rate discounts equal to the difference between urban and rural rates.

Community Based Organizations (CBOs) – Must be tax exempt organizations offering health care, job training, job placement, or educational instruction, or a community technology program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction.

Qualifying CBOs shall be entitled to a 50% discount off Product Guide rates or the rates charged to other businesses for those same services, whichever is lower. CBOs are not eligible for Federal Communications Commission's E-Rate Discounts.

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(T)

I. APPLICABILITY - Continued

Funding - Continued

Schools and Libraries - To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.

Federal E-rate Program Participants - The CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25% ¹ or a 50% CTF voice discount if it is exempt from a reduction in voice support.

(C)
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(C)

Hospitals – Must be district owned, municipal or county government owned and operated hospital or health clinic.

Qualifying hospitals and health clinics shall be entitled to a 25% ¹ voice or a 50% non-voice discount off Product Guide rates or the rates charged to other businesses for those same services, whichever is lower, net of the Federal Communications Commission's E-Rate discounts as authorized by D.96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for E-Rate discounts equal to the difference between urban and rural rates.

(N)

Community Based Organizations (CBOs) – Must be tax exempt organizations offering health care, job training, job placement, or educational instruction, or a community technology program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction.

Qualifying CBOs shall be entitled to a 25% ¹ voice or a 50% non-voice discount off Product Guide rates or the rates charged to other businesses for those same services, whichever is lower. CBOs are not eligible for Federal Communications Commission's E-Rate Discounts.

(N)

California Community Colleges (CCCs) - Shall be entitled to a 25% ¹ voice or a 50% non-voice discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in Section 1, Applicability, General, preceding.

(N)
|
(N)

¹ 25% discount became effective July 1, 2016.

(N)

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

III. AVAILABILITY (Continued)

(N)

F. Voice Exemption

Pursuant to CPUC Decision 16-04-021. CTF discounts for Voice Services will be reduced from 50% to 25% on July 1, 2016. CTF recipients or prospective applicants in unserved or underserved areas of California can apply for a Voice Exemption to maintain their 50% discount on their voice services if they are using dial-up telephone service as the only means to access the Internet. An entity can verify if its location is eligible for a Voice Exemption by using the California Broadband Availability map on the Commission's CTF web site. Upon approval of the Voice Exemption by the Commission, their location will maintain the 50% discount for voice service, but will not be eligible for CTF discounts on other data or access services at that location. CTF entities that are located only in unserved or underserved areas and using dial-up telephone service as the only means to access the Internet may apply for the Voice Exemption to maintain the 50% voice discount. Once approved, they will not be eligible for discounts on any other services at that location.

(N)

IV. FUNDING

(T)

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and utility claims and with appropriate prior notice to customers.

(T)

(T)

V. DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES

(N)

A. Schools and Libraries

(T)

1. To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries, which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.

(T)

2. Qualifying schools and libraries shall be entitled to a 25%¹ voice/50% non-voice discount off tariffed and/or Product Guide rates or negotiated/contract rates, whichever are lower, for services identified in III.C. preceding, after first deducting the applicable E-rate discounts. The discount shall be calculated as follows:

(N)

a. If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the discount will be applied to all eligible services after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.

b. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25%¹ or 50% CTF voice discount if it is exempt from a reduction in voice support.

c. The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.

(N)

¹ 25% discount became effective July 1, 2016.

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

V.	<u>DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES</u> (Continued)	(N)
A.	Schools and Libraries (Continued)	
	3. The following schools and libraries shall be entitled to a 25% ¹ voice/50% non-voice discount off the entire tariffed and/or Product Guide rates or negotiated/contract rates, whichever are lower, for services identified in III.C. preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.	(N)
B.	Health Care Providers	(T)
	1. Must be district owned, municipal or county government owned and operated hospital or health clinic.	
	2. Qualifying hospitals and health clinics shall be entitled to a 25% ¹ voice/50% non-voice discount off tariffed and/or Product Guide rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's Federal Rural health Care discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.	(T)
C.	Community Based Organizations (CBOs)	(T)
	1. Must be tax-exempt organizations offering Head Start Programs, Health Care, Job Training, Job Placement, or Educational Instruction, or a Community Technology Program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction. Public or non-profit CBO healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.	(N) (N)
	2. Qualifying CBOs shall be entitled to a 25% ¹ voice/50% non-voice discount off tariffed and/or Product Guide rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start programs shall be entitled to a 25% ¹ voice/50% non-voice discount off tariffed and/or Product Guide rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate Discounts.	(T) (T) (N) (N)
D.	California Community Colleges (CCCs)	(T)
	Participating California Community Colleges (CCCs) shall be entitled to a 25% ¹ voice/50% non-voice discount off the entire tariffed and/or Product Guide rates or negotiated/contract rates, whichever are lower.	(T)

¹ 25% discount became effective July 1, 2016.

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

V. DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

E. Rural Health Care Providers (RHCP)

Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 25%¹ voice/50% non-voice CTF discount shall be calculated as follows:

1. The 25%¹ voice/50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.
2. The 25%¹ voice/50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trueed up for that fiscal year to take into account the RHC funding received.

VI. HOW DISCOUNTS ARE APPLIED

- A. Federal funding or subsidy given to CTF participants for their CTF-eligible services shall first be taken into account prior to applying the CTF discount, as specifically noted in B through F below.
- B. By September 21, 2011, the Utility shall first apply the actual federal E-rate discount prior to applying the CTF discount to Community Based Organizations (CBOs) that offer Head Start programs with an actual E-rate discount.
- C. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1st prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate. However the implementation of deducting the statewide average E-rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not have an actual E-rate.
- D. Necessary Small Schools are exempt from deducting the statewide average E-rate discount if they do not have an actual E-rate discount. Notwithstanding subdivision (b), the CTF discount shall be applied without regard to the E-rate discount for any Necessary Small School, as defined in Section 42283 of the Education Code, unless that school has applied for, and been approved to receive, the E-rate discount.
- E. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows:
 1. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.
 2. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for that FY.
 3. Adjust the CTF discount received by RHCPs when RHC funding is received after the issuance date of Resolution T-17314 for funding for FY 2010-11 and FY 2011-12.
 4. By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF-eligible services.
 5. The Utility shall continue to apply the 50 percent CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.
- F. A teleconnect discount shall be applied after applying an E-Rate discount. The commission shall first apply an E-rate discount, regardless of whether the customer has applied for an E-rate discount or has been approved, if the customer, in the determination of the commission, meets the eligibility requirements for an E-Rate discount.

¹ 25% discount became effective July 1, 2016.

Effective: 07/09/10

INTRALATA TOLL SERVICE

TABLE OF CONTENTS

SHEET

I. SPECIAL CONDITIONS

A.	Description.....	1
B.	Terms and Conditions	1
C.	Method of Applying Rates	2

II. RATES

A.	Business and Residence Rate Schedule	15
B.	Calling Card Rate Schedule	17
C.	Operator Handled Rate Schedule	19
D.	Corrections Collect Rate Schedule	21
E.	Coin Station Rate Schedule	22

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS

A. Description

A toll telephone message is a completed call or telephonic communication between two exchange stations located in different local service areas, the rates for which are applicable in accordance with the provisions of this section.

B. Terms and Conditions

1. The toll service charges specified in this section are in payment for all service furnished between the calling and the called stations.

2. Toll service is classified and rated as either:

Business/Residence (Direct Dialed)¹
Calling Card¹
Operator Handled²
Corrections Collect Service³
Coin Station

3. Use of Service for Unlawful Purposes

Legal requirements for refusal or discontinuance of service are set forth in Schedule Cal. P.U.C No. D&R, Rule No. 11.

4. California relay service calls may not be placed to:

- 976 or 900 numbers
- Time or weather recorded messages
- Other informational recordings

5. A credit per line for the amount charged by the Company will be issued to customers for the IntraLATA Primary Interexchange Carrier (IPIC) change charge when changing their IPIC to Frontier Communications of the Southwest Inc.. This credit may be issued directly to the customer.

¹ See page 11 for definition of service.

² See page 12 for definition of service.

³ See page 12 for definition of service.

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

7. Business/Residence (Direct Dialed)

Business/Residence Direct Dial rates apply to:

Sent-Paid messages dialed and completed by the customer from a residence or business telephone without the assistance of a Company operator.

Sent-Paid placed with the assistance of an operator where:

- Dial completion facilities are not available.
- Equipment or circuit conditions cause unsuccessful dial attempts.
- The customers identify themselves as being handicapped and unable to dial.
- The Company operator must identify the calling number where automatic recording equipment is not available.
- The Company operator reestablishes the connection after a service failure on a customer dialed call.
- The California Relay Service communication assistant completes a call between a TDD and a non-TDD telephone.

8. Calling Card Service (Direct Dialed)

Direct Dial Calling Card Service applies to station-to-station calls where the originating call is completed without the assistance of an operator, where equipment is available. This service applies to calls that require operator assistance which is limited to an operator entering the Calling Card number to complete the call and recording the Calling Card number for billing purposes. ¹ Frontier Communications of the Southwest Inc. will accept Local Exchange Calling Cards, Interexchange Carrier Calling Cards, and/or Commercial Credit Cards where a contractual arrangement exists between the Company and card issuer.

¹ This service includes calls made from a public telephone.

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

8. Calling Card Service (Direct Dialed) - Continued

- Dials the operator and places a Calling Card operator station service call when the equipment capability precludes either of the foregoing, or
- The customers identify themselves as being handicapped and unable to dial. Local coin sent-paid calls from a paystation are provided free of charge for California Relay Service customers.

9. Operator Handled Service

Operator Handled Services are provided from Section 18 of this Product Guide.

10. Corrections Collect Service

Operator Handled ¹ Station-to-Station Service is for originating calls from a correctional facility utilizing special equipment to restrict calls to victims, witnesses, officers of the court, correctional officers, and others.

¹ Operator is mechanized; live operator is not provided.

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

11. Collection of Charges

Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within the Frontier Communications of the Southwest Inc. Calling Area may be placed on a non sent-paid basis and long distance charges may be:

- Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.
- Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone.
- Exception - California Relay Service calls may only be billed to a third number within California
- Billed against another telephone company (credit) calling card account when the party requesting such billing is authorized to use such (credit) calling card.
- Exception - California Relay Service calls may only be billed to a calling card issued within California.

12. Time of Day and Day of Week

The rate applicable is determined by the day and time (standard or daylight savings) at the rate center of the calling station when the connection is established.

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

13. Initial Period and Additional Minutes

Rates are quoted in terms of initial period and additional minutes.

Initial Minute:

Initial Minute rates shown II.RATES following are for connections of one minute or any fraction thereof.

- Business/Residence (Direct Dialed)
- Calling Card (Direct Dialed)
- Operator Handled
- Corrections Collect
- California Relay Service

Initial 3 Minute Period rates shown in II.E following are for connections of three minutes or any fraction thereof.

- Coin Station Service

Additional Minutes:

All additional minute rates as shown in II.A through II.E following, are for each additional minute or any fraction thereof that the connection continues beyond the initial period.

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates – Continued

14. Timing of Messages - Chargeable Time

- Chargeable time for calls placed on a Direct Dialed Station-to-Station, Direct Dialed Calling Card, Operator Handled Station-to-Station, Operator Handled Corrections Collect, Operator Handled Coin Station-to-Station, Coin Station-to-Station, or California Relay Service basis begins when connection is established between the calling station and the called station.
- Chargeable time for calls placed on an Operator Handled Person-to-Person or Operator Handled Coin Person-to-Person basis begins when connection is established between the person calling and the particular person called, or another party acceptable to the person calling.
- Chargeable time for all messages ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

15. Verification of a busy line condition and/or interruption of a conversation in progress at the calling party's request will be provided as set forth in Section 18 of this Product Guide.

16. The accumulated initial period charges and additional minute charges will be rounded to the nearest whole cent for each billed message.

Effective: 11/03/11

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates – Continued

14. Timing of Messages - Chargeable Time

- Chargeable time for calls placed on a Direct Dialed Station-to-Station, Operator Handled Station-to-Station, Operator Handled Corrections Collect, Operator Handled Coin Station-to-Station, Coin Station-to-Station, or California Relay Service basis begins when connection is established between the calling station and the called station. (C)
- Chargeable time for calls placed on an Operator Handled Person-to-Person or Operator Handled Coin Person-to-Person basis begins when connection is established between the person calling and the particular person called, or another party acceptable to the person calling.
- Chargeable time for all messages ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

15. Verification of a busy line condition and/or interruption of a conversation in progress at the calling party's request will be provided as set forth in Section 18 of this Product Guide.

16. The accumulated initial period charges and additional minute charges will be rounded to the nearest whole cent for each billed message.

Effective: 07/09/10

INTRALATA TOLL SERVICE

II. RATES

B. CALLING CARD RATE SCHEDULE ¹

1. Business		
Day Rates	Initial Minute	Each Additional
<u>Rate Mileage</u>	<u>(Direct Dialed) ²</u>	<u>Minute</u>
0-12	0.1700	0.1700
13-16	0.1700	0.1700
17-20	0.1700	0.1700
21-25	0.1700	0.1700
26-30	0.1700	0.1700
31-40	0.1700	0.1700
41-50	0.1700	0.1700
51-70	0.1700	0.1700
71 +	0.1700	0.1700
Evening Rates	Initial Minute	Each Additional
<u>Rate Mileage</u>	<u>(Direct Dialed) ²</u>	<u>Minute</u>
0-12	0.1700	0.1700
13-16	0.1700	0.1700
17-20	0.1700	0.1700
21-25	0.1700	0.1700
26-30	0.1700	0.1700
31-40	0.1700	0.1700
41-50	0.1700	0.1700
51-70	0.1700	0.1700
71 +	0.1700	0.1700
Night and Weekend Rates	Initial Minute	Each Additional
<u>Rate Mileage</u>	<u>(Direct Dialed) ²</u>	<u>Minute</u>
0-12	0.1700	0.1700
13-16	0.1700	0.1700
17-20	0.1700	0.1700
21-25	0.1700	0.1700
26-30	0.1700	0.1700
31-40	0.1700	0.1700
41-50	0.1700	0.1700
51-70	0.1700	0.1700
71 +	0.1700	0.1700

¹ The Pay Station Service Charge applies in addition to the Calling Card rate (see Section 18 for applicable rate).

² In addition to the Direct Dialed Rate, per message charges for Direct Dial Calling Card are applicable (see Section 18 of this Product Guide for applicable rates).

INTRALATA TOLL SERVICE

II. RATES - Continued

B. CALLING CARD RATE SCHEDULE ¹ - Continued

2. Residence
Day Rates

<u>Initial Minute (Direct Dialed) ²</u>	<u>Each Additional Minute</u>
\$ 0.16	\$ 0.16

Evening Rates

<u>Initial Minute (Direct Dialed) ²</u>	<u>Each Additional Minute</u>
0.13	0.13

Night and Weekend Rates

<u>Initial Minute (Direct Dialed) ²</u>	<u>Each Additional Minute</u>
0.10	0.10

¹ The Pay Station Service Charge applies in addition to the Calling Card rate (see Product Guide Section 18 for applicable rates).

² In addition to the Direct Dialed Rate, per message charges for Direct Dial Calling Card are applicable (see Product Guide Section 18 for applicable rates).

Effective: 07/09/10

INTRALATA TOLL SERVICE

II. RATES - Continued

C. OPERATOR HANDLED RATE SCHEDULE ¹ - Continued

2. Residence		
Day Rates	Initial Minute	Each Additional
<u>Rate Mileage</u>	<u>(Direct Dialed) ²</u>	<u>Minute</u>
	\$ 0.16	\$ 0.16
Evening Rates	Initial Minute	Each Additional
	<u>(Direct Dialed) ²</u>	<u>Minute</u>
	0.13	0.13
Night and Weekend Rates	Initial Minute	Each Additional
	<u>(Direct Dialed) ²</u>	<u>Minute</u>
	0.10	0.10

¹ The Pay Station Service Charge applies in addition to the Calling Card rate (see Product Guide Section 18 for applicable rates).

² In addition to the Direct Dialed Rate, per message charges for Direct Dial Calling Card are applicable (see Product Guide Section 18 for applicable rates).

Effective: 07/09/10

CALLING PLANS

TABLE OF CONTENTS

SHEET

I. SPECIAL CONDITIONS

A.	General	1
B.	Regulations	2
C.	Plan Descriptions	3
	1. Flat Rate Calling Plan	3
	2. 5 Cent a Minute Plan	3
	3. Unlimited Local Toll Plan	4
	4. Flat Rate Business Calling Savings Plan	4
	5. Company Rewards	5
	6. Business Discount Rewards Program	8
	7. Rebate Plan for Retail Customers	11
	8. Discount Callings Plans	18
	9. Netbook Offer	29
	10. Call Center Service	29
	11. Flat Rate Business Calling Savings Plan	30

II. RATES

A.	Flat Rate Calling Plan	31
B.	5 Cent a Minute Plan	31
C.	Unlimited Local Toll Plan	31
D.	Flat Rate Business Calling Savings Plan	31
E.	Company Rewards	32
F.	Business Discount Rewards Program	34
G.	Rebate Plan for Retail Customers	34
H.	Discount Callings Plans	38
I.	Netbook Offer	48
J.	Call Center Service	48
K.	Flat Rate Business Calling Savings Plan	49

Effective: 06/23/11

CALLING PLANS

TABLE OF CONTENTS

SHEET

I. SPECIAL CONDITIONS

A.	General	1	
B.	Regulations	2	
C.	Plan Descriptions	3	
	1. Flat Rate Calling Plan	3	
	2. 5 Cent a Minute Plan	3	
	3. Frontier Unlimited Local Toll Plan	4	(T)
	4. Frontier Flat Rate Business Plan	4	(T)
	5. Company Rewards	5	
	6. Business Rewards Program	8	(T)
	7. Rebate Plan for Retail Customers	11	
	8. Discount Callings Plans	18	
	9. Intralata Toll BOT Plan	29	(T)
	10. Call Center Service	29	
	11. Frontier Flat Rate Business Calling Savings Plan	30	(T)

II. RATES

A.	Flat Rate Calling Plan	31	
B.	5 Cent a Minute Plan	31	
C.	Frontier Unlimited Local Toll Plan	31	(T)
D.	Frontier Flat Rate Business Plan	31	(T)
E.	Company Rewards	32	
F.	Business Rewards Program	34	(T)
G.	Rebate Plan for Retail Customers	34	
H.	Discount Callings Plans	38	
I.	Intralata Toll BOT Plan	48	(T)
J.	Call Center Service	48	
K.	Frontier Flat Rate Business Calling Savings Plan	49	(T)

Effective: 04/26/13

CALLING PLANS

TABLE OF CONTENTS

SHEET

I. SPECIAL CONDITIONS

A.	General	1	
B.	Regulations	2	
C.	Plan Descriptions	3	
	1. Flat Rate Calling Plan	3	
	2. 5 Cent a Minute Plan	3	
	3. Frontier Unlimited Local Toll Plan	4	
	4. Frontier Flat Rate Business Plan	4	
	5. Company Rewards	5	
	6. Business Rewards Program	8	
	7. Rebate Plan for Retail Customers - Grandfathered	11	(T)
	8. Discount Callings Plans - Grandfathered	18	
	9. Intralata Toll BOT Plan - Grandfathered	29	(T)
	10. Call Center Service	29	
	11. Frontier Flat Rate Business Calling Savings Plan - Grandfathered	30	(T)

II. RATES

A.	Flat Rate Calling Plan	31	
B.	5 Cent a Minute Plan	31	
C.	Frontier Unlimited Local Toll Plan	31	
D.	Frontier Flat Rate Business Plan	31	
E.	Company Rewards	32	
F.	Business Rewards Program	34	
G.	Rebate Plan for Retail Customers - Grandfathered	34	(T)
H.	Discount Callings Plans - Grandfathered	38	
I.	Intralata Toll BOT Plan - Grandfathered	48	(T)
J.	Call Center Service	48	
K.	Frontier Flat Rate Business Calling Savings Plan - Grandfathered	49	(T)

CALLING PLANS

I. SPECIAL CONDITIONS

A. GENERAL

- Plans.
1. There is no minimum Frontier Communications of the Southwest Inc. IntraLATA Toll usage for Calling Plans.
 - a. Exception: A minimum usage charge will apply for Company Rewards when qualifying usage revenue aggregated from all qualifying BTNs does not meet the \$300.00 minimum usage threshold.
 2. Calling Plans are available only where facilities and conditions permit.
 3. Netbook Offer, Call Center Service, Flat Rate Calling Plan, 5 Cent a Minute Plan, and Unlimited Local Toll Plan are available to residential customers only.
 4. Flat Rate Business Calling Savings Plan, Flat Rate Business Calling Savings Plan, Company Rewards, Business Discount Rewards Program, and Rebate Plan for Retail Customers are available to business customers only.
 5. No additional discounts apply for night or weekend calling for Netbook Offer, Call Center Service-Option C, Flat Rate Calling Plan, 5 Cent a Minute Plan, Unlimited Local Toll Plan, Flat Rate Business Calling Savings Plan, Easy Savings Flat Rate Plus Plan for Business customers.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS

A. GENERAL

1. There is no minimum Frontier Communications of the Southwest Inc. IntraLATA Toll usage for Calling Plans.
 - a. Exception: A minimum usage charge will apply for Company Rewards when qualifying usage revenue aggregated from all qualifying BTNs does not meet the \$300.00 minimum usage threshold.
2. Calling Plans are available only where facilities and conditions permit.
3. Intralata Toll BOT Plan, Call Center Service, Flat Rate Calling Plan, 5 Cent a Minute Plan, and Frontier Unlimited Local Toll Plan are available to residential customers only. (T)
(T)
4. Frontier Flat Rate Business Plan, Frontier Flat Rate Business Calling Savings Plan, Company Rewards, Business Rewards Program, and Rebate Plan for Retail Customers are available to business customers only. (T)
(T)
5. No additional discounts apply for night or weekend calling for Intralata Toll BOT Plan, Call Center Service-Option C, Frontier Flat Rate Calling Plan, 5 Cent a Minute Plan, Frontier Unlimited Local Toll Plan, Frontier Flat Rate Business Calling Savings Plan, Frontier Flat Rate Business Plan customers. (T)
|
(T)

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

B. REGULATIONS

1. Netbook Offer, Flat Rate Calling Plan, Unlimited Local Toll Plan, Call Center Service-Option C and Company Rewards usage charges apply only to direct dialed Frontier Communications of the Southwest Inc. IntraLATA Toll usage. Person-to-person, collect, calling card or any other calls requiring operator handling, are not included. The charges for these operator assisted calls are set forth in Section 18, Operator Services
2. Flat Rate Business Calling Savings Plan, Flat Rate Business Calling Savings Plan, Call Center Service-Options A and B and toll discounts apply only to the Frontier Communications of the Southwest Inc. IntraLATA Toll usage portion of the call. Person-to-person, collect, calling card or any other calls requiring operator handling, are included. Operator Surcharges will be applied as set forth in Section 18, Operator Services.
3. A customer may only subscribe to one Calling Plans package per line.
4. One month minimum billing is required when subscribing to any Calling Plans package.
 - a. Exception: Company Rewards does not require one month minimum billing.
5. When a Calling Plan is established at the same time as the associated primary service line, only the appropriate nonrecurring charges for establishing the primary service will apply. See Section 3, Service Charges.
6. Existing customers who subscribe to Calling Plans are not required to pay any Nonrecurring Charges from Section 3, Service Charges.
7. Established rates and charges for other services that the customer subscribes to in addition to the Calling Plans are applicable for those services.
8. The Frontier Communications of the Southwest Inc., IntraLATA Toll Service usage discounts are applicable to the Frontier Communications of the Southwest Inc. IntraLATA Toll usage component of the Calling Plans packages only and do not apply to any other Company offered plan.
9. Company Rewards is not available in conjunction with the following types of service:
 - (a) Any local, toll or circuit switched data optional calling plan service
 - (b) Foreign Exchange Service
 - (c) Dormitory Service
 - (d) Enhanced 9-1-1 Service
 - (e) Directory Assistance
 - (f) National Directory Assistance
 - (g) California Relay Service and other Deaf and Disabled Telecommunication Programs
 - (h) Custom Calling Service
 - (i) Any service offered on an Individual Case Basis (ICB)

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

B. REGULATIONS

1. Intralata Toll BOT Plan, Flat Rate Calling Plan, Frontier Unlimited Local Toll Plan, Call Center Service-Option C and Company Rewards usage charges apply only to direct dialed Frontier Communications of the Southwest Inc. IntraLATA Toll usage. Person-to-person, collect, calling card or any other calls requiring operator handling, are not included. The charges for these operator assisted calls are set forth in Section 18, Operator Services (T)
2. Frontier Flat Rate Business Calling Savings Plan, Call Center Service-Options A and B and toll discounts apply only to the Frontier Communications of the Southwest Inc. IntraLATA Toll usage portion of the call. Person-to-person, collect, calling card or any other calls requiring operator handling, are included. Operator Surcharges will be applied as set forth in Section 18, Operator Services. (T)
3. A customer may only subscribe to one Calling Plans package per line.
4. One month minimum billing is required when subscribing to any Calling Plans package.
 - a. Exception: Company Rewards does not require one month minimum billing.
5. When a Calling Plan is established at the same time as the associated primary service line, only the appropriate nonrecurring charges for establishing the primary service will apply. See Section 3, Service Charges.
6. Existing customers who subscribe to Calling Plans are not required to pay any Nonrecurring Charges from Section 3, Service Charges.
7. Established rates and charges for other services that the customer subscribes to in addition to the Calling Plans are applicable for those services.
8. The Frontier Communications of the Southwest Inc., IntraLATA Toll Service usage discounts are applicable to the Frontier Communications of the Southwest Inc. IntraLATA Toll usage component of the Calling Plans packages only and do not apply to any other Company offered plan.
9. Company Rewards is not available in conjunction with the following types of service:
 - (a) Any local, toll or circuit switched data optional calling plan service
 - (b) Foreign Exchange Service
 - (c) Dormitory Service
 - (d) Enhanced 9-1-1 Service
 - (e) Directory Assistance
 - (f) National Directory Assistance
 - (g) California Relay Service and other Deaf and Disabled Telecommunication Programs
 - (h) Custom Calling Service
 - (i) Any service offered on an Individual Case Basis (ICB)

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS

1. Flat Rate Calling Plan

This plan offers to residential customers a flat rate for all IntraLATA direct dialed calls. All IntraLATA Regional long distance calls will be billed at one rate per minute, 24 hours per day, 7 days per week. This plan is available to all existing and new customers. There are no non-recurring charges with this calling plan.

Directory Assistance, operator handled, and calling card calls are excluded from this offer. Customers cannot enroll in any other calling plan in conjunction with this plan.

2. 5 Cent a Minute Plan

The 5 Cent a Minute Plan is an optional plan for direct dialed IntraLATA toll calls. This plan offers flat rate pricing available 24 hours per day, seven days per week to residential customers in Frontier Communications of the Southwest Inc. exchanges who subscribe to Local Calling, Local Calling Plus, Local Package Lite, or Local Package Elite.

Terms and Conditions

Calls are billed in one-minute increments.

There is no monthly rate or nonrecurring charge associated with this plan.

Directory Assistance, operator handled, and calling card calls are excluded from this service.

This service is available only on the line equipped with Local Calling, Local Calling Plus, Local Package Lite, or Local Package Elite. ¹

If the customer cancels subscription to Local Calling, Local Calling Plus, Local Package Lite, or Local Package Elite, another optional calling plan may be chosen. If no other optional calling plan is specified, the customer's account will default to the standard Frontier Communications of the Southwest Inc. IntraLATA Toll Service and rates as specified in Section 15, Frontier Communications of the Southwest Inc., IntraLATA Toll Service.

¹ See Section 6 of this Product Guide, Packaged Services

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS

1. Flat Rate Calling Plan

This plan offers to residential customers a flat rate for all IntraLATA direct dialed calls. All IntraLATA Regional long distance calls will be billed at one rate per minute, 24 hours per day, 7 days per week. This plan is available to all existing and new customers. There are no non-recurring charges with this calling plan.

Directory Assistance, operator handled, and calling card calls are excluded from this offer. Customers cannot enroll in any other calling plan in conjunction with this plan.

2. 5 Cent a Minute Plan

The 5 Cent a Minute Plan is an optional plan for direct dialed IntraLATA toll calls. This plan offers flat rate pricing available 24 hours per day, seven days per week to residential customers in Frontier Communications of the Southwest Inc. exchanges who subscribe to Frontier Local Calling Plan, Frontier Local Calling Plan Plus, Local Calling Plan Light, or Local Calling Plan Elite. (T)

Terms and Conditions

Calls are billed in one-minute increments.

There is no monthly rate or nonrecurring charge associated with this plan.

Directory Assistance, operator handled, and calling card calls are excluded from this service.

This service is available only on the line equipped with Frontier Local Calling Plan, Frontier Local Calling Plan Plus, Local Calling Plan Light, or Local Calling Plan Elite. ¹ (T)

If the customer cancels subscription to Frontier Local Calling Plan, Frontier Local Calling Plan Plus, Local Calling Plan Light, or Local Calling Plan Elite, another optional calling plan may be chosen. If no other optional calling plan is specified, the customer's account will default to the standard Frontier Communications of the Southwest Inc. IntraLATA Toll Service and rates as specified in Section 15, Frontier Communications of the Southwest Inc., IntraLATA Toll Service. (T)

¹ See Section 6 of this Product Guide, Packaged Services

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

3. Unlimited Local Toll Plan

The Unlimited Local Toll Plan is an optional residential calling plan offered for outbound direct-dialed IntraLATA calling. The plan offers unlimited minutes of IntraLATA Toll calling during all rate periods for a monthly recurring charge. The plan is available on a per line basis at a customer's residence.

Terms and Conditions

The Unlimited Local Toll Plan will not be available for purchase under the following conditions:

- Lines with ISDN
- Business classes of service
- In combination with any other Toll plan offer by Frontier Communications of the Southwest Inc.
- Lines with Remote Call Forwarding

Directory Assistance, operator-handled, and calling card calls are excluded from this offer.

4. Flat Rate Business Calling Savings Plan

Flat Rate Business Calling Savings Plan offers business customers flat rate pricing, available 24 hours a day, 7 days a week for IntraLATA Regional long distance calls. This plan is available on a Month-to-Month option.

Calls will be billed in sub-minute rating, consisting of an initial period of 18 seconds and additional periods of 6 second increments. Each call will be billed an initial 18 second minimum. A fraction of a 6 second increment is rounded up to the next 6 second increment for all messages. There is no monthly recurring charge or nonrecurring charge with the Flat Rate Plan for Business.

The Flat Rate Plan for Business applies to the following calls: ¹

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
Operator Assisted Person-to-Person

¹ Applicable surcharges still apply to calling cards and operator assisted calls.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

3. Frontier Unlimited Local Toll Plan (T)

The Frontier Unlimited Local Toll Plan is an optional residential calling plan offered for outbound direct-dialed IntraLATA calling. The plan offers unlimited minutes of IntraLATA Toll calling during all rate periods for a monthly recurring charge. The plan is available on a per line basis at a customer's residence. (T)

Terms and Conditions (T)

The Frontier Unlimited Local Toll Plan will not be available for purchase under the following conditions: (T)

- Lines with ISDN
- Business classes of service
- In combination with any other Toll plan offer by Frontier Communications of the Southwest Inc.
- Lines with Remote Call Forwarding

Directory Assistance, operator-handled, and calling card calls are excluded from this offer.

4. Frontier Flat Rate Business Calling Savings Plan (T)

Frontier Flat Rate Business Calling Savings Plan offers business customers flat rate pricing, available 24 hours a day, 7 days a week for IntraLATA Regional long distance calls. This plan is available on a Month-to-Month option. (T)

Calls will be billed in sub-minute rating, consisting of an initial period of 18 seconds and additional periods of 6 second increments. Each call will be billed an initial 18 second minimum. A fraction of a 6 second increment is rounded up to the next 6 second increment for all messages. There is no monthly recurring charge or nonrecurring charge with the Frontier Flat Rate Plan for Business. (T)

The Frontier Flat Rate Plan for Business applies to the following calls: ¹ (T)

- 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
- Operator Assisted Person-to-Person

¹ Applicable surcharges still apply to calling cards and operator assisted calls.

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

3. Frontier Unlimited Local Toll Plan

The Frontier Unlimited Local Toll Plan is an optional residential calling plan offered for outbound direct-dialed IntraLATA calling. The plan offers unlimited minutes of IntraLATA Toll calling during all rate periods for a monthly recurring charge. The plan is available on a per line basis at a customer's residence.

Terms and Conditions

The Frontier Unlimited Local Toll Plan will not be available for purchase under the following conditions:

- Lines with ISDN
- Business classes of service
- In combination with any other Toll plan offer by Frontier Communications of the Southwest Inc.
- Lines with Remote Call Forwarding

Directory Assistance and operator-handled calls are excluded from this offer.

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4. Frontier Flat Rate Business Calling Savings Plan

Frontier Flat Rate Business Calling Savings Plan offers business customers flat rate pricing, available 24 hours a day, 7 days a week for IntraLATA Regional long distance calls. This plan is available on a Month-to-Month option.

Calls will be billed in sub-minute rating, consisting of an initial period of 18 seconds and additional periods of 6 second increments. Each call will be billed an initial 18 second minimum. A fraction of a 6 second increment is rounded up to the next 6 second increment for all messages. There is no monthly recurring charge or nonrecurring charge with the Frontier Flat Rate Plan for Business.

The Frontier Flat Rate Plan for Business applies to the following calls: ¹

Customer Dialed Direct Station-to-Station

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Operator Assisted Station-to-Station

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Operator Assisted Person-to-Person

¹ Applicable surcharges still apply to operator assisted calls.

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CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

5. Company Rewards

Company Rewards is a billing arrangement that provides business customers an optional calling plan with various discounts.

The various discounts offered by Company Rewards consist of the following components:

- a. Qualifying Usage - Uniform rates that do not vary by time of day or day of week, billed on a per minute basis and timed at one second increments, apply to the following types of customer-dialed station-to-station sent paid calls:
 - (1) Local Measured Service (LMS)
 - (2) Zone Usage Measurement (ZUM), including Circuit Switched Data
 - (3) Toll Usage Message Telecommunications Service (MTS), including Circuit Switched Data
- b. Volume Discount Rate - applies to qualifying, monthly usage services based on aggregated usage volumes across all customer Billing Telephone Numbers (BTNs) subscribing to Company Rewards. Qualifying usage revenue is based on rating usage at the Company Rewards base rate. The discount rate is automatically adjusted should a customer's qualifying revenue vary between Company Rewards Tiers. There is a maximum and a minimum qualifying usage threshold that a customer's usage must be within in order to qualify for a volume discount rate.
- c. Internal Communications and Call Management Features Additive - The qualifying Company Rewards Tier for customers with Internal Communications and Call Management Features lines is determined by adding together the qualifying usage revenue with the qualifying Internal Communications and Call Management Features Additive revenue. Qualifying Internal Communications and Call Management Features Additive revenue is determined by multiplying the qualifying Internal Communications and Call Management Features lines by the Internal Communications and Call Management Features line additive in II.E.5.
- d. Loyalty Discount - Customers who sign a 12-, 24-, or 36-month term agreement will qualify for a loyalty discount. The Loyalty discount will apply in the thirteenth month when the Company Rewards service application is automatically renewed unless the customer terminates the application in writing. For each consecutive renewal, up to and including the fifth year, a customer will receive an increased loyalty discount. After the fifth year, customers will continue to receive a loyalty discount capped at the fifth year discount level. The loyalty discount will apply to the customer's discounted monthly usage rates and will be applied on a BTN level. Customers that exceed Tier 4 maximum monthly aggregated usage volume will not receive a loyalty discount.
- e. Corporate Rewards is not available in the areas served by the following wire centers: Earp Big River, Havasu Landing, Blythe and Palo Verde.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

5. Company Rewards

Company Rewards is a billing arrangement that provides business customers an optional calling plan with various discounts.

The various discounts offered by Company Rewards consist of the following components:

- a. Qualifying Usage - Uniform rates that do not vary by time of day or day of week, billed on a per minute basis and timed at one second increments, apply to the following types of customer-dialed station-to-station sent paid calls:

- (1) Local Measured Service (LMS)
- (2) Zone Usage Measurement (ZUM), including Circuit Switched Data
- (3) Toll Usage Message Telecommunications Service (MTS), including Circuit Switched Data

- b. Volume Discount Rate - applies to qualifying, monthly usage services based on aggregated usage volumes across all customer Billing Telephone Numbers (BTNs) subscribing to Company Rewards. Qualifying usage revenue is based on rating usage at the Company Rewards base rate. The discount rate is automatically adjusted should a customer's qualifying revenue vary between Company Rewards Tiers. There is a maximum and a minimum qualifying usage threshold that a customer's usage must be within in order to qualify for a volume discount rate.

- c. Customized Multi-line Telephone Service Additive - The qualifying Company Rewards Tier for customers with Customized Multi-line Telephone Service lines is determined by adding together the qualifying usage revenue with the qualifying Customized Multi-line Telephone Service Additive revenue. Qualifying Customized Multi-line Telephone Service Additive revenue is determined by multiplying the qualifying Customized Multi-line Telephone Service lines by the Customized Multi-line Telephone Service line additive in II.E.5.

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- d. Loyalty Discount - Customers who sign a 12-, 24-, or 36-month term agreement will qualify for a loyalty discount. The Loyalty discount will apply in the thirteenth month when the Company Rewards service application is automatically renewed unless the customer terminates the application in writing. For each consecutive renewal, up to and including the fifth year, a customer will receive an increased loyalty discount. After the fifth year, customers will continue to receive a loyalty discount capped at the fifth year discount level. The loyalty discount will apply to the customer's discounted monthly usage rates and will be applied on a BTN level. Customers that exceed Tier 4 maximum monthly aggregated usage volume will not receive a loyalty discount.

- e. Company Rewards is not available in the areas served by the following wire centers: Earp Big River, Havasu Landing, Blythe and Palo Verde.

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CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

5. Company Rewards - Continued

- f. Monthly Access Discount - applies to Internal Communications and Call Management Features, Business lines and PBX trunk, PRI Access Interface, PRI Access Switched Facility System and Flexgrow. Customers will receive a fixed dollar discount monthly on eligible access lines. Access lines included in customer specific pricing agreements are ineligible for the access line discount. However, customers with customer specific pricing agreements are eligible to subscribe and receive the benefits of all the other Company Rewards components. Customers that exceed Tier 4 maximum monthly aggregated usage volume will not receive access line discounts. Customers that do not exceed Tier 1 maximum monthly usage volume will also not receive access line discounts. Access Line/Service Discounts will apply only for customers qualifying for Tier 2, Tier 3, or Tier 4 who purchase qualifying services from the Company's Product Guide at month-to-month rates (or other shortest term where month-to-month is not available). Exception to this condition applies as follows: PRIs under a term agreement are eligible for the one-year Company Rewards discounts. Company Rewards Internal Communications and Call Management Features discounts will apply to lines under a Internal Communications and Call Management Features without Toll three-year or less term.
- g. Minimum Usage Threshold - A customer must meet a minimum monthly usage threshold. The minimum monthly usage threshold is \$200.00. Should a customer's actual monthly aggregate qualified usage revenue from all BTN's on the Plan be less than the minimum usage rate threshold, a minimum usage charge will be applied to the customer's main billing telephone number. The minimum usage charge is equal to the difference between the minimum monthly usage threshold and the customer's actual monthly aggregate qualified usage revenue.
- h. Service Application - Customers are required to sign a 12-, 24-, or 36-month service application, and return the service application prior to the service being established. At the end of the term period, the service application will be automatically renewed for an additional term equivalent to the Customer's original term length unless the customer notifies the Utility otherwise. The auto renewal will allow for a 60 day grace period for the subscriber to remove the plan without penalty. Customers will be required to identify a Main BTN in the service application to which any minimum usage charge or termination charge will be applied.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Business Discount Rewards Program

Business Discount Rewards Program is an optional account-level reward plan available to the Company's business customers. Customers enrolled in the Plan are awarded Plan points for only the local and regional portion of billed charges on the Frontier Communications of the Southwest Inc. monthly bill. The points are redeemable for various Company-sponsored redemption offers. There is no charge to enroll or withdraw from the Plan.

REGULATIONS

Business Discount Rewards Program is available only to customers who enroll in the Plan. The Plan is available beginning January 1, 2006.

Eligible customers are business customers who generate a maximum of \$240,000 in annual billing for Frontier Communications of the Southwest Inc., services (exclusions are detailed elsewhere in this section).

The Plan is not available to residence customers, nor does it apply to Customer Owned Pay Telephone (COPT) lines, or certain services provided under contract (including all Individual Case Basis [ICB] arrangements).

Customers may not be enrolled in both Company Rewards and Business Discount Rewards Program.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Business Rewards Program

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Business Rewards Program is an optional account-level reward plan available to the Company's business customers. Customers enrolled in the Plan are awarded Plan points for only the local and regional portion of billed charges on the Frontier Communications of the Southwest Inc. monthly bill. The points are redeemable for various Company-sponsored redemption offers. There is no charge to enroll or withdraw from the Plan.

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REGULATIONS

Business Rewards Program is available only to customers who enroll in the Plan. The Plan is available beginning January 1, 2006.

(T)

Eligible customers are business customers who generate a maximum of \$240,000 in annual billing for Frontier Communications of the Southwest Inc., services (exclusions are detailed elsewhere in this section).

The Plan is not available to residence customers, nor does it apply to Customer Owned Pay Telephone (COPT) lines, or certain services provided under contract (including all Individual Case Basis [ICB] arrangements).

Customers may not be enrolled in both Company Rewards and Business Rewards Program.

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CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Business Discount Rewards Program - Continued

TERMS AND CONDITIONS - Continued

Plan points are awarded for Frontier Communications of the Southwest Inc.-billed local and regional charges (excluding certain charges such as: non-regulated charges, Directory Advertising charges, enhanced services charges, Late Payment Charges, time and material charges, returned check charges, Frontier Communications of the Southwest Inc. maintenance service, refund checks, all Taxes [State, Local or Federal], 911 or Relay Charges, charges for 700/900 Services and any local or toll charges billed for carriers other than Frontier Communications of the Southwest Inc.). Plan points are awarded for charges calculated after the application of any allowances or discounts.

The qualifying charges include monthly recurring and non-recurring charges for Frontier Communications of the Southwest Inc. local and regional services, Frontier Communications Online and Long Distance Inc. Long Distance (billed by Frontier Communications Online and Long Distance Inc.), Frontier Communications Online and Long Distance Inc. business high speed internet and FiOS business internet services.

In order to earn Plan points, the customer's qualified Frontier Communications of the Southwest Inc. - billed services within an account must collectively exceed \$124.99 per month. Customers enrolled in the plan that do not meet the \$125 spending requirement for 12 consecutive months may be inactivated from the program.

Plan points are calculated monthly as specified in II.F. following, and posted to the enrolled customer's Business Discount Rewards Program Account Summary within ninety (90) days of the date the Plan points were earned. These points can be redeemed for various Company-sponsored redemption options when they are posted to the customer's account.

Plan points that are not redeemed within two years after the month in which they are posted will be forfeited.

Plan points are not transferable between accounts of the same customer or different customers. Points may not be sold, bartered or assigned to another customer's account. Only eligible business Customers of Record and/or their designated agent(s) may redeem Plan points.

Opportunities for new or existing enrolled customers to receive additional Plan points may occur periodically.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Business Rewards Program - Continued

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TERMS AND CONDITIONS - Continued

Plan points are awarded for Frontier Communications of the Southwest Inc.-billed local and regional charges (excluding certain charges such as: non-regulated charges, Directory Advertising charges, enhanced services charges, Late Payment Charges, time and material charges, returned check charges, Frontier Communications of the Southwest Inc. maintenance service, refund checks, all Taxes [State, Local or Federal], 911 or Relay Charges, charges for 700/900 Services and any local or toll charges billed for carriers other than Frontier Communications of the Southwest Inc.). Plan points are awarded for charges calculated after the application of any allowances or discounts.

The qualifying charges include monthly recurring and non-recurring charges for Frontier Communications of the Southwest Inc. local and regional services, Frontier Communications Online and Long Distance Inc. Long Distance (billed by Frontier Communications Online and Long Distance Inc.), Frontier Communications Online and Long Distance Inc. business high speed internet and FIOS business internet services.

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In order to earn Plan points, the customer's qualified Frontier Communications of the Southwest Inc. - billed services within an account must collectively exceed \$124.99 per month. Customers enrolled in the plan that do not meet the \$125 spending requirement for 12 consecutive months may be inactivated from the program.

Plan points are calculated monthly as specified in II.F. following, and posted to the enrolled customer's Business Rewards Program Account Summary within ninety (90) days of the date the Plan points were earned. These points can be redeemed for various Company-sponsored redemption options when they are posted to the customer's account.

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Plan points that are not redeemed within two years after the month in which they are posted will be forfeited.

Plan points are not transferable between accounts of the same customer or different customers. Points may not be sold, bartered or assigned to another customer's account. Only eligible business Customers of Record and/or their designated agent(s) may redeem Plan points.

Opportunities for new or existing enrolled customers to receive additional Plan points may occur periodically.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Business Discount Rewards Program - Continued

TERMS AND CONDITIONS - Continued

Continued participation in the Plan requires that the customer continues to meet the requirements specified in this guide. If, at any time, the customer fails to meet any of the Plan eligibility requirements, the Company, at its discretion, can terminate Plan participation after customer notification has occurred. Plan points awarded to the customer prior to termination may be used as set forth in the preceding paragraphs.

Customers may withdraw from the Plan at any time without penalty. All bonus credits that have not been redeemed will be forfeited; however, if within 90 days of termination, a customer returns to the Business Discount Rewards Program, the bonus credits associated with the applicable BTN will be reinstated in full.

Enrolled customers may change their service address (within Frontier Communications of the Southwest Inc.'s service territory), add additional qualifying lines, or make changes to the telephone number(s) associated with their enrolled account and remain eligible to continue their participation in the Plan.

The Company may modify or terminate all or any part of this Plan, or any of the point redemption offers, at any time. Notice of such changes will be provided to existing customers by the Company at least 30 days prior to their effective dates. In the event of termination of the Plan, customer notification will be provided at least 90 days in advance of the Plan termination date, and will include the date by which all Plan points must be redeemed.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Business Rewards Program - Continued

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TERMS AND CONDITIONS - Continued

Continued participation in the Plan requires that the customer continues to meet the requirements specified in this guide. If, at any time, the customer fails to meet any of the Plan eligibility requirements, the Company, at its discretion, can terminate Plan participation after customer notification has occurred. Plan points awarded to the customer prior to termination may be used as set forth in the preceding paragraphs.

Customers may withdraw from the Plan at any time without penalty. All bonus credits that have not been redeemed will be forfeited; however, if within 90 days of termination, a customer returns to the Business Rewards Program, the bonus credits associated with the applicable BTN will be reinstated in full.

(T)

Enrolled customers may change their service address (within Frontier Communications of the Southwest Inc.'s service territory), add additional qualifying lines, or make changes to the telephone number(s) associated with their enrolled account and remain eligible to continue their participation in the Plan.

The Company may modify or terminate all or any part of this Plan, or any of the point redemption offers, at any time. Notice of such changes will be provided to existing customers by the Company at least 30 days prior to their effective dates. In the event of termination of the Plan, customer notification will be provided at least 90 days in advance of the Plan termination date, and will include the date by which all Plan points must be redeemed.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

7. Rebate Plan for Retail Customers ¹

GENERAL

The Rebate Plan for Retail Customers is a loyalty plan available to retail business Customers that meet certain eligibility requirements as set forth in this section, and achieve a commitment level based on contributing total billings (CTB) for business telecommunications services provided by the Company and certain of its Company Affiliates. If the eligibility requirements are met, the VCAP-R Plan provides credits to the Customer's bill as set forth in II.G. following.

Participation in the VCAP-R Plan does not impact any discounts the Customer may be eligible to receive for the qualifying services that make up the Customer's Eligible CTB.

TERMS AND CONDITIONS

In addition to the terms and conditions set forth below, the terms and conditions as set forth in Section 2 of this Product Guide, apply to VCAP-R.

The Company may make changes to the provisions of or to terminate the VCAP-R Plan at any time. In the event of the termination of the VCAP-R Plan, customer notification will be provided at least 30 days in advance of the Plan termination date, and will include the date by which all Plan credits will be applied.

DEFINITION OF TERMS

Customer Affiliate - Any entity that (directly or indirectly) is controlling, controlled by, or under common control with the Customer.

Company Affiliate - For purposes of the VCAP-R Plan, the Company Affiliates will include the Frontier Communications of the Southwest Inc. Local Exchange provider in each jurisdiction, Frontier Communications of the Southwest Inc.

Base Year - The most recent twelve (12) month period preceding the Customer's signing of a VCAP-R application for which data are available.

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers ¹ - Continued

DEFINITION OF TERMS - Continued

Contributing Total Billings (CTB) - All billings for regulated and nonregulated products and services during an applicable period of time under the VCAP-R Plan, excluding charges for international services, printed and electronic directory services, interLATA telecommunications services, and services provided by MCImetro Access Transmission Services LLC, MCImetro Access Transmission Services of Virginia, Inc., and MCImetro Access Transmission Services of Massachusetts, Inc.

Eligible CTB – CTB, except for taxes that applicable laws, tariffs, regulations or regulatory orders require Customers to pay.

Commitment CTB – Eligible CTB, except for the following:

 Surcharges or fees that applicable laws, tariffs, regulations or regulatory orders require Customers to pay;

 Nonregulated products and services;

 Advanced Data Services including Frame Relay Service and Asynchronous Transfer Mode (ATM) Service.

 Transparent LAN Service.

 Late Payment Charges.

 Adjustments to billed charges will be excluded from Commitment CTB.

 Other Charges and Credits will be included in Commitment CTB except for credits for services eligible for funding under the Federal E-Rate program or comparable state program that are paid by one of these programs and not paid by the Customer. Credits under the VCAP-R Plan will also be excluded from Commitment CTB.

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers ¹ - Continued

DEFINITION OF TERMS - Continued

Contributing Total Billings (CTB) - All billings for regulated and nonregulated products and services during an applicable period of time under the VCAP-R Plan, excluding charges for international services, printed and electronic directory services, interLATA telecommunications services, and services provided by MCImetro Access Transmission Services LLC, MCImetro Access Transmission Services of Virginia, Inc., and MCImetro Access Transmission Services of Massachusetts, Inc.

Eligible CTB – CTB, except for taxes that applicable laws, tariffs, regulations or regulatory orders require Customers to pay.

Commitment CTB – Eligible CTB, except for the following:

Surcharges or fees that applicable laws, tariffs, regulations or regulatory orders require Customers to pay;

Nonregulated products and services;

Advanced Data Services including Frame Relay Service and Asynchronous Transfer Mode (ATM) Service.

Transparent LAN Service ².

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Late Payment Charges.

Adjustments to billed charges will be excluded from Commitment CTB.

Other Charges and Credits will be included in Commitment CTB except for credits for services eligible for funding under the Federal E-Rate program or comparable state program that are paid by one of these programs and not paid by the Customer. Credits under the VCAP-R Plan will also be excluded from Commitment CTB.

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

² Offering is limited to existing customers at existing locations as of March 1, 2013.

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CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers ¹ - Continued

DEFINITION OF TERMS - Continued

Contributing Total Billings (CTB) - Continued

Customer Commitment – A percentage of Commitment CTB that the Customer commits to achieving during each year of the VCAP-R Plan. The initial Customer Commitment, for the first year of the Plan, is ninety percent (90%) of Commitment CTB. The Customer Commitment for subsequent years of the plan will be established as set forth in II.G. following.

Credit Trigger – Ninety percent (90%) of Customer Commitment.

Monthly Credit Trigger – Ninety percent (90%) of Customer Commitment divided by 12.

Credit CTB – Commitment CTB for intrastate telecommunications services in this state against which a credit is applied if the Customer qualifies for a credit.

Actual CTB – The amount of Commitment CTB billed to a Customer based on the Customer's actual purchases of Services during any period.

- Monthly Actual CTB – Actual CTB during a given month.
- State Specific Monthly Actual CTB - Monthly Actual CTB in the state of California.
- Actual Credit CTB – The amount of Credit CTB billed to a Customer based on the Customer's actual purchases of Services during any period.
- State Specific Monthly Actual Credit CTB - Monthly Actual Credit CTB in this state.
- Measurement Period Actual CTB – Actual CTB during a Measurement Period.
- Measurement Period Actual Credit CTB – Actual Credit CTB during a Measurement Period.

Customer – A retail business entity that subscribes to the VCAP-R Plan. A customer and some or all of its eligible Customer Affiliates may elect to be treated as a single individual Customer. Where such an election is made, the CTB of the customer and its eligible Customer Affiliates shall be combined for all purposes. An eligible Customer Affiliate may elect to be treated as a separate Customer, if the Initial Eligibility Requirements, part c., of this section are met.

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers ¹ - Continued

DEFINITION OF TERMS - Continued

Effective Date – One business day after delivery to a Frontier Communications of the Southwest Inc. Business Contracts Processing location.

Measurement Period - The 12-month period beginning on the first day of the term of the VCAP-R Plan, and each succeeding 12-month period during the term.

Month - Any monthly billing cycle during a Measurement Period.

Other Charges and Credits (OCC) - A charge or credit based on service order activity or a manual request.

Services - All telecommunications services (as defined in the Federal Communications Act of 1934, as amended) that the Company and its Company Affiliates are legally permitted to offer and that are obtained from the Company and its Company Affiliates directly (i.e., not through a carrier not affiliated with the Company or its Company Affiliates which are reselling such services).

INITIAL ELIGIBILITY REQUIREMENTS

- a. In order to be eligible for the VCAP-R Plan, the Customer must meet the requirements, as set forth below, during the Base Year.
 - 1) Between \$1.5 million and \$80 million of multi-state total (aggregate) Eligible CTB;
 - 2) A minimum of \$100,000 in multi-state, intrastate, intraLATA (aggregate) local and toll usage Eligible CTB.
- b. If the Customer meets the initial eligibility requirements as set forth in a. preceding, the Customer may subscribe to the VCAP-R Plan by signing a VCAP-R Application with the Company. Such application will contain a list of all of the Customer's billing telephone numbers. Customer may add, remove or change the billing telephone numbers only by submitting such additions, removals, or changes to the Company in writing. Any billing telephone numbers that are not listed in the application or added in accordance with this paragraph will not be included under this Plan.
- c. A Customer Affiliate that desires to subscribe to the VCAP-R Plan independent of its parent company or its other Customer Affiliates may sign a VCAP-R application provided 1) the Customer Affiliate's parent company or its other Customer Affiliates meet the eligibility requirements set forth in a. preceding and also participate in the VCAP-R Plan, and 2) the Customer Affiliate meets the following eligibility requirement:
 - 1) A minimum of \$100,000 in multi-state, intrastate, intraLATA (aggregate) local and toll usage Eligible CTB

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers ¹ - Continued

INITIAL ELIGIBILITY REQUIREMENTS - Continued

- d. Customers receiving discounts, credits, or other favorable rate treatment under: (1) a business trade association tariff or individual case basis arrangement; or (2) any other Telephone Company provided tariff, individual case basis or other customer specific pricing arrangement which provides discounts on a total billed revenue ("TBR") basis (collectively "TBR Plans") are not eligible to receive discounts in the VCAP-R Plan. Customers subscribing to the Frontier Communications of the Southwest Inc. Business Client Advantage Program for non-regulated services (VBCAP) are eligible to participate in the VCAP-R Plan.

Customers receiving discounts, credits, or other favorable rate treatment for specific services or groups of services, but not on a CTB or TBR basis, are eligible to receive credits in the VCAP-R Plan.

TERMS AND CONDITIONS

a. Renewal Period

The VCAP-R Plan is offered as a two year term Plan, with a one year renewal. At the end of the initial two year term, the VCAP-R Plan will be renewed automatically for the third year unless the Customer provides written notification of its intent to terminate the VCAP-R Plan no later than 90 days after the start of the third year.

b. Re-Subscription

Within 60 days of the end of the one-year renewal period of the VCAP-R Plan, the Customer may re-subscribe to the Plan by providing written notice to the Company. The Customer may continue to re-subscribe to the Plan following each two-year term and one-year renewal period provided the Customer continues to meet all requirements of the Plan.

c. Termination by the Customer

- 1) A Customer may terminate its VCAP-R Plan and cease to be a Customer under the VCAP-R Plan at any time during the term of the VCAP-R Plan for any reason, including but not limited to business downturn, by providing written notice of termination to the Company at least 30 days before the effective date of the termination. A Customer who terminates its Plan pursuant to this paragraph shall cease to receive VCAP-R credits as of the effective date of the termination. Subject to c.3) following, a Customer that terminates its participation in the VCAP-R Plan may subscribe to the VCAP-R Plan again within 60 days by satisfying the eligibility requirements as set forth in the Initial Eligibility Requirements preceding.

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

c. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers ¹ - Continued

TERMS AND CONDITIONS - Continued

c. Termination by the Customer

2) Termination liability charges do not apply to the Customer's termination of the VCAP-R Plan. Termination liability charges for the qualifying services that make up the Customer's Eligible CTB will apply per the appropriate term, condition or applicable agreement.

3) A Customer that terminates its participation in the VCAP-R Plan may not subscribe to the VCAP-R Plan again after the Customer's third such termination.

d. Termination by the Utility

As set forth in Schedule Cal. P.U.C No. D&R, the Company may terminate the Customer's participation in the VCAP-R plan for non-payment of bills for the qualifying services that make up the Customer's Eligible CTB.

e. Termination by the Telephone Company

1) The Telephone Company may terminate the VCAP-R Plan upon providing written notice to Customers.

2) Customers who continue to meet the requirements of the Plan will receive Rebates for 90 days following the Telephone Company's notice of termination of the Plan.

f. Increases in CTB Categories

1) If a Customer (Company A) combines, by merger, acquisition of assets or equity, or otherwise, with an entity (Company B) that otherwise qualifies under the VCAP-R Plan, and the Customer and the entity elect in writing to be treated as a single Customer (Company A), or the Customer and the entity become a new entity and elect in writing to be treated as a single Customer (Company C) for purposes of consolidating their Eligible CTB, the Company shall combine 100% of the Customer's Base Year Eligible CTB and 100% of the Base Year Eligible CTB of the new entity (or, if the new entity does not have Base Year Eligible CTB, then 100% of the most recent available annual Eligible CTB of the new entity) to obtain a single new combined Eligible CTB, which will produce a single new combined Customer Commitment that will apply prospectively to the single new combined Customer. Any such increase shall be made effective at the start of the next Measurement Period.

2) If a Customer combines, by merger, acquisition or assets or equity, or otherwise, with a new entity, but the Customer and the new entity do not elect to be treated as a single new Customer for purposes of consolidating Eligible and Customer Commitment, and the new entity wishes to participate in the VCAP-R Plan, the new entity must meet the eligibility requirements set forth in the Initial Eligibility Requirements preceding and must sign a VCAP-R Application.

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

c. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers ¹ - Continued

APPLICATION OF CREDITS

- a. If the Customer's Monthly Actual CTB meets or exceeds the Monthly Credit Trigger on a cumulative basis, the Customer will receive a credit by multiplying the Customer's State Specific Monthly Actual CTB by the applicable credit percentage set forth in c. below, and applying the resulting credit amount to the Customer's State Specific Monthly Actual Credit CTB. Credits will be applied monthly and/or quarterly, at the Company's discretion.
- b. If the Customer does not meet the Monthly Credit Trigger on a cumulative basis, the Customer will not receive a VCAP-R credit for that Month. However, if the Customer generates sufficient Actual CTB during the Measurement Period so that the average Monthly Actual CTB meets the Monthly Credit Trigger, then the Customer will receive a VCAP-R credit for any Month(s) in which the Customer did not originally qualify for a VCAP-R credit under a. preceding.
- c. The Company will perform annual reviews to make any adjustments as necessary to conform to the credits, terms and conditions of the VCAP-R Plan. All adjustments equal to or greater than \$1.00 will be applied to each applicable Customer BTN. The Telephone Company is not required to apply any adjustment, which is less than \$1.00. No interest will be paid in connection with the application of credits.

REPORTS

The Company shall provide monthly reports to the Customer providing information about the Customer's participation in the VCAP-R Plan. At the Company's discretion, such reports may be provided through various media including, but not limited to, paper or electronic media. The Company will provide the customer with instructions on how to access the various media.

CTB AND COMMITMENT CTB

The CTB and Commitment CTB will be determined by the Telephone Company subject to Customer's inclusion of BTNs under the plan.

¹ As of December 16, 2009, this plan will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions described herein.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

DESCRIPTION

Discount Calling Plans are optional toll calling plans that customers may subscribe to comprised of a monthly recurring charge and discounted usage as follows:

Discount Calling Plan One²

- Business - \$5.00 monthly with a 15% discount off of day, evening and night calling.
- Residence - \$1.00 monthly with a 15% discount off of day, evening and night calling.

Discount Call Plan Two²

- Business - \$50.00 monthly with a 25% discount off of day, evening and night calling.
- Residence - \$3.00 monthly with a 25% discount off of day, evening and night calling.

Discount Calling Plan Four²

- Business - \$1.00 monthly with a 15% discount off of evening and night calling.

Discount Calling Plan Five¹

- Business - \$3.00 monthly with a 25% discount off of evening and night calling.

Term Arrangements² are available for Discount Calling Plans One and Two.

Note 1: This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of July 17, 1996.

Note 2: This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of NOV. 26, 1996.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans - Continued

DESCRIPTION (Continued)

Regional Toll Call Business Plan ¹

Regional Toll Call Business Plan is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to business customers.

Regional Toll Call Residential Plan ¹

Regional Toll Call Plan is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to residence customers.

Business Value ¹

Business Value is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to business customers.

Value ²

Value is an optional 1+ Customer Dialed Direct Station-to-Station Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to residence customers.

¹ Regional Toll Call Business Plan, Regional Toll Call Plan, and Business Value are grandfathered and limited to existing customers at existing locations as of January 13, 2005.

² Value Cents is grandfathered and limited to existing customers at existing locations as of June 6, 2008.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans - Continued

DESCRIPTION (Continued)

Regional Toll Call Business Plan ¹

Regional Toll Call Business Plan is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to business customers.

Regional Toll Call Residential Plan ¹

Regional Toll Call Plan is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to residence customers.

Business Value Plan ¹

(T)

Business Value Plan is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to business customers.

(T)

Value Plan G ²

(T)

Value Plan G is an optional 1+ Customer Dialed Direct Station-to-Station Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to residence customers.

(T)

¹ Regional Toll Call Business Plan, Regional Toll Call Plan, and Business Value Plan are grandfathered and limited to existing customers at existing locations as of January 13, 2005.

(T)

² Value Plan G is grandfathered and limited to existing customers at existing locations as of June 6, 2008.

(T)

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

GENERAL

- (a) Residence and Business customers may, for the indicated nonrecurring and monthly rates as shown in this Section, receive a discount on select intraLATA message toll charges.
- (b) The service provides an alternate rate treatment for Message Toll Telephone Service calls to exchanges within the customer's designated LATA.
- (c) The service is offered with discounted call detail.
- (d) Frontier Communications of the Southwest Inc. IntraLATA Toll Service is authorized by Decision 94-09-065 as a flexibly priced service. The rates and applicable service charges may be increased (not to exceed the ceiling on file with the Commission) by the Utility upon at least 30 days notice to the CPUC and affected customers. As authorized by Decision 96-03-020, rates may be decreased (not below the rate floor on file with the Commission) by the Utility upon 5 days notice to the CPUC.
- (e) Adjustments in rates, including tiers and thresholds, as a result of flexible pricing described in 4 preceding become effective the first bill date after the effective date of the rate change.
- (f) In Discount Calling Plan Six, each individually directly dialed call is completed on the basis of six second increments with a minimum billing of 18 seconds per message. For all messages, a fraction of a six second increment is rounded up to the next six second increment.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

GENERAL - Continued

(g) Regional Toll Call Business Plan¹

(1) Application of Discounts

The discounts are provided to the Utility's business customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, these plans are not available for resale out of this Product Guide.

Regional Toll Call Business Plan discount percentages apply to the Frontier Communications of the Southwest Inc. IntraLATA Toll Service portion of the call, the Operator Handled Service Charges, if applicable, and to Calling Card Calls.

These discounts are applicable to the Regional Toll Call Business Plan only and do not apply to any other Utility offered plan.

(2) Term Periods for Regional Toll Call Business Plan

A customer may select a term period for Regional Toll Call Business Plan. The term periods allow customers to take advantage of higher discount percentages on their toll usage volumes for a one or three year term period.

¹ Regional Toll Call Business Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

GENERAL - Continued

(g) Regional Toll Call Business Plan¹

(1) Application of Discounts

The discounts are provided to the Utility's business customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, these plans are not available for resale out of this Product Guide.

Regional Toll Call Business Plan discount percentages apply to the Frontier Communications of the Southwest Inc. IntraLATA Toll Service portion of the call, the Operator Handled Service Charges, if applicable.

(C)

These discounts are applicable to the Regional Toll Call Business Plan only and do not apply to any other Utility offered plan.

(2) Term Periods for Regional Toll Call Business Plan

A customer may select a term period for Regional Toll Call Business Plan. The term periods allow customers to take advantage of higher discount percentages on their toll usage volumes for a one or three year term period.

¹ Regional Toll Call Business Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

GENERAL - Continued

(g) Regional Toll Call Business Plan¹ - Continued

(2) Term Periods for Regional Toll Call Business Plan - Continued

The customer must specify the term period at the time Regional Toll Call Business Plan is ordered.

During a term period, the customer may elect to convert to a new term period of the same or different length. Conversion to a new term period will be allowed without penalty if the expiration date of the new term period is greater than the remainder of the original term period.

(3) Early Termination Charges

In the event the Regional Toll Call Business Plan is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge. The customer shall be required to make the immediate payment of the following applicable amount:

Early Termination Charge:

One Year Term	\$100.00
Three Year Term	300.00

¹ Regional Toll Call Business Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

GENERAL - Continued

(h) Regional Toll Call Plan ¹(for Residence)

(1) Application of Discounts

The discounts are provided to the Utility's residence customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, these plans are not available for resale out of this Product Guide.

Regional Toll Call Plan discount percentages apply to the Frontier Communications of the Southwest Inc. IntraLATA Toll Service portion of the call, the Operator Handled Service Charges, if applicable, and to Calling Card Calls.

These discounts are applicable to the Regional Toll Call Plan plan only and do not apply to any other Utility offered plan.

¹ Regional Toll Call Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

GENERAL - Continued

(h) Regional Toll Call Plan ¹(for Residence)

(1) Application of Discounts

The discounts are provided to the Utility's residence customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, these plans are not available for resale out of this Product Guide.

Regional Toll Call Plan discount percentages apply to the Frontier Communications of the Southwest Inc. IntraLATA Toll Service portion of the call, the Operator Handled Service Charges, if applicable.

(C)

These discounts are applicable to the Regional Toll Call Plan plan only and do not apply to any other Utility offered plan.

¹ Regional Toll Call Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS

- (a) Person, collect, calling card or any other calls requiring operator handling, are included. Discount Calling Plan rates will apply to the message toll portion of the call only. Operator Surcharges will be applied as set forth in this Product Guide.
- (b) These discounts are applicable to the Discount Calling Plans only and do not apply to any other Utility offered plan.
- (c) A customer may only subscribe to one Discount Calling Plan per main billing number.
- (d) Local, EAS and ZUM Zone 3 (as set forth in Schedule Cal. P.U.C. No. A-1 and Section 4A of this Product Guide) calls do not apply to the Discount Calling Plans.
- (e) One month minimum billing is required when subscribing to any Discount Calling Plan.
- (f) Discount Calling Plans are not available on WATS and 800 Services.
- (g) Discount Calling Plan usage may be aggregated for COPT Providers with a single billed telephone number.

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS

- (a) Person, collect or any other calls requiring operator handling, are included. Discount Calling Plan rates will apply to the message toll portion of the call only. Operator Surcharges will be applied as set forth in this Product Guide. (C)
- (b) These discounts are applicable to the Discount Calling Plans only and do not apply to any other Utility offered plan.
- (c) A customer may only subscribe to one Discount Calling Plan per main billing number.
- (d) Local, EAS and ZUM Zone 3 (as set forth in Schedule Cal. P.U.C. No. A-1 and Section 4A of this Product Guide) calls do not apply to the Discount Calling Plans.
- (e) One month minimum billing is required when subscribing to any Discount Calling Plan.
- (f) Discount Calling Plans are not available on WATS and 800 Services.
- (g) Discount Calling Plan usage may be aggregated for COPT Providers with a single billed telephone number.

Effective: 03/01/12

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS

- (a) Person, collect or any other calls requiring operator handling, are included. Discount Calling Plan rates will apply to the message toll portion of the call only. Operator Surcharges will be applied as set forth in this Product Guide.
- (b) These discounts are applicable to the Discount Calling Plans only and do not apply to any other Utility offered plan.
- (c) A customer may only subscribe to one Discount Calling Plan per main billing number.
- (d) Local and EAS (as set forth in Schedule Cal. P.U.C. No. A-1 and Section 4A of this Product Guide) calls do not apply to the Discount Calling Plans. (C)
- (e) One month minimum billing is required when subscribing to any Discount Calling Plan.
- (f) Discount Calling Plans are not available on WATS and 800 Services.
- (g) Discount Calling Plan usage may be aggregated for COPT Providers with a single billed telephone number.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(h) Regional Toll Call Business Plan¹

- (1) Regional Toll Call Business Plan provides a discount on Frontier Communications of the Southwest Inc. IntraLATA Toll Service Intrastate IntraLATA calls. The discount applies when the customer meets and/or exceeds the required Frontier Communications of the Southwest Inc. IntraLATA Toll usage dollar amount. There is no monthly rate associated with Regional Toll Call Business Plan. The Plan includes:
 - Business (Direct Dialed)
 - Calling Card
 - Operator Handled
- (2) Regional Toll Call Business Plan does not apply to Local (including Measured-Rate Usage), ZUM, and EAS calls as found in Sections 4, 4A, and 4 respectfully of this Product Guide.
- (3) The minimum service period for Regional Toll Call Business Plan is one month.

¹ Regional Toll Call Business Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(h) Regional Toll Call Business Plan¹

(1) Regional Toll Call Business Plan provides a discount on Frontier Communications of the Southwest Inc. IntraLATA Toll Service Intrastate IntraLATA calls. The discount applies when the customer meets and/or exceeds the required Frontier Communications of the Southwest Inc. IntraLATA Toll usage dollar amount. There is no monthly rate associated with Regional Toll Call Business Plan. The Plan includes:

- Business (Direct Dialed)
- Operator Handled

(D)

(2) Regional Toll Call Business Plan does not apply to Local (including Measured-Rate Usage), ZUM, and EAS calls as found in Sections 4, 4A, and 4 respectively of this Product Guide.

(3) The minimum service period for Regional Toll Call Business Plan is one month.

¹ Regional Toll Call Business Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(h) Regional Toll Call Business Plan¹

(1) Regional Toll Call Business Plan provides a discount on Frontier Communications of the Southwest Inc. IntraLATA Toll Service Intrastate IntraLATA calls. The discount applies when the customer meets and/or exceeds the required Frontier Communications of the Southwest Inc. IntraLATA Toll usage dollar amount. There is no monthly rate associated with Regional Toll Call Business Plan. The Plan includes:

- Business (Direct Dialed)
- Operator Handled

(2) Regional Toll Call Business Plan does not apply to Local (including Measured-Rate Usage) and EAS calls as found in Sections 4, 4A, and 4 respectfully of this Product Guide. (C)

(3) The minimum service period for Regional Toll Call Business Plan is one month.

¹ Regional Toll Call Business Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(i) Regional Toll Call Plan¹ (for Residence)

- (1) Regional Toll Call Plan provides a discount on Frontier Communications of the Southwest Inc. IntraLATA Toll Service Intrastate IntraLATA calls. The discount applies when the customer meets and/or exceeds the required Frontier Communications of the Southwest Inc. IntraLATA Toll usage dollar amount. There is no monthly rate associated with Regional Toll Call Plan. The Plan includes:

- Residence (Direct Dialed)
- Calling Card
- Operator Handled

Regional Toll Call Plan discount percentages apply to the Frontier Communications of the Southwest Inc. IntraLATA Toll Service portion of the call, the Operator Handled Service Charges, if applicable, and to Calling Card Calls.

- (2) Regional Toll Call Plan does not apply to Local (including Measured-Rate Usage), ZUM, and EAS calls as found in Schedule Cal. P.U.C A-1 and Sections 4, 4A, and 4 respectfully of this Product Guide.
- (3) The minimum service period for Regional Toll Call Plan is one month.

¹ Regional Toll Call Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(i) Regional Toll Call Plan¹ (for Residence)

- (1) Regional Toll Call Plan provides a discount on Frontier Communications of the Southwest Inc. IntraLATA Toll Service Intrastate IntraLATA calls. The discount applies when the customer meets and/or exceeds the required Frontier Communications of the Southwest Inc. IntraLATA Toll usage dollar amount. There is no monthly rate associated with Regional Toll Call Plan. The Plan includes:

- Residence (Direct Dialed)
- Operator Handled

(D)

Regional Toll Call Plan discount percentages apply to the Frontier Communications of the Southwest Inc. IntraLATA Toll Service portion of the call, the Operator Handled Service Charges, if applicable.

(C)

- (2) Regional Toll Call Plan does not apply to Local (including Measured-Rate Usage), ZUM, and EAS calls as found in Schedule Cal. P.U.C A-1 and Sections 4, 4A, and 4 respectfully of this Product Guide.
- (3) The minimum service period for Regional Toll Call Plan is one month.

¹ Regional Toll Call Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(i) Regional Toll Call Plan¹ (for Residence)

- (1) Regional Toll Call Plan provides a discount on Frontier Communications of the Southwest Inc. IntraLATA Toll Service Intrastate IntraLATA calls. The discount applies when the customer meets and/or exceeds the required Frontier Communications of the Southwest Inc. IntraLATA Toll usage dollar amount. There is no monthly rate associated with Regional Toll Call Plan. The Plan includes:

- Residence (Direct Dialed)
- Operator Handled

Regional Toll Call Plan discount percentages apply to the Frontier Communications of the Southwest Inc. IntraLATA Toll Service portion of the call, the Operator Handled Service Charges, if applicable.

- (2) Regional Toll Call Plan does not apply to Local (including Measured-Rate Usage) and EAS calls as found in Schedule Cal. P.U.C A-1 and Sections 4, 4A, and 4 respectfully of this Product Guide. (C)
- (3) The minimum service period for Regional Toll Call Plan is one month.

¹ Regional Toll Call Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(j) Business Value¹

- (1) Business Value offers flat rate pricing, 24 hours a day, 7 days per week to business customers.
- (2) The pricing consists of a flat monthly recurring rate and a flat per minute of use rate.
- (3) Calls will be billed in 60-second increments (rounded upward) and billing will be done on a month-to-month basis. No term agreement is required to enroll in this plan and no usage thresholds are required to receive the discounted rate.
- (4) The minimum service period for Business Value is one (1) month.
- (5) The Business Value applies to the following calls:
 - 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
 - Operator Assisted Person-to-Person
- (6) Directory Assistance, operator handled, and calling card surcharges are excluded from this offer. Rates for these services are as stated in Section 18 of this Product Guide.
- (7) Customers cannot enroll in any other Frontier Communications of the Southwest Inc. IntraLATA Discount Calling Plan in conjunction with this plan.

¹ Business Value is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

- (j) Business Value Plan¹ (T)
 - (1) Business Value Plan offers flat rate pricing, 24 hours a day, 7 days per week to business customers. (T)
 - (2) The pricing consists of a flat monthly recurring rate and a flat per minute of use rate.
 - (3) Calls will be billed in 60-second increments (rounded upward) and billing will be done on a month-to-month basis. No term agreement is required to enroll in this plan and no usage thresholds are required to receive the discounted rate. (T)
 - (4) The minimum service period for Business Value Plan is one (1) month. (T)
 - (5) The Business Value Plan applies to the following calls:
 - 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
 - Operator Assisted Person-to-Person
 - (6) Directory Assistance, operator handled, and calling card surcharges are excluded from this offer. Rates for these services are as stated in Section 18 of this Product Guide.
 - (7) Customers cannot enroll in any other Frontier Communications of the Southwest Inc. IntraLATA Discount Calling Plan in conjunction with this plan.

¹ Business Value Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005. (T)

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(j) Business Value Plan¹

- (1) Business Value Plan offers flat rate pricing, 24 hours a day, 7 days per week to business customers.
- (2) The pricing consists of a flat monthly recurring rate and a flat per minute of use rate.
- (3) Calls will be billed in 60-second increments (rounded upward) and billing will be done on a month-to-month basis. No term agreement is required to enroll in this plan and no usage thresholds are required to receive the discounted rate.
- (4) The minimum service period for Business Value Plan is one (1) month.
- (5) The Business Value Plan applies to the following calls:
 - Customer Dialed Direct Station-to-Station (D)
 - Operator Assisted Station-to-Station (D)
 - Operator Assisted Person-to-Person (D)
- (6) Directory Assistance and operator handled surcharges are excluded from this offer. Rates for these services are as stated in Section 18 of this Product Guide. (C)
- (7) Customers cannot enroll in any other Frontier Communications of the Southwest Inc. Intrastate IntraLATA Discount Calling Plan in conjunction with this plan.

¹ Business Value Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

(k) Residential Value¹

- (1) Residential Value offers flat rate pricing, 24 hours a day, 7 days per week to residence customers.
- (2) The pricing consists of a flat monthly recurring rate and a flat per minute of use rate.
- (3) Calls will be billed in 60-second increments (rounded upward) and billing will be done on a month-to-month basis. No term agreement is required to enroll in this plan and no usage thresholds are required to receive the discounted rate.
- (4) The minimum service period for Residential Value is one (1) month.
- (5) The Residential Value applies to the following calls:
Customer Dialed Direct Station-to-Station
- (6) Customers cannot enroll in any other Frontier Communications of the Southwest Inc. IntraLATA Discount Calling Plan in conjunction with this plan.

¹ Residential Value is grandfathered and limited to existing customers at existing locations as of June 6, 2008.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans

TERMS AND CONDITIONS - Continued

- (k) Residential Value Plan¹ (T)
- (1) Residential Value Plan offers flat rate pricing, 24 hours a day, 7 days per week to residence customers. (T)
- (2) The pricing consists of a flat monthly recurring rate and a flat per minute of use rate.
- (3) Calls will be billed in 60-second increments (rounded upward) and billing will be done on a month-to-month basis. No term agreement is required to enroll in this plan and no usage thresholds are required to receive the discounted rate.
- (4) The minimum service period for Residential Value Plan is one (1) month. (T)
- (5) The Residential Value Plan applies to the following calls: (T)
Customer Dialed Direct Station-to-Station
- (6) Customers cannot enroll in any other Frontier Communications of the Southwest Inc. Intrastate IntraLATA Discount Calling Plan in conjunction with this plan.

¹ Residential Value Plan is grandfathered and limited to existing customers at existing locations as of June 6, 2008. (T)

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

9. Netbook Offer ¹

Netbook Offer is a Frontier Communications of the Southwest Inc. IntraLATA Toll Calling Plan for residential customers using flat rated usage rates based on an initial hour block of time. Usage beyond the initial hour is rated on a flat rate per minute basis.

10. Call Center Service ²

Call Center Service are packages of services that allow customers to combine vertical services with Frontier Communications of the Southwest Inc. IntraLATA Toll Service for a discounted monthly rate. There are three options that are available.

(a) Option A

15% Discount on Frontier Communications of the Southwest Inc. IntraLATA Toll
Inside Wire Maintenance Plan (IWMP)
Frontier Communications of the Southwest Inc. Voice Mail with Individual Message Box
Call Waiting
Cancel Call Waiting
Call Forwarding
8 Number Speed Calling
3-Way Calling

¹ Netbook Offer is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

² This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

9. Intralata Toll BOT Plan ¹ – Grandfathered

(T)

Intralata Toll BOT Plan is a Frontier Communications of the Southwest Inc. IntraLATA Toll Calling Plan for residential customers using flat rated usage rates based on an initial hour block of time. Usage beyond the initial hour is rated on a flat rate per minute basis.

(T)

10. Call Center Service ² – Grandfathered

Call Center Service are packages of services that allow customers to combine vertical services with Frontier Communications of the Southwest Inc. IntraLATA Toll Service for a discounted monthly rate. There are three options that are available.

(a) Option A

15% Discount on Frontier Communications of the Southwest Inc. IntraLATA Toll
Inside Wire Maintenance Plan (IWMP)
Frontier Communications of the Southwest Inc. Voice Mail with Individual Message Box
Call Waiting
Cancel Call Waiting
Call Forwarding
8 Number Speed Calling
3-Way Calling

¹ Intralata Toll BOT Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

(T)

² This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

11. Flat Rate Business Calling Savings Plan

Flat Rate Business Calling Savings Plan offers to business customers a flat rate pricing, available 24 hours a day, 7 days a week for IntraLATA Regional long distance calls. The billing options available are a 1 year or 3 year contract. Calls will be billed in sub-minute rating, consisting of an initial period of 18 seconds rated at 3/10 of the per minute rate and additional periods of 6 second increments, rated at 1/10 of the per minute rate. Each call will be billed an initial 18 second minimum. There are no monthly or non-recurring charges with this billing option.

The Flat Rate Plus Plan for Business applies to the following types of calls:

- 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
- Operator Assisted Person-to-Person

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 Communications of the Southwest Inc. term plan. Conversion to a new term plan or another Frontier Communications of the Southwest Inc. term plan will be allowed without penalty if the new term period is greater than the remainder of the original term period.

Early Termination Charges will apply in the event the Flat Rate Plus Plan is terminated by the customer prior to completion of the term period. The customer will be liable for the remainder of the months selected in the Plan.

Early Termination Charge = \$25.00 x the number of months remaining in the term period selected

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

11. Frontier Flat Rate Business Calling Savings Plan

(T)

Frontier Flat Rate Business Calling Savings Plan offers to business customers a flat rate pricing, available 24 hours a day, 7 days a week for IntraLATA Regional long distance calls. The billing options available are a 1 year or 3 year contract. Calls will be billed in sub-minute rating, consisting of an initial period of 18 seconds rated at 3/10 of the per minute rate and additional periods of 6 second increments, rated at 1/10 of the per minute rate. Each call will be billed an initial 18 second minimum. There are no monthly or non-recurring charges with this billing option.

(T)

The Frontier Flat Rate Plus Plan for Business applies to the following types of calls:

(T)

- 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
- Operator Assisted Person-to-Person

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 Communications of the Southwest Inc. term plan. Conversion to a new term plan or another Frontier Communications of the Southwest Inc. term plan will be allowed without penalty if the new term period is greater than the remainder of the original term period.

Early Termination Charges will apply in the event the Flat Rate Plus Plan is terminated by the customer prior to completion of the term period. The customer will be liable for the remainder of the months selected in the Plan.

Early Termination Charge = \$25.00 x the number of months remaining in the term period selected

Effective: 11/03/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

11. Frontier Flat Rate Business Calling Savings Plan

Frontier Flat Rate Business Calling Savings Plan offers to business customers a flat rate pricing, available 24 hours a day, 7 days a week for IntraLATA Regional long distance calls. The billing options available are a 1 year or 3 year contract. Calls will be billed in sub-minute rating, consisting of an initial period of 18 seconds rated at 3/10 of the per minute rate and additional periods of 6 second increments, rated at 1/10 of the per minute rate. Each call will be billed an initial 18 second minimum. There are no monthly or non-recurring charges with this billing option.

The Frontier Flat Rate Plus Plan for Business applies to the following types of calls:

Customer Dialed Direct Station-to-Station

(D)

Operator Assisted Station-to-Station

(D)

Operator Assisted Person-to-Person

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 Communications of the Southwest Inc. term plan. Conversion to a new term plan or another Frontier Communications of the Southwest Inc. term plan will be allowed without penalty if the new term period is greater than the remainder of the original term period.

Early Termination Charges will apply in the event the Flat Rate Plus Plan is terminated by the customer prior to completion of the term period. The customer will be liable for the remainder of the months selected in the Plan.

Early Termination Charge = \$25.00 x the number of months remaining in the term period selected

CALLING PLANS

II. RATES

A. FLAT RATE CALLING PLAN

The following per minute of use rate applies 24 hours per day, 7 days per week.

<u>Rate Per Minute</u>	<u>Monthly Charge</u>
\$.08	\$ 2.99 ¹

B. 5 Cent a Minute Plan

The following per minute of use rate applies 24 hours per day, 7 days per week.

	<u>Rate Per Minute</u>
1. 5 Cent a Minute Plan ²	\$ 0.05

C. UNLIMITED LOCAL TOLL PLAN

An optional residential calling plan offering unlimited minutes of outbound direct-dialed IntraLATA Toll calling during all rate periods for the following monthly recurring charge:

	<u>Monthly Recurring Charge</u>
Unlimited Local Toll Plan, per Residential line	\$ 20.00
per Business line	\$ 23.00

D. FLAT RATE BUSINESS CALLING SAVINGS PLAN

1. Sub-minute of Use Charges

	<u>Rate Per Sub-Minute</u>
Month-to-Month	
Initial 18 Seconds	\$.0270
Each Additional Six Seconds	.0090

¹ To be implemented on a full bill period basis on or after November 1, 2009.

² Directory assistance, operator handled, and calling card calls are excluded from this service.

Effective: 06/23/11

CALLING PLANS

II. RATES

A. FRONTIER FLAT RATE CALLING PLAN (T)

The following per minute of use rate applies 24 hours per day, 7 days per week.

<u>Rate Per Minute</u>	<u>Monthly Charge</u>
\$.08	\$ 2.99 ¹

B. 5 Cent a Minute Plan

The following per minute of use rate applies 24 hours per day, 7 days per week.

	<u>Rate Per Minute</u>
1. 5 Cent a Minute Plan ²	\$ 0.05

C. FRONTIER UNLIMITED LOCAL TOLL PLAN (T)

An optional residential calling plan offering unlimited minutes of outbound direct-dialed IntraLATA Toll calling during all rate periods for the following monthly recurring charge:

	<u>Monthly Recurring Charge</u>	
Frontier Unlimited Local Toll Plan, per Residential line	\$ 20.00	(T)
per Business line	\$ 23.00	

D. FRONTIER FLAT RATE BUSINESS CALLING SAVINGS PLAN (T)

1. Sub-minute of Use Charges

	<u>Rate Per Sub-Minute</u>
Month-to-Month	
Initial 18 Seconds	\$.0270
Each Additional Six Seconds	.0090

¹ To be implemented on a full bill period basis on or after November 1, 2009.

² Directory assistance, operator handled, and calling card calls are excluded from this service.

CALLING PLANS

II. RATES – Continued

E. COMPANY REWARDS

The following rates are applicable to Local Measured Service (LMS), Zone Usage Measurement (ZUM) service and Toll Usage Message Telecommunications Service (MTS) and include Circuit Switched Data. Customer must pay a minimum of \$200.00 each month for Qualifying Usage aggregated from all of the customer's Qualifying BTN's (see Special Conditions I.C.5.e.).

	<u>LMS</u>	<u>ZUM</u>	<u>Toll</u>	
1. Base Rate, per minute	\$ 0.040	\$ 0.050	\$ 0.1000	
2. Volume Discount Rate, per minute				
Tier 1 - Total qualifying monthly usage from \$.01 to \$ 999	0.040	0.050	0.1000	
Tier 2 - Total qualifying monthly usage from \$ 1,000 to \$ 9,999	0.016 (R)	0.030	0.0430	
Tier 3 - Total qualifying monthly usage from \$ 10,000 to \$ 49,999	0.014 (R)	0.028	0.0420	
Tier 4 - Total qualifying monthly usage from \$ 50,000 to 299,999	0.013 (R)	0.026	0.0415	
Tier 5 - Total qualifying monthly usage from \$ 300,000 +	0.040	0.050	0.1000	
3. Loyalty Discount, per minute	<u>2nd Yr</u>	<u>3rd Yr</u>	<u>4th Yr</u>	<u>5th Yr</u>
Tier 1	2%	3%	4%	5%
Tier 2	2%	3%	4%	5%
Tier 3	2%	3%	4%	5%
Tier 4	2%	3%	4%	5%
Tier 5 Plus	0%	0%	0%	0%
4. Monthly Access Discount, ¹ per line/trunk/service		<u>Monthly Discount</u>		
		<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
Tier 2				
PRI Access Interface, per service	\$ 48.00	\$ 242.00	\$ 267.00	
PRI Access Switched facility system, per service	48.00	175.00	200.00	
Business Line, per line	1.00	1.00	3.50	
PBX Trunks, per line	1.00	1.00	3.50	
Internal Communications and Call Management Features, per line	2.00	2.00	2.00	
FlexGrow, per trunk capacity	5.00	7.00	15.00	

¹ Customers who qualify for Tier 1 or Tier 5 are not eligible for the Monthly Access Discount.

Effective: 06/23/11

CALLING PLANS

II. RATES – Continued

E. COMPANY REWARDS

The following rates are applicable to Local Measured Service (LMS), Zone Usage Measurement (ZUM) service and Toll Usage Message Telecommunications Service (MTS) and include Circuit Switched Data. Customer must pay a minimum of \$200.00 each month for Qualifying Usage aggregated from all of the customer's Qualifying BTNs (see Special Conditions I.C.5.e.).

	<u>LMS</u>	<u>ZUM</u>	<u>Toll</u>	
1. Base Rate, per minute	\$ 0.040	\$ 0.050	\$ 0.1000	
2. Volume Discount Rate, per minute				
Tier 1 - Total qualifying monthly usage from \$.01 to \$ 999	0.040	0.050	0.1000	
Tier 2 - Total qualifying monthly usage from \$ 1,000 to \$ 9,999	0.016 (R)	0.030	0.0430	
Tier 3 - Total qualifying monthly usage from \$ 10,000 to \$ 49,999	0.014 (R)	0.028	0.0420	
Tier 4 - Total qualifying monthly usage from \$ 50,000 to 299,999	0.013 (R)	0.026	0.0415	
Tier 5 - Total qualifying monthly usage from \$ 300,000 +	0.040	0.050	0.1000	
3. Loyalty Discount, per minute	<u>2nd Yr</u>	<u>3rd Yr</u>	<u>4th Yr</u>	<u>5th Yr</u>
Tier 1	2%	3%	4%	5%
Tier 2	2%	3%	4%	5%
Tier 3	2%	3%	4%	5%
Tier 4	2%	3%	4%	5%
Tier 5 Plus	0%	0%	0%	0%
4. Monthly Access Discount, ¹ per line/trunk/service	<u>12-Month</u>	<u>Monthly Discount</u>		
		<u>24-Month</u>	<u>36-Month</u>	
Tier 2				
PRI Access Interface, per service	\$ 48.00	\$ 242.00	\$ 267.00	
PRI Access Switched facility system, per service	48.00	175.00	200.00	
Business Line, per line	1.00	1.00	3.50	
PBX Trunks, per line	1.00	1.00	3.50	
Customized Multi-line Telephone Service, per line	2.00	2.00	2.00	(T)
Flexible Digital Channel Service, per trunk capacity	5.00	7.00	15.00	(T)

¹ Customers who qualify for Tier 1 or Tier 5 are not eligible for the Monthly Access Discount.

CALLING PLANS

II. RATES – Continued

E. COMPANY REWARDS - Continued

4. Monthly Access Discount, ¹ - Continued per line/trunk/service		<u>Monthly Discount</u>		
		<u>12-Month</u>	<u>24-Month</u>	<u>36-Month</u>
Tier 3				
PRI Access Interface, per service	\$ 48.00	\$ 267.00	\$ 297.00	
PRI Access Switched facility system, per service	48.00	200.00	225.00	
Business Line, per line	1.00	1.50	4.00	
PBX Trunks, per line	1.00	1.50	4.00	
Internal Communications and Call Management Features, per line	2.00	2.00	2.00	
FlexGrow, per trunk capacity	5.00	10.00	20.00	
Tier 4				
PRI Access Interface, per service	\$ 48.00	\$ 297.00	\$ 347.00	
PRI Access Switched facility system, per service	48.00	225.00	275.00	
Business Line, per line	1.00	2.00	4.50	
PBX Trunks, per line	1.00	2.00	4.50	
Internal Communications and Call Management Features, per line	2.00	2.00	2.00	
FlexGrow, per trunk capacity	5.00	15.00	30.00	

5. Internal Communications and Call Management Features Additive - monthly per line value \$ 25.00

6. Termination Charge 500.00

In addition, customers who have signed a 24- or 36-month service agreement will be required to return all access line discounts received in accordance with their service agreement. Discounts that must be returned will be calculated as follows:

Number of access lines/services X discount amount per access line/service X number of months expired under the service agreement.

7. Minimum Use Threshold 200.00

¹ Customers who qualify for Tier 1 or Tier 5 are not eligible for the Monthly Access Discount.

CALLING PLANS

II. RATES – Continued

F. BUSINESS DISCOUNT REWARDS PROGRAM

Monthly point awards are determined and applied as follows:

Total Qualified Monthly Billing	<u>Monthly Point Awards</u>
\$0 - \$124.99	None
\$125.00 or more	One point per qualified dollar, or fraction thereof.

G. REBATE PLAN FOR RETAIL CUSTOMERS

MONTHLY CREDITS

- a. Customers that qualify for the VCAP-R Plan will be designated in Group A or Group B based on the Customer's Eligible CTB:

Group A: Between \$1.5 million and \$29.99 million of multi-state total (aggregate) Eligible CTB

Group B: Between \$30 million and \$80 million of multi-state total (aggregate) Eligible CTB

- b. Upon the commencement of the VCAP-R Plan, and for the first 12-month Measurement Period of the Plan (Year 1), the monthly credit will be as follows:

Group A: 5%

Group B: 5.5%

For example if, in Month one, the Customer's Commitment CTB is \$1,000,000, then the Customer Commitment will be 90% of Commitment CTB, which equals \$900,000, and the Monthly Credit Trigger is 90% of Customer Commitment on a monthly basis, which equals \$810,000.

Assume that Customer's Monthly Actual CTB is \$900,000, which exceeds \$810,000 so the Customer will receive a credit equal to, for Group A, 5% of the Customer's State Specific Monthly Actual CTB. Assume that the Customer's State Specific Monthly Actual CTB is \$500,000, and that the Customer's State Specific Monthly Actual Credit CTB is \$300,000. In this example, Customer will receive a credit of \$25,000 (5% of \$500,000), which will be applied to the Customer's State Specific Monthly Actual Credit CTB of \$300,000.

Effective: 06/23/11

CALLING PLANS

II. RATES – Continued

F. BUSINESS REWARDS PROGRAM

(T)

Monthly point awards are determined and applied as follows:

Total Qualified Monthly Billing	<u>Monthly Point Awards</u>
\$0 - \$124.99	None
\$125.00 or more	One point per qualified dollar, or fraction thereof.

G. REBATE PLAN FOR RETAIL CUSTOMERS

MONTHLY CREDITS

- a. Customers that qualify for the VCAP-R Plan will be designated in Group A or Group B based on the Customer's Eligible CTB:

Group A: Between \$1.5 million and \$29.99 million of multi-state total (aggregate) Eligible CTB
Group B: Between \$30 million and \$80 million of multi-state total (aggregate) Eligible CTB

- b. Upon the commencement of the VCAP-R Plan, and for the first 12-month Measurement Period of the Plan (Year 1), the monthly credit will be as follows:

Group A: 5%
Group B: 5.5%

For example if, in Month one, the Customer's Commitment CTB is \$1,000,000, then the Customer Commitment will be 90% of Commitment CTB, which equals \$900,000, and the Monthly Credit Trigger is 90% of Customer Commitment on a monthly basis, which equals \$810,000.

Assume that Customer's Monthly Actual CTB is \$900,000, which exceeds \$810,000 so the Customer will receive a credit equal to, for Group A, 5% of the Customer's State Specific Monthly Actual CTB. Assume that the Customer's State Specific Monthly Actual CTB is \$500,000, and that the Customer's State Specific Monthly Actual Credit CTB is \$300,000. In this example, Customer will receive a credit of \$25,000 (5% of \$500,000), which will be applied to the Customer's State Specific Monthly Actual Credit CTB of \$300,000.

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

F. BUSINESS REWARDS PROGRAM

Monthly point awards are determined and applied as follows:

Total Qualified Monthly Billing	<u>Monthly Point Awards</u>
\$0 - \$124.99	None
\$125.00 or more	One point per qualified dollar, or fraction thereof.

G. REBATE PLAN FOR RETAIL CUSTOMERS – Grandfathered ¹

(T)

MONTHLY CREDITS

- a. Customers that qualify for the VCAP-R Plan will be designated in Group A or Group B based on the Customer's Eligible CTB:

Group A: Between \$1.5 million and \$29.99 million of multi-state total (aggregate) Eligible CTB

Group B: Between \$30 million and \$80 million of multi-state total (aggregate) Eligible CTB

- b. Upon the commencement of the VCAP-R Plan, and for the first 12-month Measurement Period of the Plan (Year 1), the monthly credit will be as follows:

Group A: 5%

Group B: 5.5%

For example if, in Month one, the Customer's Commitment CTB is \$1,000,000, then the Customer Commitment will be 90% of Commitment CTB, which equals \$900,000, and the Monthly Credit Trigger is 90% of Customer Commitment on a monthly basis, which equals \$810,000.

Assume that Customer's Monthly Actual CTB is \$900,000, which exceeds \$810,000 so the Customer will receive a credit equal to, for Group A, 5% of the Customer's State Specific Monthly Actual CTB. Assume that the Customer's State Specific Monthly Actual CTB is \$500,000, and that the Customer's State Specific Monthly Actual Credit CTB is \$300,000. In this example, Customer will receive a credit of \$25,000 (5% of \$500,000), which will be applied to the Customer's State Specific Monthly Actual Credit CTB of \$300,000.

¹ As of December 16, 2009, this plan is grandfathered and will not be provided to new subscribers. Existing customers may continue to subscribe to this plan in accordance with the terms and conditions as described herein.

(N)
(N)

CALLING PLANS

II. RATES – Continued

G. REBATE PLAN FOR RETAIL CUSTOMERS - Continued

MONTHLY CREDITS

- c. At the end of the first Measurement Period (Year 1), the Company will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 2), the Customer will receive a monthly or quarterly ¹ credit during the next Measurement Period in accordance with the credit schedules following.
- d. At the end of the second Measurement Period (Year 2), the Company will review the Customer's Actual CTB to determine the percentage of Customer Commitment attained based on Year 1 Customer Commitment. Based on the percentage of Customer Commitment attained and the Customer's election of a new Customer Commitment for the next Measurement Period (Year 3), the Customer will receive a monthly or quarterly ¹ credit during the next Measurement Period in accordance with the credit schedules following.
- e. The Customer must notify the Company in writing of its new Customer Commitment for the next Measurement Period within 90 days of the end of the previous Measurement Period. If such notice is not received, the Customer will automatically be renewed at the existing commitment level.

¹ Credits will be applied monthly and/or quarterly, at the Company's discretion.

CALLING PLANS

II. RATES – Continued

G. REBATE PLAN FOR RETAIL CUSTOMERS – Continued

CREDIT SCHEDULES

Group A:

<u>Percent of Customer Commitment Achieved in Measurement Period</u>	<u>Customer Election of Customer Commitment for New Measurement Period</u>	<u>Monthly Credit Percentage for New Measurement Period</u>
110%	110%	6%
110%	105% - 109.99%	5.5%
110%	90% - 104.99%	5%
110%	85% - 89.99%	2%
110%	Less than 85%	0%
105% - 109.99%	105% - 109.99%	5.5%
105% - 109.99%	90% - 104.99%	5%
105% - 109.99%	85% - 89.99%	2%
105% - 109.99%	Less than 85%	0%
90% - 104.99%	90% - 104.99%	5%
90% - 104.99%	85% - 89.99%	2%
90% - 104.99%	Less than 85%	0%
85% - 89.99%	85% - 89.99%	2%
Less than 85%	Not applicable	0%

CALLING PLANS

II. RATES – Continued

G. REBATE PLAN FOR RETAIL CUSTOMERS – Continued

CREDIT SCHEDULES - Continued

Group B:

<u>Percent of Customer Commitment Achieved in Measurement Period</u>	<u>Customer Election of Customer Commitment for New Measurement Period</u>	<u>Monthly Credit Percentage for New Measurement Period</u>
110%	110%	6.5%
110%	105% - 109.99%	6%
110%	90% - 104.99%	5.5%
110%	85% - 89.99%	2%
110%	Less than 85%	0%
105% - 109.99%	105% - 109.99%	6%
105% - 109.99%	90% - 104.99%	5.5%
105% - 109.99%	85% - 89.99%	2%
105% - 109.99%	Less than 85%	0%
90% - 104.99%	90% - 104.99%	5.5%
90% - 104.99%	85% - 89.99%	2%
90% - 104.99%	Less than 85%	0%
85% - 89.99%	85% - 89.99%	2%
Less than 85%	Not applicable	0%

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN ONE

1. BUSINESS ³

- (a) Monthly Recurring Charge = \$5.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3.
- (c) Usage Charges:
 Usage charges for Discount Calling Plan One are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage²</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.0969	0.0595
	13-16	0.0969	0.0595
	17-20	0.0969	0.0595
	21-25	0.1156	0.0969
	26-30	0.1156	0.0969
	31-40	0.1156	0.0969
	41-50	0.1156	0.0969
	51-70	0.1156	0.0969
	71+	0.1156	0.0969
 <u>Evening Rate</u>	0-12	0.0775	0.0476
	13-16	0.0775	0.0476
	17-20	0.0775	0.0476
	21-25	0.0925	0.0775
	26-30	0.0925	0.0775
	31-40	0.0925	0.0775
	41-50	0.0925	0.0775
	51-70	0.0925	0.0775
	71+	0.0925	0.0775
 <u>Night Rate</u>	0-12	0.0581	0.0357
	13-16	0.0581	0.0357
	17-20	0.0581	0.0357
	21-25	0.0689	0.0581
	26-30	0.0689	0.0581
	31-40	0.0689	0.0581
	41-50	0.0689	0.0581
	51-70	0.0689	0.0581
	71+	0.0689	0.0581

¹ These rates reflect a 15% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local, EAS and ZUM Zone 3 calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

Effective: 03/01/12

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN ONE

1. BUSINESS ³

- (a) Monthly Recurring Charge = \$5.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3.
- (c) Usage Charges:
Usage charges for Discount Calling Plan One are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	Rate Mileage ²	Initial 1-Minute	Each Additional Minute
<u>Day Rate</u>	0-12	0.0969	0.0595
	13-16	0.0969	0.0595
	17-20	0.0969	0.0595
	21-25	0.1156	0.0969
	26-30	0.1156	0.0969
	31-40	0.1156	0.0969
	41-50	0.1156	0.0969
	51-70	0.1156	0.0969
	71+	0.1156	0.0969
<u>Evening Rate</u>	0-12	0.0775	0.0476
	13-16	0.0775	0.0476
	17-20	0.0775	0.0476
	21-25	0.0925	0.0775
	26-30	0.0925	0.0775
	31-40	0.0925	0.0775
	41-50	0.0925	0.0775
	51-70	0.0925	0.0775
	71+	0.0925	0.0775
<u>Night Rate</u>	0-12	0.0581	0.0357
	13-16	0.0581	0.0357
	17-20	0.0581	0.0357
	21-25	0.0689	0.0581
	26-30	0.0689	0.0581
	31-40	0.0689	0.0581
	41-50	0.0689	0.0581
	51-70	0.0689	0.0581
	71+	0.0689	0.0581

¹ These rates reflect a 15% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local and EAS calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN ONE- Continued

2. RESIDENCE³

- (a) Monthly Recurring Charge = \$1.00 per main billing number.
- (b) Usage Charges:
Usage charges for Discount Calling Plan One are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage²</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>			
	0-12	0.0969	0.0595
	13-16	0.0969	0.0595
	17-20	0.0969	0.0595
	21-25	0.1156	0.0969
	26-30	0.1156	0.0969
	31-40	0.1156	0.0969
	41-50	0.1156	0.0969
	51-70	0.1156	0.0969
	71+	0.1156	0.0969
<u>Evening Rate</u>			
	0-12	0.0775	0.0476
	13-16	0.0775	0.0476
	17-20	0.0775	0.0476
	21-25	0.0925	0.0775
	26-30	0.0925	0.0775
	31-40	0.0925	0.0775
	41-50	0.0925	0.0775
	51-70	0.0925	0.0775
	71+	0.0925	0.0775
<u>Night Rate</u>			
	0-12	0.0581	0.0357
	13-16	0.0581	0.0357
	17-20	0.0581	0.0357
	21-25	0.0689	0.0581
	26-30	0.0689	0.0581
	31-40	0.0689	0.0581
	41-50	0.0689	0.0581
	51-70	0.0689	0.0581
	71+	0.0689	0.0581

¹ These rates reflect a 15% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local, EAS and ZUM Zone 3 calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

Effective: 03/01/12

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN ONE- Continued

2. RESIDENCE³

- (a) Monthly Recurring Charge = \$1.00 per main billing number.
- (b) Usage Charges:
Usage charges for Discount Calling Plan One are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage²</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.0969	0.0595
	13-16	0.0969	0.0595
	17-20	0.0969	0.0595
	21-25	0.1156	0.0969
	26-30	0.1156	0.0969
	31-40	0.1156	0.0969
	41-50	0.1156	0.0969
	51-70	0.1156	0.0969
	71+	0.1156	0.0969
<u>Evening Rate</u>	0-12	0.0775	0.0476
	13-16	0.0775	0.0476
	17-20	0.0775	0.0476
	21-25	0.0925	0.0775
	26-30	0.0925	0.0775
	31-40	0.0925	0.0775
	41-50	0.0925	0.0775
	51-70	0.0925	0.0775
	71+	0.0925	0.0775
<u>Night Rate</u>	0-12	0.0581	0.0357
	13-16	0.0581	0.0357
	17-20	0.0581	0.0357
	21-25	0.0689	0.0581
	26-30	0.0689	0.0581
	31-40	0.0689	0.0581
	41-50	0.0689	0.0581
	51-70	0.0689	0.0581
	71+	0.0689	0.0581

¹ These rates reflect a 15% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local and EAS calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

(C)

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN TWO

1. BUSINESS³

- (a) Monthly Recurring Charge = \$50.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3 of this Product Guide.
- (c) Usage Charges:
Usage charges for Discount Calling Plan Two are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage²</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.0855	0.0525
	13-16	0.0855	0.0525
	17-20	0.0855	0.0525
	21-25	0.1020	0.0855
	26-30	0.1020	0.0855
	31-40	0.1020	0.0855
	41-50	0.1020	0.0855
	51-70	0.1020	0.0855
	71+	0.1020	0.0855
<u>Evening Rate</u>	0-12	0.0684	0.0420
	13-16	0.0684	0.0420
	17-20	0.0684	0.0420
	21-25	0.0816	0.0684
	26-30	0.0816	0.0684
	31-40	0.0816	0.0684
	41-50	0.0816	0.0684
	51-70	0.0816	0.0684
	71+	0.0816	0.0684
<u>Night Rate</u>	0-12	0.0513	0.0315
	13-16	0.0513	0.0315
	17-20	0.0513	0.0315
	21-25	0.0608	0.0513
	26-30	0.0608	0.0513
	31-40	0.0608	0.0513
	41-50	0.0608	0.0513
	51-70	0.0608	0.0513
	71+	0.0608	0.0513

¹ These rates reflect a 25% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local, EAS and ZUM Zone 3 calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

Effective: 03/01/12

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN TWO

1. BUSINESS³

- (a) Monthly Recurring Charge = \$50.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3 of this Product Guide.
- (c) Usage Charges:
Usage charges for Discount Calling Plan Two are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage²</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.0855	0.0525
	13-16	0.0855	0.0525
	17-20	0.0855	0.0525
	21-25	0.1020	0.0855
	26-30	0.1020	0.0855
	31-40	0.1020	0.0855
	41-50	0.1020	0.0855
	51-70	0.1020	0.0855
	71+	0.1020	0.0855
<u>Evening Rate</u>	0-12	0.0684	0.0420
	13-16	0.0684	0.0420
	17-20	0.0684	0.0420
	21-25	0.0816	0.0684
	26-30	0.0816	0.0684
	31-40	0.0816	0.0684
	41-50	0.0816	0.0684
	51-70	0.0816	0.0684
	71+	0.0816	0.0684
<u>Night Rate</u>	0-12	0.0513	0.0315
	13-16	0.0513	0.0315
	17-20	0.0513	0.0315
	21-25	0.0608	0.0513
	26-30	0.0608	0.0513
	31-40	0.0608	0.0513
	41-50	0.0608	0.0513
	51-70	0.0608	0.0513
	71+	0.0608	0.0513

¹ These rates reflect a 25% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local and EAS calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

(C)

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN TWO - Continued

2. RESIDENCE³

- (a) Monthly Recurring Charge = \$3.00 per main billing number.
- (b) Usage Charges:
Usage charges for Discount Calling Plan Two are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	Rate Mileage ²	Initial 1-Minute	Each Additional Minute
<u>Day Rate</u>	0-12	0.0855	0.0525
	13-16	0.0855	0.0525
	17-20	0.0855	0.0525
	21-25	0.1020	0.0855
	26-30	0.1020	0.0855
	31-40	0.1020	0.0855
	41-50	0.1020	0.0855
	51-70	0.1020	0.0855
	71+	0.1020	0.0855
<u>Evening Rate</u>	0-12	0.0684	0.0420
	13-16	0.0684	0.0420
	17-20	0.0684	0.0420
	21-25	0.0816	0.0684
	26-30	0.0816	0.0684
	31-40	0.0816	0.0684
	41-50	0.0816	0.0684
	51-70	0.0816	0.0684
	71+	0.0816	0.0684
<u>Night Rate</u>	0-12	0.0513	0.0315
	13-16	0.0513	0.0315
	17-20	0.0513	0.0315
	21-25	0.0608	0.0513
	26-30	0.0608	0.0513
	31-40	0.0608	0.0513
	41-50	0.0608	0.0513
	51-70	0.0608	0.0513
	71+	0.0608	0.0513

¹ These rates reflect a 25% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local, EAS and ZUM Zone 3 calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN TWO - Continued

2. RESIDENCE³

- (a) Monthly Recurring Charge = \$3.00 per main billing number.
- (b) Usage Charges:
Usage charges for Discount Calling Plan Two are designed to provide a discount for Day, Evening, and Night toll usage.

Rates: Day, Evening, Night¹

	Rate Mileage ²	Initial 1-Minute	Each Additional Minute
<u>Day Rate</u>	0-12	0.0855	0.0525
	13-16	0.0855	0.0525
	17-20	0.0855	0.0525
	21-25	0.1020	0.0855
	26-30	0.1020	0.0855
	31-40	0.1020	0.0855
	41-50	0.1020	0.0855
	51-70	0.1020	0.0855
	71+	0.1020	0.0855
<u>Evening Rate</u>	0-12	0.0684	0.0420
	13-16	0.0684	0.0420
	17-20	0.0684	0.0420
	21-25	0.0816	0.0684
	26-30	0.0816	0.0684
	31-40	0.0816	0.0684
	41-50	0.0816	0.0684
	51-70	0.0816	0.0684
	71+	0.0816	0.0684
<u>Night Rate</u>	0-12	0.0513	0.0315
	13-16	0.0513	0.0315
	17-20	0.0513	0.0315
	21-25	0.0608	0.0513
	26-30	0.0608	0.0513
	31-40	0.0608	0.0513
	41-50	0.0608	0.0513
	51-70	0.0608	0.0513
	71+	0.0608	0.0513

¹ These rates reflect a 25% discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local and EAS calls not included.

³ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN FOUR³

1. BUSINESS

- (a) Monthly Recurring Charge = \$1.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3 of this Product Guide.
- (c) Usage Charges:
Usage charges for Discount Calling Plan Four are designed to provide a discount for Evening and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.1140	0.0700
	13-16 ²	0.1140	0.0700
	17-20	0.1140	0.0700
	21-25	0.1360	0.1140
	26-30	0.1360	0.1140
	31-40	0.1360	0.1140
	41-50	0.1360	0.1140
	51-70	0.1360	0.1140
	71+	0.1360	0.1140
<u>Evening Rate</u>	0-12	0.0775	0.0476
	13-16 ²	0.0775	0.0476
	17-20	0.0775	0.0476
	21-25	0.0925	0.0775
	26-30	0.0925	0.0775
	31-40	0.0925	0.0775
	41-50	0.0925	0.0775
	51-70	0.0925	0.0775
	71+	0.0925	0.0775
<u>Night Rate</u>	0-12	0.0581	0.0357
	13-16 ²	0.0581	0.0357
	17-20	0.0581	0.0357
	21-25	0.0689	0.0581
	26-30	0.0689	0.0581
	31-40	0.0689	0.0581
	41-50	0.0689	0.0581
	51-70	0.0689	0.0581
	71+	0.0689	0.0581

¹ These rates reflect a 15% discount for evening and night rates off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local, EAS and ZUM Zone 3 calls not included.

³ This Plan is limited to existing customers only as of July 17, 1996.

Effective: 03/01/12

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN FOUR³

1. BUSINESS

- (a) Monthly Recurring Charge = \$1.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3 of this Product Guide.
- (c) Usage Charges:
Usage charges for Discount Calling Plan Four are designed to provide a discount for Evening and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.1140	0.0700
	13-16 ²	0.1140	0.0700
	17-20	0.1140	0.0700
	21-25	0.1360	0.1140
	26-30	0.1360	0.1140
	31-40	0.1360	0.1140
	41-50	0.1360	0.1140
	51-70	0.1360	0.1140
	71+	0.1360	0.1140
<u>Evening Rate</u>	0-12	0.0775	0.0476
	13-16 ²	0.0775	0.0476
	17-20	0.0775	0.0476
	21-25	0.0925	0.0775
	26-30	0.0925	0.0775
	31-40	0.0925	0.0775
	41-50	0.0925	0.0775
	51-70	0.0925	0.0775
	71+	0.0925	0.0775
<u>Night Rate</u>	0-12	0.0581	0.0357
	13-16 ²	0.0581	0.0357
	17-20	0.0581	0.0357
	21-25	0.0689	0.0581
	26-30	0.0689	0.0581
	31-40	0.0689	0.0581
	41-50	0.0689	0.0581
	51-70	0.0689	0.0581
	71+	0.0689	0.0581

¹ These rates reflect a 15% discount for evening and night rates off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local and EAS calls not included.

³ This Plan is limited to existing customers only as of July 17, 1996.

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN FIVE³

1. BUSINESS

- (a) Monthly Recurring Charge = \$3.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3 of this Product Guide.
- (c) Usage Charges:
Usage charges for Discount Calling Plan Five are designed to provide a discount for Evening and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.1140	0.0700
	13-16 ²	0.1140	0.0700
	17-20	0.1140	0.0700
	21-25	0.1360	0.1140
	26-30	0.1360	0.1140
	31-40	0.1360	0.1140
	41-50	0.1360	0.1140
	51-70	0.1360	0.1140
	71+	0.1360	0.1140
<u>Evening Rate</u>	0-12	0.0684	0.0420
	13-16 ²	0.0684	0.0420
	17-20	0.0684	0.0420
	21-25	0.0816	0.0684
	26-30	0.0816	0.0684
	31-40	0.0816	0.0684
	41-50	0.0816	0.0684
	51-70	0.0816	0.0684
	71+	0.0816	0.0684
<u>Night Rate</u>	0-12	0.0513	0.0315
	13-16 ²	0.0513	0.0315
	17-20	0.0513	0.0315
	21-25	0.0608	0.0513
	26-30	0.0608	0.0513
	31-40	0.0608	0.0513
	41-50	0.0608	0.0513
	51-70	0.0608	0.0513
	71+	0.0608	0.0513

¹ These rates reflect a 15% discount for evening and night rates off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local, EAS and ZUM Zone 3 calls not included.

³ This Plan is limited to existing customers only as of July 17, 1996.

Effective: 03/01/12

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

DISCOUNT CALLING PLAN FIVE³

1. BUSINESS

- (a) Monthly Recurring Charge = \$3.00 per main billing number
- (b) Service Order Charges will be applied as set forth in Section 3 of this Product Guide.
- (c) Usage Charges:
 Usage charges for Discount Calling Plan Five are designed to provide a discount for Evening and Night toll usage.

Rates: Day, Evening, Night¹

	<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
<u>Day Rate</u>	0-12	0.1140	0.0700
	13-16 ²	0.1140	0.0700
	17-20	0.1140	0.0700
	21-25	0.1360	0.1140
	26-30	0.1360	0.1140
	31-40	0.1360	0.1140
	41-50	0.1360	0.1140
	51-70	0.1360	0.1140
	71+	0.1360	0.1140
<u>Evening Rate</u>	0-12	0.0684	0.0420
	13-16 ²	0.0684	0.0420
	17-20	0.0684	0.0420
	21-25	0.0816	0.0684
	26-30	0.0816	0.0684
	31-40	0.0816	0.0684
	41-50	0.0816	0.0684
	51-70	0.0816	0.0684
	71+	0.0816	0.0684
<u>Night Rate</u>	0-12	0.0513	0.0315
	13-16 ²	0.0513	0.0315
	17-20	0.0513	0.0315
	21-25	0.0608	0.0513
	26-30	0.0608	0.0513
	31-40	0.0608	0.0513
	41-50	0.0608	0.0513
	51-70	0.0608	0.0513
	71+	0.0608	0.0513

¹ These rates reflect a 15% discount for evening and night rates off of Frontier Communications of the Southwest Inc. IntraLATA Toll Service.

² Local and EAS calls not included.

³ This Plan is limited to existing customers only as of July 17, 1996.

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

REGIONAL TOLL CALL BUSINESS PLAN¹

Regional Toll Call Business Plan is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to business customers. The discounts offered with Regional Toll Call Business Plan are not available with any other Utility offered discount-calling plan.

Business customers who subscribe to Regional Toll Call Business Plan will receive the following discounts on all Frontier Communications of the Southwest Inc. IntraLATA Toll usage billed for the month when their monthly usage exceeds:

Monthly Frontier Communications of the Southwest Inc. IntraLATA Toll Usage	Month-to-Month Discount	1 Year Discount	3 Year Discount
\$ 0 - 4.99	0%	5%	10%
\$ 5.00 - 49.99	10%	12%	15%
\$ 50.00 - 99.99	10%	15%	20%
\$100.00 and over	15%	20%	25%

REGIONAL TOLL CALL PLAN¹, (for Residence)

Regional Toll Call Plan is an optional 1+, 0+, and 0- Intrastate Frontier Communications of the Southwest Inc. IntraLATA Toll Service offered only to residence customers. The discounts offered with Regional Toll Call Plan are not available with any other Utility offered discount calling plan.

Residence customers who subscribe to Regional Toll Call Plan will receive the following discounts on all Frontier Communications of the Southwest Inc. IntraLATA Toll usage billed for the month when their monthly usage exceeds:

Monthly Frontier Communications of the Southwest Inc. IntraLATA Toll Usage	Discount
\$ 0 - 9.99	0%
\$ 10.00 - 24.99	10%
\$ 25.00 and over	25%

¹ Charges from Section 3 of this Product Guide are not applicable.

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

RESIDENCE DIRECT DISCOUNT PLAN

Directly dialed and calling card calls shall receive a 15% discount on the total amount billed over \$5.00.

RESIDENCE SERVICE AREA PLAN

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Service Plan	\$5.00	\$4.50

The following discount applies to directly dialed and calling card calls (including calling card service charge and paystation service charges if any):

Discount	30%	\$ 0.00 to \$45.00
	40%	\$45.00+

RESIDENCE COMMUNITY PLAN

Community Plan	\$5.00	\$7.00
----------------	--------	--------

The following discount applies to sent-paid and calling card calls (including calling card service charge):

Discount	40%	off Selected Community Calls
	30%	off Non-Community Calls

Effective: 11/03/11

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

RESIDENCE DIRECT DISCOUNT PLAN

Directly dialed calls shall receive a 15% discount on the total amount billed over \$5.00. (C)

RESIDENCE SERVICE AREA PLAN

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Service Plan	\$5.00	\$4.50

The following discount applies to directly dialed calls (including paystation service charges if any): (C)

Discount	30%	\$ 0.00 to \$45.00
	40%	\$45.00+

RESIDENCE COMMUNITY PLAN

Community Plan	\$5.00	\$7.00
----------------	--------	--------

The following discount applies to sent-paid calls: (C)

Discount	40%	off Selected Community Calls
	30%	off Non-Community Calls

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

BUSINESS DIRECT DISCOUNT PLAN¹

Directly dialed toll and calling card calls shall receive a 20% discount on the total qualified amount billed over \$15.00.

BUSINESS ADVANTAGE 50¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Advantage 50	\$10.00	\$7.50
Option 1		
<u>Billed Usage</u>	<u>Discount Rate</u>	
\$0.01 - \$300.00	30%	
\$300.01+	35%	
Option 2		

<u>Hourly Rate</u>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u>
\$5.75 per hour of usage \$300.01+	\$0.01 - \$300.00 35%	30%

BUSINESS ADVANTAGE 1000¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Advantage 1000	\$10.00	\$30.00
Option 1		
<u>Billed Usage</u>	<u>Discount Rate</u>	
\$0.01 - \$1,000.00	30%	
\$1,000.01 - \$5,000.00	40%	
\$5,000.01 +	50%	
Option 2		
<u>Hourly Rate</u>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u>
\$5.75 per hour of usage	\$0.01 - \$1,000.00 \$1,000.01 - \$5,000.00 \$5,000.01 +	30% 40% 50%

¹ The above discount plans are grandfathered and limited to existing customers in the exchanges listed in Section 4A of this Product Guide, Sheet 4.

Effective: 11/03/11

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

BUSINESS DIRECT DISCOUNT PLAN¹

Directly dialed toll calls shall receive a 20% discount on the total qualified amount billed over \$15.00.

(C)

BUSINESS ADVANTAGE 50¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Advantage 50	\$10.00	\$7.50
Option 1		
	<u>Discount Rate</u>	
<u>Billed Usage</u>		
\$0.01 - \$300.00	30%	
\$300.01+	35%	

Option 2

<u>Hourly Rate</u>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u>
\$5.75 per hour of usage \$300.01+	\$0.01 - \$300.00 35%	30%

BUSINESS ADVANTAGE 1000¹

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Advantage 1000	\$10.00	\$30.00
Option 1		
	<u>Discount Rate</u>	
<u>Billed Usage</u>		
\$0.01 - \$1,000.00	30%	
\$1,000.01 - \$5,000.00	40%	
\$5,000.01 +	50%	

Option 2

<u>Hourly Rate</u>	<u>Billed Hourly Usage</u>	<u>Discount Rate</u>
\$5.75 per hour of usage	\$0.01 - \$1,000.00 \$1,000.01 - \$5,000.00 \$5,000.01 +	30% 40% 50%

¹ The above discount plans are grandfathered and limited to existing customers in the exchanges listed in Section 4A of this Product Guide, Sheet 4.

Effective: 07/09/10

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

	<u>Monthly Rate</u>	<u>Per Minute</u> ¹
BUSINESS VALUE		
Per account	\$ 4.95	
Per minute		\$.08
RESIDENTIAL VALUE		
Per account	1.95	
Per minute		.05

¹ The per minute of use rate is in addition to the monthly recurring per line rate.

Effective: 06/23/11

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS

	<u>Monthly Rate</u>	<u>Per Minute</u> ¹	
BUSINESS VALUE PLAN			(T)
Per account	\$ 4.95		
Per minute		\$.08	
RESIDENTIAL VALUE PLAN			(T)
Per account	1.95		
Per minute		.05	

¹ The per minute of use rate is in addition to the monthly recurring per line rate.

CALLING PLANS

II. RATES – Continued

I. NETBOOK OFFER¹

Usage Charges: Usage Charges for Netbook Offer are designed to provide an initial one-hour block of time and additional minutes of use each at a flat rate.

Rates: Day, Evening, Night

	Monthly <u>Rate</u> ²	Each Additional <u>Minute</u> ³
Netbook Offer	\$6.00	\$0.10

J. CALL CENTER SERVICE⁵

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>	Frontier Communications of the Southwest Inc. <u>IntraLATA Toll</u> ⁴
1. Option A	\$7.50	\$11.95	15%
2. Option B	7.50	19.95	25%
3. Option C	7.50		
Initial Hour - per month		4.98	
Additional Minutes per minute			\$ 0.10

¹ Netbook Offer is grandfathered and limited to existing customers at existing locations as of January 13, 2005.
² The monthly rate includes the first 60 minutes, or fraction thereof, of Frontier Communications of the Southwest Inc. IntraLATA Toll usage.
³ Rate applies for any minute, or fraction thereof, in excess of the first 60 minutes of Frontier Communications of the Southwest Inc. IntraLATA Toll usage in one month.
⁴ This percentage represents a discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Usage rates. For Frontier Communications of the Southwest Inc. IntraLATA Toll Usage rates see Section 16 of this Product Guide.
⁵ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

Effective: 06/23/11

CALLING PLANS

II. RATES – Continued

I. INTRALATA TOLL BOT PLAN ¹ (T)

Usage Charges: Usage Charges for Intralata Toll BOT Plan are designed to provide an initial one-hour block of time and additional minutes of use each at a flat rate. (T)

Rates: Day, Evening, Night

	<u>Monthly Rate²</u>	<u>Each Additional Minute³</u>	
Intralata Toll BOT Plan	\$6.00	\$0.10	(T)

J. CALL CENTER SERVICE⁵

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	Frontier Communications of the Southwest Inc. <u>IntraLATA Toll⁴</u>
1. Option A	\$7.50	\$11.95	15%
2. Option B	7.50	19.95	25%
3. Option C	7.50		
Initial Hour - per month		4.98	
Additional Minutes per minute			\$ 0.10

¹ Intralata Toll BOT Plan is grandfathered and limited to existing customers at existing locations as of January 13, 2005. (T)

² The monthly rate includes the first 60 minutes, or fraction thereof, of Frontier Communications of the Southwest Inc. IntraLATA Toll usage.

³ Rate applies for any minute, or fraction thereof, in excess of the first 60 minutes of Frontier Communications of the Southwest Inc. IntraLATA Toll usage in one month.

⁴ This percentage represents a discount off of Frontier Communications of the Southwest Inc. IntraLATA Toll Usage rates. For Frontier Communications of the Southwest Inc. IntraLATA Toll Usage rates see Section 16 of this Product Guide.

⁵ This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of Nov. 26, 1996.

CALLING PLANS

II. RATES – Continued

K. FLAT RATE BUSINESS CALLING SAVINGS PLAN

1. Sub-minute of Use Charge

<u>Rates Per Sub-Minute</u>	
<u>Initial</u>	<u>Each Additional</u>
<u>18 Seconds</u>	<u>6 Seconds</u>

1 Year Term	\$.030	\$.010
3 Year Term	.030	.010

2. Early Termination Charge

\$25.00 times the number of months remaining in the term period selected

Effective: 06/23/11

CALLING PLANS

II. RATES – Continued

K. FRONTIER FLAT RATE BUSINESS CALLING SAVINGS PLAN

(T)

1. Sub-minute of Use Charge

	<u>Rates Per Sub-Minute</u>	
	<u>Initial</u>	<u>Each Additional</u>
	<u>18 Seconds</u>	<u>6 Seconds</u>
1 Year Term	\$.030	\$.010
3 Year Term	.030	.010

2. Early Termination Charge

\$25.00 times the number of months remaining in the term period selected

Effective: 07/09/10

OPERATOR SERVICES

TABLE OF CONTENTS

Sheet

I.	DESCRIPTION	
A.	Operator Handled Service	
1.	Operator Handled Station-to-Station Service (Direct Dialed)	1
2.	Operator Handled Station-to-Station Service (Coin)	1
3.	Operator Handled Station-to-Station Service (Corrections Collect)	2
4.	Operator Handled Person-to-Person Service (Direct Dialed)	2
5.	Operator Handled Person-to-Person Service (Coin)	2
6.	Customer Owned Pay Telephone (COPT) Service	3
B.	Pay Station Service Charge	3
C.	Verification/Interrupt Service	3
D.	Number Referral Services	
1.	Basic Referral	4
2.	Premium Referral Service	4
II.	SPECIAL CONDITIONS	
A.	Method of Applying Rates	5
B.	Number Referral Services	7
III.	RATES	
A.	Operator Handled Service Charges	
1.	Operator Handled Credit/Calling Card Calls	
(a)	Commercial Credit Card	8
(b)	Interexchange Carrier Calling/Credit Card	8
(c)	Exchange Carrier Calling Card	8
2.	Operator Handled Station-to-Station	
(a)	Direct Dialed	8
(b)	Coin Sent-Paid	8
(c)	Corrections Collect	8
3.	Operator Handled Person-to-Person	
(a)	Direct Dialed	8
(b)	Coin Sent-Paid	8
B.	Pay Station Service Charge	8
C.	Verification/Intercept Service	
1.	Verification of Busy Line Condition	8
2.	Interruption of Conversation in Progress	8
D.	Number Referral Services	
1.	Basic Referral	9
2.	Premium Referral Service	9

Effective: 11/03/11

OPERATOR SERVICES

TABLE OF CONTENTS

Sheet

I.	DESCRIPTION		
A.	Operator Handled Service		
1.	Operator Handled Station-to-Station Service (Direct Dialed)	1	
2.	Operator Handled Station-to-Station Service (Coin)	1	
3.	Operator Handled Station-to-Station Service (Corrections Collect)	2	
4.	Operator Handled Person-to-Person Service (Direct Dialed)	2	
5.	Operator Handled Person-to-Person Service (Coin)	2	
6.	Customer Owned Pay Telephone (COPT) Service	3	
B.	Pay Station Service Charge	3	
C.	Verification/Interrupt Service	3	
D.	Number Referral Services		
1.	Basic Referral	4	
2.	Premium Referral Service	4	
II.	SPECIAL CONDITIONS		
A.	Method of Applying Rates	5	
B.	Number Referral Services	7	
III.	RATES		
A.	Operator Handled Service Charges		(D)
1.	Operator Handled Station-to-Station		(D)
(a)	Direct Dialed	8	(T)
(b)	Coin Sent-Paid	8	
(c)	Corrections Collect	8	
2.	Operator Handled Person-to-Person		
(a)	Direct Dialed	8	(T)
(b)	Coin Sent-Paid	8	
B.	Pay Station Service Charge	8	
C.	Verification/Intercept Service		
1.	Verification of Busy Line Condition	8	
2.	Interruption of Conversation in Progress	8	
D.	Number Referral Services		
1.	Basic Referral	9	
2.	Premium Referral Service	9	

Effective: 11/01/12

OPERATOR SERVICES

TABLE OF CONTENTS

Sheet

I.	DESCRIPTION		
A.	Operator Handled Service		
1.	Operator Handled Station-to-Station Service (Direct Dialed)	1	
2.	Operator Handled Station-to-Station Service (Coin)	1	
3.	Operator Handled Station-to-Station Service (Corrections Collect)	2	
4.	Operator Handled Person-to-Person Service (Direct Dialed)	2	
5.	Operator Handled Person-to-Person Service (Coin)	2	
6.	Collect Call	2	(N)
7.	Customer Owned Pay Telephone (COPT) Service	2	(T)
B.	Pay Station Service Charge	3	
C.	Verification/Interrupt Service	3	
D.	Number Referral Services		
1.	Basic Referral	4	
2.	Premium Referral Service	4	
II.	SPECIAL CONDITIONS		
A.	Method of Applying Rates	5	
B.	Number Referral Services	7	
III.	RATES		
A.	Operator Handled Service Charges		
1.	Operator Handled Station-to-Station		
(a)	Direct Dialed	8	
(b)	Coin Sent-Paid	8	
(c)	Corrections Collect	8	
2.	Operator Handled Person-to-Person		
(a)	Direct Dialed	8	
(b)	Coin Sent-Paid	8	
3.	Collect Call	8	(N)
B.	Pay Station Service Charge	8	
C.	Verification/Intercept Service		
1.	Verification of Busy Line Condition	8	
2.	Interruption of Conversation in Progress	8	
D.	Number Referral Services		
1.	Basic Referral	9	
2.	Premium Referral Service	9	

Effective: 11/20/16

OPERATOR SERVICES

TABLE OF CONTENTS

Sheet

I. DESCRIPTION

A. Operator Services	1	(T)
B. Pay Station Service Charge	2	
C. Number Referral Services.....	3	(T)

II. SPECIAL CONDITIONS

A. Method of Applying Rates	4	(T)
B. Number Referral Services	4	(T)

III. RATES

A. Service Charges		(T)
1. Busy Verification	5	
2. Busy Interrupt.....	5	
3. Operator Assisted Station to Station.....	5	
4. Collect	5	
5. Operator Assisted Person to Person.....	5	
6. Operator Asssited Time and Charges.....	5	
7. Operator Asssited - Corrections.....	5	
8. Billed to Third Number	5	
B. Pay Station Service Charge	5	
C. Number Referral Services		
1. Basic Referral.....	6	
2. Premium Referral Service.....	6	(T)

OPERATOR SERVICES

TABLE OF CONTENTS

Sheet

I. DESCRIPTION

A. Operator Services 1

B. Pay Station Service Charge2

C. Number Referral Services.....3

II. SPECIAL CONDITIONS

A. Method of Applying Rates4

B. Number Referral Services 4

III. RATES

A. Service Charges

1. Operator Assisted Station to Station5

2. Collect5

3. Operator Assisted Person to Person.....5

4. Operator Asssited Time and Charges5

5. Operator Asssited - Corrections.....5

6. Billed to Third Number 5

B. Pay Station Service Charge5

C. Number Referral Services

1. Basic Referral.....6

2. Premium Referral Service.....6

(D)
(D)
(T)
|
(T)

OPERATOR SERVICES

I. DESCRIPTION

A. Operator Handled Service

Operator Handled Service includes:

Operator Handled Station-to-Station Service (Direct Dialed)
Operator Handled Station-to-Station Service (Coin)
Operator Handled Station-to-Station Service (Corrections Collect)
Operator Handled Person-to-Person Service (Direct Dialed)
Operator Handled Person-to-Person Service (Coin)
Customer Owned Pay Telephone (COPT) Service

1. Operator Handled Station-to-Station Service (Direct Dialed)

Operator Handled rates plus the Operator Handled Station-to-Station service charge apply to:

- Station messages billed to the called number, a third telephone number or a calling card where the calling card surcharge shown in III.A.1. does not apply.
- Station messages where the customer requests time and charges quoted.
- Interexchange Receiving Service messages (Enterprise or Zenith).
- Messages to or from a Mobile telephone where dial facilities are not available.

2. Operator Handled Station-to-Station Service (Coin)

Coin Station rates plus the Operator Handled Station-to-Station (Coin) service charge apply to station-to-station messages originating at a public telephone that are paid for by coin deposit.

Effective: 11/03/11

OPERATOR SERVICES

I. DESCRIPTION

A. Operator Handled Service

Operator Handled Service includes:

Operator Handled Station-to-Station Service (Direct Dialed)
Operator Handled Station-to-Station Service (Coin)
Operator Handled Station-to-Station Service (Corrections Collect)
Operator Handled Person-to-Person Service (Direct Dialed)
Operator Handled Person-to-Person Service (Coin)
Customer Owned Pay Telephone (COPT) Service

1. Operator Handled Station-to-Station Service (Direct Dialed)

Operator Handled rates plus the Operator Handled Station-to-Station service charge apply to:

- Station messages where the customer requests time and charges quoted.
- Interexchange Receiving Service messages (Enterprise or Zenith).
- Messages to or from a Mobile telephone where dial facilities are not available.

2. Operator Handled Station-to-Station Service (Coin)

Coin Station rates plus the Operator Handled Station-to-Station (Coin) service charge apply to station-to-station messages originating at a public telephone that are paid for by coin deposit.

(D)
(D)

OPERATOR SERVICES

I. DESCRIPTION

A. Operator Services

(T)

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. The following services are offered:

(N)
(N)

1. Busy Verification

(L)(T)

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.

2. Busy Interrupt

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.

3. Operator Assisted Station to Station

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

4. Collect

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

5. Operator Assisted Person to Person

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

(L)(T)

6. Operator Assisted Time and Charges

(N)

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

(N)

7. Operator Assisted - Corrections

(L)(T)

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

(L)(T)

8. Billed to Third Number

(N)

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

(N)

(L) Material relocated from Sheet 2 and 3.

(N)

OPERATOR SERVICES

I. DESCRIPTION - Continued

A. Operator Handled Service - Continued

3. Operator Handled ¹ Station-to-Station Service (Corrections Collect Service)

Corrections Collect rates and the Operator Handled Station-to-Station Correction Collect service charges apply to station-to-station messages that originate from a correctional facility and utilize special equipment to restrict calls to victims, witnesses, officers of the court, correctional officers, and others.

4. Operator Handled Person-to-Person Service (Direct Dialed)

Operator Handled rates plus the Operator Handled Person-to-Person service charge apply to:

- Messages for which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office or branch reached through an attendant at the called point.

When, after the telephone service called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other station, department, office or branch to be reached through an attendant, the call remains classified as a person-to-person service call.

5. Operator Handled Person-to-Person Service (Coin)

Coin station rates plus the Operator Handled Person-to-Person (Coin) service charge apply to person-to-person messages originating at a public telephone that are paid for by coin deposit.

¹ Operator is mechanized; live operator is not provided.

OPERATOR SERVICES

I. DESCRIPTION - Continued

A. Operator Handled Service - Continued

3. Operator Handled ¹ Station-to-Station Service (Corrections Collect Service)

Corrections Collect rates and the Operator Handled Station-to-Station Correction Collect service charges apply to station-to-station messages that originate from a correctional facility and utilize special equipment to restrict calls to victims, witnesses, officers of the court, correctional officers, and others.

4. Operator Handled Person-to-Person Service (Direct Dialed)

Operator Handled rates plus the Operator Handled Person-to-Person service charge apply to:

- Messages for which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office or branch reached through an attendant at the called point.

When, after the telephone service called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other station, department, office or branch to be reached through an attendant, the call remains classified as a person-to-person service call.

5. Operator Handled Person-to-Person Service (Coin)

Coin station rates plus the Operator Handled Person-to-Person (Coin) service charge apply to person-to-person messages originating at a public telephone that are paid for by coin deposit.

6. Collect Call:

A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station.

(N)
|
(N)

7. Customer-Owned Pay Telephone (COPT) Service

(T)

- The Operator Handled Person-to-Person service charge (Direct Dialed) applies to person-to-person messages originating at a COPT on a non sent-paid call.

¹ Operator is mechanized; live operator is not provided.

OPERATOR SERVICES

I. DESCRIPTION - Continued

B. Pay Station Service Charge

In addition to the Frontier Communications of the Southwest Inc. IntraLATA Toll rates (Section 16 of this Product Guide) and any applicable Operator Handled service charge (III.A.), the Pay Station Service Charge (III.B.) applies to each local and intraLATA toll non sent-paid message made over a pay telephone owned by a Company or any other pay telephone provider choosing to impose the charge.

C. Verification/Interrupt Service

Where facilities and operating conditions permit, the Company's operators may verify a busy line condition and/or interrupt a conversation in progress at the calling party's request. The operator will notify the caller of the applicable charges (see RATES, III.C) at the time the request is made.

No charge will apply to the following:

1. When the operator finds the called number to be out of order.
2. To place a call to or from any public agency whose responsibility it is to provide or render emergency aid.

OPERATOR SERVICES

I. DESCRIPTION - Continued

C. Number Referral Services

1. Basic Referral

Basic Referral is provided to customers who have either moved to a new location or requested a telephone number change. When callers dial the former number they are routed to a prerecorded message which informs the caller of the new number. This service is provided free of charge for an initial period of 30 days for residential customers and for 180 days or the life of the directory, whichever is longer, for business customers. Up to three additional months are available for a one time charge for each month (See RATES, III.C.).

2. Premium Referral Service

Premium Referral Service is an optional intercept offering provided to customers who have either moved to a new location or requested a change in phone number and have a need for the intercepted number to have multiple referrals or request that the intercept be handled by a live operator. Calls to the disconnected or changed telephone number are intercepted by the operator who questions the calling party to determine the appropriate telephone number. This service will be offered for a non-recurring charge (NRC) without any free referral period. The telephone number is not provided unless it is a listed telephone number.

(L)

(T)

(T)

(L)

(L) Item I.B. relocated to Sheet 2.

(L) Material relocated to Sheet 1 and 3.

(L) Item I.C. relocated from Sheet 4.

(N)

|

(N)

OPERATOR SERVICES

I. DESCRIPTION - Continued

C. Number Referral Services

1. Basic Referral

Basic Referral is offered to customers (where facilities permit) who have either moved to a new location or requested a telephone number change. When callers dial the former number they are routed to a prerecorded message which informs the caller of the new number. This service is provided free of charge for an initial period of 30 days for residential customers and for 180 days or the life of the directory, whichever is longer, for business customers. Up to three additional months are available for a one time charge for each month (See RATES, III.C.). (C)

2. Premium Referral Service

Premium Referral Service is an optional intercept offering provided to customers (where facilities permit) who have either moved to a new location or requested a change in phone number and have a need for the intercepted number to have multiple referrals or request that the intercept be handled by a live operator. Calls to the disconnected or changed telephone number are intercepted by the operator who questions the calling party to determine the appropriate telephone number. This service will be offered for a non-recurring charge (NRC) without any free referral period. The telephone number is not provided unless it is a listed telephone number. (C)

OPERATOR SERVICES

I. DESCRIPTION - Continued

D. Number Referral Services

1. Basic Referral

Basic Referral is provided to customers who have either moved to a new location or requested a telephone number change. When callers dial the former number they are routed to a prerecorded message which informs the caller of the new number. This service is provided free of charge for an initial period of 30 days for residential customers and for 180 days or the life of the directory, whichever is longer, for business customers. Up to three additional months are available for a one time charge for each month (See RATES, III.D.).

2. Premium Referral Service

Premium Referral Service is an optional intercept offering provided to customers who have either moved to a new location or requested a change in phone number and have a need for the intercepted number to have multiple referrals or request that the intercept be handled by a live operator. Calls to the disconnected or changed telephone number are intercepted by the operator who questions the calling party to determine the appropriate telephone number. This service will be offered for a non-recurring charge (NRC) without any free referral period. The telephone number is not provided unless it is a listed telephone number.

OPERATOR SERVICES

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II. SPECIAL CONDITIONS

A. Method of Applying Rates

1. Operator Services

Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within the Frontier Communications of the Southwest Inc. Calling Area may be placed on a non sent-paid basis and toll charges may be:

- Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.
- Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone.
- Exception - California Relay Service calls may only be billed to a third number within California.

B. Number Referral Services

1. The disconnected or changed number will be kept dedicated for the customer's selected referral period unless the Company determines it necessary to reassign and use the referred number as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 8.
2. If the Company initiates the number change, the number referral service will be provided free of charge only for a period of 30 days.
3. Credit allowance or refunds will only be provided as applicable for an incorrect referral due to the Company's error (such as no referral when one was requested) or for situations in which the Company needs to use a referred number before the customer requested period has been reached. The credited amount will be based on the actual number of days the number referral service was not provided. To determine the credit allowance for a fraction of a month, every month is considered to have 30 days. The limitation of the Company's liability is set forth in Section 2.B.6. of this Product Guide.
4. If a telephone number change is initiated due to a high volume of misdirected calls, number referral (Basic Referral) will be provided at no charge for a period of three months.

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OPERATOR SERVICES

II. SPECIAL CONDITIONS

A. Method of Applying Rates

1. Operator Handled Service

- (a) Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within the Frontier Communications of the Southwest Inc. Calling Area may be placed on a non sent-paid basis and toll charges may be:
- Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.
 - Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone.
 - Exception - California Relay Service calls may only be billed to a third number within California.
 - Billed against another telephone company (credit) calling card account when the party requesting such billing is authorized to use such (credit) calling card.

Effective: 11/03/11

OPERATOR SERVICES

II. SPECIAL CONDITIONS

A. Method of Applying Rates

1. Operator Handled Service

- (a) Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within the Frontier Communications of the Southwest Inc. Calling Area may be placed on a non sent-paid basis and toll charges may be:
- Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.
 - Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone.
 - Exception - California Relay Service calls may only be billed to a third number within California.
 -

(D)
(D)

Effective: 11/20/16

OPERATOR SERVICES

III. RATES

A. Operator Service Charges

1. No Service Charge will apply when the Operator finds the called telephone line to be out of order.
2. Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>	
Busy Verification	\$2.00	(L)(T)
Busy Interrupt	3.00	(I)
Operator Assisted Station to Station	3.00	(L)(T)
Collect	3.00	(I)
Operator Assisted Person to Person	4.75	(L)(T)(I)
Operator Time and Charges	2.00	(N)
Operator Assisted - Corrections	3.00	(L)(T)(I)
Billed to Third Number	3.00	(N)
B. <u>Pay Station Service Charge</u> - Non Sent-Paid Local or IntraLATA Toll Calls	.25	(L)(T)

(L) Item II.A. relocated to Sheet 4. Item III. Rates relocated from Sheet 8.

(N)

OPERATOR SERVICES

III. RATES

A. Operator Service Charges

1. Operator finds the called telephone line to be out of order. No Service Charge will apply when the

2. Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>	
Operator Assisted Station to Station	3.00	(D)
Collect	3.00	
Operator Assisted Person to Person	4.75	
Operator Time and Charges	2.00	
Operator Assisted - Corrections	3.00	(D)
Billed to Third Number	3.00	
B. <u>Pay Station Service Charge</u> - Non Sent-Paid Local or IntraLATA Toll Calls	.25	

OPERATOR SERVICES

II. SPECIAL CONDITIONS - Continued

A. Method of Applying Rates - Continued

1. Operator Handled Service - Continued

(b) Calling Card Service (Direct Dialed)

- (1) Calling Card Service (Direct Dialed) applies when the originating call is completed without the assistance of an operator, where equipment is available. ¹
- (2) This service also applies to calls that require operator assistance ² which is limited to entering the Calling Card number to complete the call and recording the Calling Card number for billing purposes.
- (3) This service also applies to calls that require operator assistance to:
 - a. Place a Calling Card operator station service call when equipment capability precludes the foregoing.
 - b. Place a Calling Card operator station service call for customers who identify themselves as being handicapped and unable to dial.

¹ This service also applies to calls placed from a public telephone.

² Charges are applicable only to calls placed originally as a Direct Dial Calling Card call and not applicable to collect or third number billing on which the "billed-to-number" person accepts the charges, but requests the charges be billed to a Calling Card. The applicable charge for the latter two calls is the Operator Handled Station-to-Station charge.

OPERATOR SERVICES

II. SPECIAL CONDITIONS - Continued

(D)

(D)

Effective: 11/20/16

OPERATOR SERVICES

III. RATES – Continued

(T)

C. Number Referral Services

(T)(L)

1. Basic Referral

Basic Referral is provided free of charge for an initial period of
 Residential – 30 days
 Business – 180 days or life of directory,
 whichever is longer.

Nonrecurring
Charge

- a. Additional Month, or fraction thereof
- b. Additional Two Months, or fraction thereof
- c. Additional Three Months, or fraction thereof

\$ 20.00
 40.00
 60.00

2. Premium Referral Service

Premium Referral has no free referral period.

- a. One Month, or fraction thereof
- b. Two Months, or fraction thereof
- c. Three Months, or fraction thereof

45.00
 85.00
 125.00

(L)

(L) Item III.C. relocated from Sheet 9.

(N)

OPERATOR SERVICES

III. RATES – Continued

C. Number Referral Services
(See Special Conditions II.B.)

(N)

3. Basic Referral

Basic Referral is provided free of charge for an initial period of
Residential – 30 days
Business – 180 days or life of directory,
whichever is longer.

Nonrecurring
Charge

- | | |
|-------------------------------------------------|----------|
| a. Additional Month, or fraction thereof | \$ 20.00 |
| b. Additional Two Months, or fraction thereof | 40.00 |
| c. Additional Three Months, or fraction thereof | 60.00 |

4. Premium Referral Service

Premium Referral has no free referral period.

- | | |
|--------------------------------------|--------|
| a. One Month, or fraction thereof | 45.00 |
| b. Two Months, or fraction thereof | 85.00 |
| c. Three Months, or fraction thereof | 125.00 |

Effective: 11/13/19

OPERATOR SERVICES

III. RATES – Continued

C. Number Referral Services
(See Special Conditions II.B.)

5. Basic Referral

Basic Referral is provided free of charge for an initial period of
Residential – 30 days
Business – 180 days or life of directory,
whichever is longer.

Nonrecurring
Charge

- a. Additional Month, or fraction thereof
- b. Additional Two Months, or fraction thereof
- c. Additional Three Months, or fraction thereof

\$ 20.00
40.00
60.00

6. Premium Referral Service

Premium Referral has no free referral period.

- a. One Month, or fraction thereof
- b. Two Months, or fraction thereof
- c. Three Months, or fraction thereof

45.00
85.00
125.00

D. Live Operator Fee, per occurrence

1.50

(N)

OPERATOR SERVICES

III. RATES – Continued

C. Number Referral Services
(See Special Conditions II.B.)

7. Basic Referral

Basic Referral is provided free of charge for an initial period of
Residential – 30 days
Business – 180 days or life of directory,
whichever is longer.

Nonrecurring
Charge

- | | |
|-------------------------------------------------|----------|
| a. Additional Month, or fraction thereof | \$ 20.00 |
| b. Additional Two Months, or fraction thereof | 40.00 |
| c. Additional Three Months, or fraction thereof | 60.00 |

8. Premium Referral Service

Premium Referral has no free referral period.

- | | |
|--------------------------------------|--------|
| a. One Month, or fraction thereof | 45.00 |
| b. Two Months, or fraction thereof | 85.00 |
| c. Three Months, or fraction thereof | 125.00 |

D. Live Operator Fee, per occurrence

*

(C)

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

(N)

OPERATOR SERVICES

II. SPECIAL CONDITIONS - Continued

B. Number Referral Services

1. The disconnected or changed number will be kept dedicated for the customer's selected referral period unless the Company determines it necessary to reassign and use the referred number as specified in Schedule Cal. P.U.C. No. D&R, Rule No. 8.
2. If the Company initiates the number change, the number referral service will be provided free of charge only for a period of 30 days.
3. Credit allowance or refunds will only be provided as applicable for an incorrect referral due to the Company's error (such as no referral when one was requested) or for situations in which the Company needs to use a referred number before the customer requested period has been reached. The credited amount will be based on the actual number of days the number referral service was not provided. To determine the credit allowance for a fraction of a month, every month is considered to have 30 days. The limitation of the Company's liability is set forth in Section 2.B.6. of this Product Guide.
4. If a telephone number change is initiated due to a high volume of misdirected calls, number referral (Basic Referral) will be provided at no charge for a period of three months.

OPERATOR SERVICES

III. RATES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>
1. Operator Handled Credit/Calling Card Calls (Direct Dialed), per message ¹	
(a) Commercial Credit Card ²	\$0.35
(b) Interexchange Carrier Calling/Credit Card ²	0.35
(c) Local Exchange Carrier Calling Card	0.35
2. Operator Handled Station-to-Station	
(a) Direct Dialed	0.95
(b) Coin Sent-Paid	2.05
(c) Corrections Collect Service, per message ³	1.75
3. Operator Handled Person-to-Person	
(a) Direct Dialed	2.50
(b) Coin Sent-Paid	2.95

B. Pay Station Service Charge

1. Non Sent-Paid Local or IntraLATA Toll Calls	.25
------------------------------------------------	-----

C. Verification/Interrupt Service

1. Verification of busy line condition	1.50
2. Interruption of a conversation in progress	2.50

¹ This charge is waived for California Relay Service (CRS) customers.

² Applicable where contractual arrangement exists between the Company and card issuers.

³ Operator is mechanized; live operator is not provided.

Effective: 11/03/11

OPERATOR SERVICES

III. RATES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>	
		(D)
		(D)
1. Operator Handled Station-to-Station		
(a) Direct Dialed	0.95	(T)
(b) Coin Sent-Paid	2.05	
(c) Corrections Collect Service, per message ¹	1.75	(T)
2. Operator Handled Person-to-Person		
(a) Direct Dialed	2.50	(T)
(b) Coin Sent-Paid	2.95	
B. Pay Station Service Charge		
1. Non Sent-Paid Local or IntraLATA Toll Calls	.25	
C. Verification/Interrupt Service		
1. Verification of busy line condition	1.50	
2. Interruption of a conversation in progress	2.50	

¹ Operator is mechanized; live operator is not provided.

(D)
 (D)
 (T)

Effective: 11/01/12

OPERATOR SERVICES

III. RATES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>	
1. Operator Handled Station-to-Station		
(a) Direct Dialed	\$2.00	(I)
(b) Coin Sent-Paid	2.05	
(c) Corrections Collect Service, per message ¹	2.00	(I)
2. Operator Handled Person-to-Person		
(a) Direct Dialed	3.75	(I)
(b) Coin Sent-Paid	2.95	
3. Collect Call	2.00	(N)
B. Pay Station Service Charge		
1. Non Sent-Paid Local or IntraLATA Toll Calls	.25	
C. Verification/Interrupt Service		
1. Verification of busy line condition	1.50	
2. Interruption of a conversation in progress	2.50	

¹ Operator is mechanized; live operator is not provided.

OPERATOR SERVICES

III. RATES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>
1. Operator Handled Credit/Calling Card Calls (Direct Dialed), per message ¹	
(a) Commercial Credit Card ²	\$0.35
(b) Interexchange Carrier Calling/Credit Card ²	0.35
(c) Local Exchange Carrier Calling Card	0.35
2. Operator Handled Station-to-Station	
(a) Direct Dialed	0.95
(b) Coin Sent-Paid	2.05
(c) Corrections Collect Service, per message ³	1.75
3. Operator Handled Person-to-Person	
(a) Direct Dialed	2.50
(b) Coin Sent-Paid	2.95

B. Pay Station Service Charge

1. Non Sent-Paid Local or IntraLATA Toll Calls	.25
------------------------------------------------	-----

(D)
|
(D)

¹ This charge is waived for California Relay Service (CRS) customers.

² Applicable where contractual arrangement exists between the Company and card issuers.

³ Operator is mechanized; live operator is not provided.

Effective: 07/09/10

OPERATOR SERVICES

III. RATES

A. Operator Handled Service Charges

	<u>Charge Per Call</u>
1. Operator Handled Credit/Calling Card Calls (Direct Dialed), per message ¹	
(a) Commercial Credit Card ²	\$0.35
(b) Interexchange Carrier Calling/Credit Card ²	0.35
(c) Local Exchange Carrier Calling Card	0.35
2. Operator Handled Station-to-Station	
(a) Direct Dialed	0.95
(b) Coin Sent-Paid	2.05
(c) Corrections Collect Service, per message ³	1.75
3. Operator Handled Person-to-Person	
(a) Direct Dialed	2.50
(b) Coin Sent-Paid	2.95

B. Pay Station Service Charge

1. Non Sent-Paid Local or IntraLATA Toll Calls	.25
------------------------------------------------	-----

C. Verification/Interrupt Service

1. Verification of busy line condition	1.50
2. Interruption of a conversation in progress	2.50

¹ This charge is waived for California Relay Service (CRS) customers.

² Applicable where contractual arrangement exists between the Company and card issuers.

³ Operator is mechanized; live operator is not provided.

OPERATOR SERVICES

III. RATES - Continued

D. Number Referral Services

1. Basic Referral

Basic Referral is provided free of charge for an initial period of
Residential - 30 days
Business - 180 days or life of directory,
whichever is longer.

Nonrecurring
Charge

- | | |
|-------------------------------------------------|----------|
| a. Additional Month, or fraction thereof | \$ 20.00 |
| b. Additional Two Months, or fraction thereof | 40.00 |
| c. Additional Three Months, or fraction thereof | 60.00 |

2. Premium Referral Service

Premium Referral has no free referral period.

- | | |
|--------------------------------------|--------|
| a. One Month, or fraction thereof | 45.00 |
| b. Two Months, or fraction thereof | 85.00 |
| c. Three Months, or fraction thereof | 125.00 |

DIRECTORY SERVICES

TABLE OF CONTENTS

Sheet

A.	DIRECTORY ASSISTANCE SERVICES	
I.	General	1
II.	Directory Assistance Service	2
III.	Service Request.....	4
IV.	National Directory Assistance Service.....	6
III.	Rates	7
B.	TELEPHONE DIRECTORY SERVICE	
I.	Special Conditions	9
1.	General	9
2.	Alphabetical.....	11
3.	Nonlisted Number Service	18
II.	Rates	19
C.	LIST SERVICE.....	20
D.	SHARED SYSTEM LISTING SERVICE	21
E.	SUBSCRIBER LISTING INFORMATION.....	23

DIRECTORY SERVICES

TABLE OF CONTENTS

Sheet

A.	DIRECTORY ASSISTANCE SERVICES		
I.	General	1	
II.	Directory Assistance Service	2	
III.	Directory Assistance Call Completion (DACC)	4	(T)
IV.	National Directory Assistance Service	6	
III.	Rates	7	
B.	TELEPHONE DIRECTORY SERVICE		
I.	Special Conditions	9	
1.	General	9	
2.	Alphabetical	11	
3.	Nonlisted Number Service	18	
II.	Rates	19	
C.	LIST SERVICE	20	
D.	SHARED SYSTEM LISTING SERVICE	21	
E.	SUBSCRIBER LISTING INFORMATION	23	

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE

The call allowances and charges shown in RATES V.1 and V.2 herein only apply to calls placed to Directory Assistance requesting telephone numbers within the calling party's area code (NPA) or Local Access and Transport Area (LATA).

1. Directory Assistance Service provides the calling party with the following type information from the Company's Directory Assistance records:
 - a. The requested telephone number.
 - b. Requested telephone number information cannot be found.
 - c. The Directory Assistance operator will furnish up to a maximum of two items of the type of information above per call.
 - d. The business name and number may be provided after searching by a category or 'type of business' provided by the customer. Up to three business names are furnished from the random search. A maximum of two headings or categories can be searched per call.
 - With a 'type of business' search, the caller is billed for each category searched. The Local Directory Assistance rate applies for both local and national businesses searched.
 - Charges are applicable if no listings are found or if the listings found are non-published.
2. Application of Directory Assistance Service Call Allowance
 - a. Any portion of a Directory Assistance Service call allowance which is unused during a billing period may not be used in another billing period nor can an unused portion be transferred from one account to any other account.
 - b. If Direct Outward Dialing (DOD) or Direct Inward Dialing (DID) are provided with a trunk-line service, the call allowance applies to each trunk furnished.
 - c. The rates and allowances for Directory Assistance Service apply to FX customers who are provided dial tone by this Company.
 - d. Customers who make operator assisted calls to Directory Assistance will be charged the applicable rate for Directory Assistance plus the surcharge for an operator assisted station message, as set forth in Section 18, Operator Services, of this Product Guide.

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE - Continued

3. The following are provided an unlimited allowance and are exempt from Directory Assistance charges:
 - a. A person with a physical disability, which limits use of a telephone directory, may be granted an exemption by the Company by completing a Company provided exemption form.
 - b. A residence service is exempt if the service is used by anyone who is certified to have a physical disability, which limits using a telephone directory.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 3.a. above, or if the service is provided to an organization established specifically for the purpose of assisting with severe seeing disabilities. Such an organization may employ the services of both certified and non-certified individuals. This exemption does not apply to customers connecting COPTs to the Company's network.
 - d. Certified individuals who make Directory Assistance calls from any telephone and charge the calls to an exempt telephone number or calling card. This exemption does not apply to customers connecting COPTs to the Company's network.
 - e. Customers whose lines are not equipped with Automatic Number Identification (ANI).

Effective: 11/03/11

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE - Continued

3. The following are provided an unlimited allowance and are exempt from Directory Assistance charges:

- a. A person with a physical disability, which limits use of a telephone directory, may be granted an exemption by the Company by completing a Company provided exemption form.
- b. A residence service is exempt if the service is used by anyone who is certified to have a physical disability, which limits using a telephone directory.
- c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 3.a. above, or if the service is provided to an organization established specifically for the purpose of assisting with severe seeing disabilities. Such an organization may employ the services of both certified and non-certified individuals. This exemption does not apply to customers connecting COPTs to the Company's network.
- d. Certified individuals who make Directory Assistance calls from any telephone and charge the calls to an exempt telephone number. This exemption does not apply to customers connecting COPTs to the Company's network.
- e. Customers whose lines are not equipped with Automatic Number Identification (ANI).

(C)

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

III. SERVICE REQUEST

1. Service Request provides an incoming Directory Assistance customer requesting an intraLATA number a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer). The Service Request charge applies only to calls that are answered.
2. The mechanized announcement will instruct the caller that for an additional charge, the call will be automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will incur the Service Request charge. Customers may request blocking of Service Request calls originating from their telephone lines by contacting the Company's business office.
3. Service Request charges will be applicable to persons with a visual, physical, or reading handicap.
4. Service Request will be furnished only where facilities and operating conditions permit.
5. Service Request will not be provided to the following services:
 - 800 Service
 - 976 Service
 - 900 Service

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

III. SERVICE REQUEST - Continued

6. This service is furnished solely for the telephone calling purposes of the caller.
7. Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.B.6. of this Product Guide and in Schedule Cal. P.U.C. No. D&R, Rule No. 26.
8. This offering provides call completion on a Local Access and Transport Area (LATA) basis.
9. Service Request is not available with rotary dial service.
10. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Service Request), the charge shown under V.3., RATES, will apply per completed call. The Service Request charge is in addition to any applicable Directory Assistance and/or IntraLATA toll charges. Directory Assistance call allowances, as specified in this section do not apply to Service Request.
11. Calls will be completed on a sent paid basis. Person-to-person, collect, conference, calling card, third number or any other calls requiring operator handling are not included.
12. 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.

Effective: 11/03/11

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

III. SERVICE REQUEST - Continued

6. This service is furnished solely for the telephone calling purposes of the caller.
7. Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.B.6. of this Product Guide and in Schedule Cal. P.U.C. No. D&R, Rule No. 26.
8. This offering provides call completion on a Local Access and Transport Area (LATA) basis.
9. Service Request is not available with rotary dial service.
10. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Service Request), the charge shown under V.3., RATES, will apply per completed call. The Service Request charge is in addition to any applicable Directory Assistance and/or IntraLATA toll charges. Directory Assistance call allowances, as specified in this section do not apply to Service Request.
11. Calls will be completed on a sent paid basis. Person-to-person, collect, conference, third number or any other calls requiring operator handling are not included. (C)
12. 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.

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

III. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)- Continued (T)

6. This service is furnished solely for the telephone calling purposes of the caller.
7. Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.B.6. of this Product Guide and in Schedule Cal. P.U.C. No. D&R, Rule No. 26.
8. This offering provides call completion on a Local Access and Transport Area (LATA) basis.
9. DACC is not available with rotary dial service. (T)
10. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Service Request), the charge shown under V.3., RATES, will apply per completed call. The DACC charge is in addition to any applicable Directory Assistance and/or IntraLATA toll charges. (T)
(T)
11. There are no call allowances associated with DACC.
12. Calls will be completed on a sent paid basis. Person-to-person, collect, conference, third number or any other calls requiring operator handling are not included.
13. 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.

Effective: 10/30/13

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

III. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)- Continued

6. This service is furnished solely for the telephone calling purposes of the caller.
7. Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.B.6. of this Product Guide and in Schedule Cal. P.U.C. No. D&R, Rule No. 26.
8. This offering provides call completion on a Local Access and Transport Area (LATA) basis.
9. DACC is not available with rotary dial service.
10. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Service Request), the charge shown under V.3., RATES, will apply per completed call. The DACC charge is in addition to any applicable Directory Assistance and/or IntraLATA toll charges.
11. There are no call allowances associated with DACC.
12. Calls will be completed on a sent paid basis. Person-to-person, collect, conference, third number or any other calls requiring operator handling are not included.
13. 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.
14. The calling party will incur a \$.10 usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

(N)
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(N)

Effective: June 30, 2010

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>
1. Residence Service and ULTS, each line	\$ 1.50
2. Business Service	
a. Individual Line Service, each line	1.50
b. Trunk-line Services, each trunk	1.25
c. Internal Communications and Call Management Features Service, each station line	1.25
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	1.25
e. COPT Providers (operator assisted calls), each line connecting COPT to network	1.25
f. COPT Providers (directly dialed calls), each line connecting COPT to network	1.25

Effective: 06/23/11

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>	
1. Residence Service and ULTS, each call	\$ 1.50	
2. Business Service		
a. Individual Line Service, each call	1.50	
b. Trunk-line Services, each trunk	1.25	
c. Customized Multi-line Telephone Service, each station line	1.25	(T)
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	1.25	
e. COPT Providers (operator assisted calls), each line connecting COPT to network	1.25	
f. COPT Providers (directly dialed calls), each line connecting COPT to network	1.25	

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES - Continued

	<u>Rate Per Call</u>
3. Service Request, each call completed	\$ 0.45
4. National Directory Assistance, each call	1.50

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES - Continued

	<u>Rate Per Call</u>	
3. Directory Assistance Call Completion (DACC), each call completed	\$ 1.00	(T)(I)
4. National Directory Assistance, each call	1.50	

Effective: 10/30/13

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES - Continued

	<u>Rate Per Call</u>	<u>Usage Charge</u>	
3. Directory Assistance Call Completion (DACC), each call completed	\$ 1.00		
4. National Directory Assistance, each call (see A.III.14.)	1.50	\$.10	(N)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE

I. SPECIAL CONDITIONS

APPLICABILITY

Applicable to telephone directory services, composed of Alphabetical Directories, and to Interexchange Carrier (IC) Information Listing in the "dialing instructions" section of the white pages in the telephone directory.

TERRITORY

Within the exchange areas of all exchanges, as listed in Section 4A of this Product Guide, Sheets 3 and 4.

1. GENERAL

- a. Telephone directories containing alphabetical listings for the local and ZUM areas as set forth in Section 4A shall be provided upon customer request without charge.
- b. Tariffs and this Product Guide of the exchange served by a directory shall be applicable to the alphabetical listings appearing therein.
- c. Public telephones will not be listed.
- d. Under provision of Section 384 of the Penal Code, every telephone directory published and distributed to the general public after September 11, 1957, shall have the following notice:

WARNING

The Penal Code of the State of California provides that any person who shall willfully refuse to immediately relinquish a line when informed that such line is needed for an emergency call, and in fact such line is needed for an emergency call, to a fire department or police department or for medical aid or ambulance service, or any person who shall secure the use of the line by falsely stating that such line is needed for an emergency call, shall be guilty of a misdemeanor. "Emergency" as used above means a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE

I. SPECIAL CONDITIONS

APPLICABILITY

Applicable to telephone directory services, composed of Alphabetical Directories, and to Interexchange Carrier (IC) Information Listing in the "dialing instructions" section of the white pages in the telephone directory.

TERRITORY

Within the exchange areas of all exchanges, as listed in Section 4A of this Product Guide, Sheets 3 and 4.

1. GENERAL

- a. Telephone directories containing alphabetical listings for the local areas as set forth in Section 4A shall be provided upon customer request without charge. (C)
- b. Tariffs and this Product Guide of the exchange served by a directory shall be applicable to the alphabetical listings appearing therein.
- c. Public telephones will not be listed.
- d. Under provision of Section 384 of the Penal Code, every telephone directory published and distributed to the general public after September 11, 1957, shall have the following notice:

WARNING

The Penal Code of the State of California provides that any person who shall willfully refuse to immediately relinquish a line when informed that such line is needed for an emergency call, and in fact such line is needed for an emergency call, to a fire department or police department or for medical aid or ambulance service, or any person who shall secure the use of the line by falsely stating that such line is needed for an emergency call, shall be guilty of a misdemeanor. "Emergency" as used above means a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE

I. APPLICABILITY

Applicable to telephone directory services, composed of Alphabetical Directories, and to Interexchange Carrier (IC) Information Listing in the "dialing instructions" section of the white pages in the telephone directory.

II. TERRITORY

Within the exchange areas of all exchanges, as listed in Section 4A of this Product Guide, Sheets 3 and 4.

III. GENERAL

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
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.
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.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
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.
6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
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.
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.
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.

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DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

1. GENERAL - Continued

- f. A trade name may be used as the name portion of either additional or primary listings. The Company may require the customer to furnish evidence satisfactory to the Company that he is authorized to use the Trade Name described in the listing furnished, and that the business is actually being conducted under that name.

If, upon request of the Company, the customer for any reason does not furnish such evidence, the Company may refuse to list the name or refuse to continue a listing of the name. Acceptance or refusal of the Company to accept a listing is subject to review by the Public Utilities Commission of the State of California.

- g. The customer assumes full responsibility concerning the right to use any name, address, or trade name in a directory listing acceptable to the company.
- h. The customer assumes full responsibility in determining that any name, address or trade name listed will conform in all respects to all applicable law and all licensing requirements from state or any local licensing authority.
- i. The customer agrees to indemnify and hold the Company harmless from any claims, loss, damage or liability, which arises out of or results from the use by the customer of a listing containing a name, address or trade name or with respect to or related to g. and h. above.
- j. Except as otherwise provided in this section, the Company does not undertake to determine the legal, contractual or any other right to the use of a name, address, or trade name. Nor does the Company undertake to determine whether a customer is required to have a valid occupational or business license, permit or registration from the State of California or any local licensing authority in order to engage in the business listed.
- k. Nonpublished and Nonlisted telephone numbers may be displayed to customers who subscribe to Calling Number Identification (CNID) Service. Nonpublished and Nonlisted customers may elect to utilize Complete or Selective Blocking (Section 6 of this Product Guide), which will block display of the telephone number to the called party. (See Schedule Cal. P.U.C. No. D&R, Rule No. 44.)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL

- a. Listings in the alphabetical sections of the telephone-directories are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service.
 - (1) One listing will be provided without additional charge for each individual line, each private branch exchange, each telephone answering service, each call receiving service, each Internal Communications and Call Management Features service, or each number in rotary sequence.
 - (2) The rate for foreign exchange service includes primary listings, without additional charge, in the directories servings the foreign and local exchanges.
 - (3) The rate for a Radio Telephone Company's bonafide mobile radio customers using the telephone number of the Company's base stations, or an individually assigned telephone number shall be that of an additional listing.
- b. Rates for listings in other directories, additional listings and lines of information begin the day the listings are entered in the information records. When such listings are included in a directory, the charges will be discontinued only at the end of the publication period for that directory, and then only if notice is received on or before the closing date of the next directory; also, charges will be discontinued if the listed party vacates the customer's premises or subscribes to service of the same class furnished the customer, or if service to the customer or listed party is discontinued.
- c. For liability and allowance for listing errors or omissions see Section 2.B.6. of this Product Guide and Schedule Cal. P.U.C. No. D&R, Rule No. 26.

Effective: 06/23/11

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL

- a. Listings in the alphabetical sections of the telephone-directories are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service.
 - (1) One listing will be provided without additional charge for each individual line, each private branch exchange, each telephone answering service, each call receiving service, each Customized Multi-line Telephone Service, or each number in rotary sequence. (T)
 - (2) The rate for foreign exchange service includes primary listings, without additional charge, in the directories serving the foreign and local exchanges.
 - (3) The rate for a Radio Telephone Company's bonafide mobile radio customers using the telephone number of the Company's base stations, or an individually assigned telephone number shall be that of an additional listing. (T)
- b. Rates for listings in other directories, additional listings and lines of information begin the day the listings are entered in the information records. When such listings are included in a directory, the charges will be discontinued only at the end of the publication period for that directory, and then only if notice is received on or before the closing date of the next directory; also, charges will be discontinued if the listed party vacates the customer's premises or subscribes to service of the same class furnished the customer, or if service to the customer or listed party is discontinued.
- c. For liability and allowance for listing errors or omissions see Section 2.B.6. of this Product Guide and Schedule Cal. P.U.C. No. D&R, Rule No. 26.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

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VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$4.10	
Residence	3.00	
3. Foreign Exchange Listing	2.75	
4. Extra Lines of information		
Business	3.95	
Residence	2.75	
5. Non-Listing	2.50	
6. Non-Publish	2.75	

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DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	Monthly Rate	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$4.50	(l)
Residence	3.50	
3. Foreign Exchange Listing	3.75	
4. Extra Lines of information		
Business	4.95	(l)
Residence	3.75	
5. Non-Listing	3.50	
6. Non-Publish	3.75	(l)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$5.00	(l)
Residence	4.00	
3. Foreign Exchange Listing	4.75	
4. Extra Lines of information		
Business	5.50	(l)
Residence	4.25	
5. Non-Listing	4.00	
6. Non-Publish	4.25	

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$6.00	
Residence	\$5.50	(I)
3. Foreign Exchange Listing		
Business	\$6.50	(I)
Residence	\$6.00	(I)
4. Extra Lines of information		
Business	\$6.00	
Residence	\$5.75	(I)
5. Non-Listing	\$6.00	(I)
6. Non-Publish	\$5.75	(I)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$10.00	(I)
Residence	\$5.50	
3. Foreign Exchange Listing		
Business	\$6.50	
Residence	\$6.00	
4. Extra Lines of information		
Business	\$10.00	(I)
Residence	\$5.75	
5. Non-Listing	\$6.00	
6. Non-Publish	\$5.75	

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$10.00	
Residence	\$6.00	(I)
3. Foreign Exchange Listing		
Business	\$6.50	
Residence	\$6.00	
4. Extra Lines of information		
Business	\$10.00	
Residence	\$5.75	
5. Non-Listing	\$6.50	(I)
6. Non-Publish	\$6.25	(I)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

VII. TYPES OF LISTING

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.
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. 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

VIII. RATES

	<u>Monthly Rate</u>	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$14.00	(I)
Residence	\$6.00	
3. Foreign Exchange Listing		
Business	\$6.50	
Residence	\$6.00	
4. Extra Lines of information		
Business	\$14.00	(I)
Residence	\$5.75	
5. Non-Listing	\$6.50	
6. Non-Publish	\$6.25	

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- d. All applications for additional listings and lines of information shall be made by the customer or an authorized agent of the customer, except that reference to the service of another customer shall first be authorized by such other customer. Such authorization may be withdrawn effective at the end of any directory period provided such notice is received by the Company on or before the closing date of the new directory.
- e. Additional listings in connection with the customer's service must bear the same address and telephone number as the customer's primary listing with the following exceptions:
 - (1) No address is included in either of the types of reference listings under II. RATES 2.d and 2.e and no address or telephone number is included in cross reference listings, 2.f.
 - (2) Additional listings in connection with service not located on the same premises as the primary service may show the address at which the service is located, except that the address may be omitted from the listing when the customer does not publicly conduct business at the address at which the service is furnished. The name portion of the listing shall include a reference to the name shown in the primary listing.
 - (3) Additional listings in connection with Internal Communications and Call Management Features or inward dialing stations may show the address of either the pilot number or the location of the station, but will show the telephone number of that Internal Communications and Call Management Features or inward dialing station.
 - (4) Additional listings in connection with foreign exchange service will not be permitted to show the address of an extension station provided only for answering purposes.
 - (5) Upon the customer's request, the address may be substituted with one of the following:
 - (a) Post office box address within the same local area.
 - (b) Off premise extension address.
 - (c) Remote Call Forwarding address.
 - (d) The address may be omitted from the directory.
 - (6) The rate for an additional line of information is also applicable if address information results in an extra line.

Effective: 06/23/11

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- d. All applications for additional listings and lines of information shall be made by the customer or an authorized agent of the customer, except that reference to the service of another customer shall first be authorized by such other customer. Such authorization may be withdrawn effective at the end of any directory period provided such notice is received by the Company on or before the closing date of the new directory.
- e. Additional listings in connection with the customer's service must bear the same address and telephone number as the customer's primary listing with the following exceptions:
 - (1) No address is included in either of the types of reference listings under II. RATES 2.d and 2.e and no address or telephone number is included in cross reference listings, 2.f.
 - (2) Additional listings in connection with service not located on the same premises as the primary service may show the address at which the service is located, except that the address may be omitted from the listing when the customer does not publicly conduct business at the address at which the service is furnished. The name portion of the listing shall include a reference to the name shown in the primary listing.
 - (3) Additional listings in connection with Customized Multi-line Telephone Service or inward dialing stations may show the address of either the pilot number or the location of the station, but will show the telephone number of that Customized Multi-line Telephone Service or inward dialing station. (T)
 - (4) Additional listings in connection with foreign exchange service will not be permitted to show the address of an extension station provided only for answering purposes. (T)
 - (5) Upon the customer's request, the address may be substituted with one of the following:
 - (a) Post office box address within the same local area.
 - (b) Off premise extension address.
 - (c) Remote Call Forwarding address.
 - (d) The address may be omitted from the directory.
 - (6) The rate for an additional line of information is also applicable if address information results in an extra line.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- f. A line of information may consist only of descriptive information acceptable to the Company.
- g. The number for facsimile/computers used in connection with telephone lines may be listed as such in a caption arrangement upon customer request.
- h. (1) Each business listing shall reasonably identify the particular person or firm to whom the service is furnished.
(2) Business service primary listings consist of a name, designation, address and telephone number in accordance with the following:
 - (a) Name - The name must be the name under which the customer is publicly conducting business and may be either the name of an individual, firm, company, corporation or association. Listings in an individual's name may include professional titles, abbreviations indicating degrees of profession or scholarship, or abbreviations indicating affiliation with a business or professional group, organization or association. Acceptable titles are those by which a person is commonly addressed or recognized by the general public.
 - (b) Designation - A designation descriptive of the business or profession may be included in the listing.
 - (c) Address - The address may be that of the premises on which the primary station, extension station, PBX attendant's position, PBX station, Internal Communications and Call Management Features, telephone answering service, answering line or secretarial line is located, or from which the mobile equipment of the business operates; or the address where calls are forwarded in conjunction with Remote Call Forwarding service. The address may be omitted or a post office box address or the address of a private postal service within the same local service area may be substituted upon the request of the customer, except where the type of business generally involves the removal of appliances, furniture or articles of value from the owner's premises, or where required by law, the address at which the customer is conducting business must be included in the business listing. The address may include a sublocation such as suite number or apartment number.

Effective: 06/23/11

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- f. A line of information may consist only of descriptive information acceptable to the Company.
- g. The number for facsimile/computers used in connection with telephone lines may be listed as such in a caption arrangement upon customer request.
- h. (1) Each business listing shall reasonably identify the particular person or firm to whom the service is furnished.
- (2) Business service primary listings consist of a name, designation, address and telephone number in accordance with the following:
 - (a) Name - The name must be the name under which the customer is publicly conducting business and may be either the name of an individual, firm, company, corporation or association. Listings in an individual's name may include professional titles, abbreviations indicating degrees of profession or scholarship, or abbreviations indicating affiliation with a business or professional group, organization or association. Acceptable titles are those by which a person is commonly addressed or recognized by the general public.
 - (b) Designation - A designation descriptive of the business or profession may be included in the listing.
 - (c) Address - The address may be that of the premises on which the primary station, extension station, PBX attendant's position, PBX station, Customized Multi-line Telephone Service, telephone answering service, answering line or secretarial line is located, or from which the mobile equipment of the business operates; or the address where calls are forwarded in conjunction with Remote Call Forwarding service. The address may be omitted or a post office box address or the address of a private postal service within the same local service area may be substituted upon the request of the customer, except where the type of business generally involves the removal of appliances, furniture or articles of value from the owner's premises, or where required by law, the address at which the customer is conducting business must be included in the business listing. The address may include a sublocation such as suite number or apartment number.

(T)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

h. (2) Business service primary listings . . . - Continued

- (d) Telephone Number - The listed telephone number shall be that assigned to the telephone service.

When caption arrangements are used, the main caption listing must fulfill the requirements set forth under (2). above.

i. Business additional listing under II.RATES 2.a and cross- reference listings under II.RATES 2.f may be of the following classification:

- (a) Those members of firms, the officers of corporations or the names of employees, departments or branches of the customer's business, etc. Departments or branches will be included under the primary service listing only. A listing may include the name portion of the primary listing and also the same business designation descriptive of the connection with such name.
- (b) Other names under which the business of the customer may be known to the public where such name is applicable to identically the same business operation in scope and character as that covered by the primary service listing.
- (c) A cross reference listing will include a name and reference to another listing which would carry the telephone number. This type of listing may be furnished at the option of the Company at no charge when it appears necessary in connection with telephone service in general, provided the listing would have no value to the customer.
- (d) A listing under Special Condition 2.i. will be furnished only where there is sufficient evidence that the business may be known to the public under such name, provided that (1) the listing has not been designed solely to secure preferential location in the alphabetical or classified section; (2) the principles of shared system listing service are not violated; (3) the inclusion of such listing in the telephone directory will aid other telephone customers in locating the customer to the telephone service.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- j. Listings and lines of information under II.RATES 2. and 3. are available in connection with listings furnished under II.RATES 1.
- k. (1) Residence primary listings or additional listings shall consist of the following:

(a) Name

Individual(s) listed must reside on the premises at which service is furnished and the name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. The Company may require proof that the name requested is the name by which the individual is known and the name that the individual commonly uses.

The name(s) may be:

- 1.1 That of an individual.
- 1.2 A combination of names and/or initials of two persons with the same surname.
- 1.3 Another given name and/or initials for a person known by more than one name.
- 1.4 For the purpose of identification, a residence listing of a professional customer may include an abbreviation indicating a professional title or scholastic degree.

(b) Address

- 1.1 The address shall be that of the premises at which service is furnished except, upon the customer's request,

The address may be omitted from the directory.

The United States post office box address within the same local service area.

A private postal service address within the same local service area.

The substitution of a different city name within the same local service area is permitted.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

k. (1) Residence primary listing or additional listings - Continued

(c) Telephone Number

1.1 The listed number shall be that assigned to the telephone service

- (2) Residence listings may include a title or abbreviation acceptable to the Company to assist in listing identification when the customer is dealing in medical emergency services.

Residence listings for other than those individuals dealing in medical emergency services may include an abbreviation indicating a professional title or scholastic degree acceptable to the Company.

- (3) Residence additional listing may be those of the customer or members of the customer's domestic establishment residing on the premises on which the customer's service is furnished.
- (4) Listing for Internal Communications and Call Management Features dormitory stations are treated as residence additional listings and are charged for under II.RATES 2.b., following.
- (5) The rate for non-published and non-listed services does not apply to the following:

(a) Customer with a Published Listing

If a customer has both published and non-published/non-listed listings for the same address and class of service, the non-published/non-listed monthly recurring charge will not apply.

(b) Customer with a Non-Published/Non-Listed Listing

If a customer has a non-published/non-listed listing, only one monthly recurring charge will be applied for any non-published and/or non-listed listings for the same customer with the same class of service at the same address. If the customer has a combination of non-published and non-listed listings at the same address, the non-listed monthly recurring charge will apply.

Effective: 06/23/11

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

k. (1) Residence primary listing or additional listings - Continued

(c) Telephone Number

1.1 The listed number shall be that assigned to the telephone service

- (2) Residence listings may include a title or abbreviation acceptable to the Company to assist in listing identification when the customer is dealing in medical emergency services.

Residence listings for other than those individuals dealing in medical emergency services may include an abbreviation indicating a professional title or scholastic degree acceptable to the Company.

- (3) Residence additional listing may be those of the customer or members of the customer's domestic establishment residing on the premises on which the customer's service is furnished.

- (4) Listing for Customized Multi-line Telephone Service dormitory stations are treated as residence additional listings and are charged for under II.RATES 2.b., following. (T)

- (5) The rate for non-published and non-listed services does not apply to the following:

(a) Customer with a Published Listing

If a customer has both published and non-published/non-listed listings for the same address and class of service, the non-published/non-listed monthly recurring charge will not apply.

(b) Customer with a Non-Published/Non-Listed Listing

If a customer has a non-published/non-listed listing, only one monthly recurring charge will be applied for any non-published and/or non-listed listings for the same customer with the same class of service at the same address. If the customer has a combination of non-published and non-listed listings at the same address, the non-listed monthly recurring charge will apply.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

k. (5) - Continued

- (c) Pay Telephone Service
- (d) Special Reversed Long Distance Service
- (e) Foreign Exchange/Zone Service
- (f) Temporary Service (service provided for a period of not more than 30 days)
- (g) Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.
- (h) Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
- (i) New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period of not more than 30 days).

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

k. (5) - Continued

- (c) Pay Telephone Service
- (d) Special Reversed Long Distance Service
- (e) Foreign Exchange Service (C)
- (f) Temporary Service (service provided for a period of not more than 30 days)
- (g) Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.
- (h) Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
- (i) New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period of not more than 30 days).

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

3. NONLISTED NUMBER SERVICE

Directory Nonlisted Number Service is an arrangement whereby a subscriber's telephone number is omitted from the telephone directory but is listed with Directory Assistance.

When Directory Nonlisted Number Service is furnished, the customer will hold the Company harmless from any damages, which might arise and absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonlisted arrangement.

Subscribers to Directory Nonlisted Number Service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued. Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	<u>Monthly Rate</u>
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each	
a. Business	\$1.75
b. Residence	1.75
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	3.25
b. Residence, each	2.00
c. Guests of hotel, each	
Business	2.95
Residence	1.75
d. Reference to another service of the customer, each	
Business	2.95
Residence	1.75
e. Reference to service of another customer, each	
Business	2.95
Residence	1.75
f. Cross-reference listing, each	
Business	2.95
Residence	1.75
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	2.95
Residence	1.75
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	1.75
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.50

DIRECTORY SERVICES

C. LIST SERVICE

APPLICABILITY

Applicable to furnishing telephone numbers in written form from the alphabetical section of telephone directories.

SPECIAL CONDITIONS

1. List Service consists of searching for listings and matching telephone numbers to one or more names and addresses supplied by the customer and furnishing such information in written form to the customer. These telephone numbers shall be obtained from listings included in the alphabetical section of the regular telephone directories, which are normally available to the Company's operator services personnel. This service contemplates furnishing telephone numbers in effect at the time a request is received only. A request to verify or update telephone number information previously furnished shall be charged for as an initial request for service.
2. One area code charge is applicable for each area code involved in a request for list service for which a telephone number listing is provided.
3. This service is furnished solely for telephone calling purposes of the customer. The customer shall not sell, reprint, lease, rent or permit the use of this information by others.
4. The Company assumes no responsibility or liability for any errors in the information furnished. The customer shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this Product Guide.
5. Where a name supplied by a customer is included in a caption listing arrangement and a single telephone number can clearly be associated with it, only that telephone number will be furnished; otherwise all telephone numbers included in that caption arrangement will be furnished at the charge shown above.

RATES

	<u>NRC</u>
Each Area Code	\$ 15.90
Each Listing Searched	.25

DIRECTORY SERVICES

D. SHARED SYSTEM LISTING SERVICE

SPECIAL CONDITIONS

1. Shared System Listing service is an arrangement whereby an individual, firm, corporation or association shares in the use of a customer's telephone service.
2. The rate for a Shared System Listing includes a listing in the alphabetical and classified directories, and applies in addition to rates and charges for other service provided.
3. Shared System Listing service will be billed to the customer of the Company.
4. Shared System Listing service will be provided when an application is made by the customer and any one of the following conditions exists.
 - a. Application is for the use of the customer's service by an individual, firm, company or association doing business under a separate name and occupying jointly, or in part, the premises on which the customer's primary or off premises service is located.
 - b. Application is for the use of the customer's service for another business publicly conducted by the customer and differing in character and in name from the business for which the facilities are furnished.
 - c. Application is for service to be furnished over the facilities utilized in furnishing service to the customer, in the name of another individual, firm, company, corporation, or association represented by the customer and the use of the name to be listed is authorized by the owner of the name.
5. Signatures of the customer of the Company and the Shared System Listing applicant sharing the service are required to establish a Shared System Listing.

DIRECTORY SERVICES

D. SHARED SYSTEM LISTING SERVICE

SPECIAL CONDITIONS

6. The minimum charge for Shared System Listing service shall be the monthly rate. If the listing is included in the telephone directory, the charge will continue until the end of the directory period unless:
 - The person(s) sharing the service vacates the customer's premises;
 - The customer's service is discontinued;
 - If, for a business, the business for which the listing service is provided is discontinued at the customer's premises.
7. The Shared System Listing may carry the same telephone number listed for the customer, or; when separate lines, trunks or groups of lines in rotary sequence, or station lines of a DID system are assigned, these numbers may be contained in the listing.
8. Special conditions as set forth in this Section are applicable to Shared System Listing service unless otherwise specified herein.

<u>RATES</u>	<u>NRC</u>	<u>Monthly Rate</u>
Shared System Listing (SSL) associated with individual line service, and trunk line services, each listing	1	\$ 2.80

¹ Appropriate Service Order Charges in Section 3 of this Product Guide are applicable.

DIRECTORY SERVICES

E. SUBSCRIBER LISTING INFORMATION

1. APPLICABILITY

Applicable to directory publisher access to Utility's Subscriber Listing Information (SLI).

2. GENERAL

- a. The Utility will supply Publishers with the names, addresses, telephone numbers and primary advertising classifications (if any) of the Utility's telephone subscribers for locations requested by Publisher and updates to this information.
- b. Subscriber Listing Information (SLI) and Updated Subscriber Listing Information (Updated SLI) shall not include information for subscribers whose telephone numbers are unlisted or unpublished.
- c. Subscriber Listing Information and Updated Subscriber Listing Information are available by Utility Directory Name, Exchange and NPA/NXX, customer segmentation (e.g., business, residential) and for Updated SLI, by service order type (e.g., installation, change).
- d. For distribution purposes only, service addresses are available as a separate chargeable option with the SLI Base file. Service addresses can be provided with Updated SLI as an option to customers at no extra charge.*
- e. Charges listed in II.RATES do not include applicable surcharges, sales or similar tax, which will be added.

* If a Publisher requests service addresses for unpublished and unlisted subscribers, this will be provided, for the Publisher's directory distribution purposes only, at the same rate as SLI Base file or Updated SLI, as required, by Decision No. 97-01-042 issued January 24, 1997.

DIRECTORY SERVICES

E. SUBSCRIBER LISTING INFORMATION

3. SPECIAL CONDITIONS

- a. Information ordered is supplied in either compact disk (CD) or hard copy print-out as selected by Publisher. Updates are also available through Internet access.
- b. Updates will be provided on a daily, weekly or monthly basis as elected by the Publisher.
- c. Orders for listing information must be submitted in writing (facsimile acceptable) on the Utility order form. Publisher must allow thirty (30) days processing time in advance of the desired date for the information.
- d. Requests must specify the date the SLI should be pulled from the directory listings database, and for Updates, the begin and end dates information should be provisioned. Also to be specified are the directory names, exchanges, NPA/NXXs, listing types desired, the medium for provision of the Listing Information, and the address for delivery.
- e. The Utility will invoice Publisher subsequent to provision of the listing information. Publisher agrees to pay the invoice within 45 days of receipt.
- f. SLI and Updated SLI are provided solely for the purpose of publishing directories. Publisher agrees not to distribute or sell the listing information to any third party, and agrees not to sublicense or assign any right acquired by Publisher under this tariff. No right or license is granted or implied under any proprietary rights of the Utility or affiliates that subsist in portions of directories distributed by or for the Utility other than SLI and Updates. Publisher certifies that the listing information shall be used only for the purpose of publishing directories.

DIRECTORY SERVICES

E. SUBSCRIBER LISTING INFORMATION

3. SPECIAL CONDITIONS - Continued

- g. The Utility's liability shall be limited to direct and actual damages which shall not exceed the fees paid by Publisher for the information provided by the Utility. Under no circumstances shall the Utility be responsible or liable for indirect, incidental, special or consequential damages, including, but not limited to, economic loss or lost business or profits.
- h. Listing Information is supplied as is. The Utility makes no warranty of any kind, express or implied, including without limitation warranties of merchantability or fitness for a particular purpose.
- i. Publisher agrees to indemnify, defend, and hold harmless the Utility, its affiliates, officers, agents, and contractors (collectively, the "Indemnified Parties") from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, suffered, made, instituted, or asserted by any third party arising from a Publisher's use of the listing information provided as requested.

4. RATES

a. Subscriber Listing Information (SLI)

- | | |
|------------------|---------------------|
| 1) SLI Base file | \$ 0.04 per listing |
| 2) Updated SLI | 0.06 per listing |

OPTIONS FOR PROVIDING ENHANCED SERVICES

I. GENERAL

APPLICABILITY

Applicable to the provision of certain network services, which expand a customer's ability to provide services to clients or which provide benefits directly to the customer.

TERRITORY

Within the exchange area of all exchanges, as the exchange areas are listed in Section 4A, Sheets 3 and 4.

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

6. Queuing service is a supplement to rotary service, which places calls in queue while waiting to be answered when all terminals in a hunt group are busy. Queuing service is provided only in conjunction with lines arranged for rotary service.
7. Call Forwarding Busy-Line--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the Company's customer, if the caller encounters a normal busy-line condition.
8. Call Forwarding No-Answer--Fixed is a permanently activated service which automatically redirects calls placed to a customer's or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the Company's customer, if the caller encounters a no answer condition after a specified number of rings.
9. Call Forwarding Busy Line Don't Answer is a permanently activated service which automatically redirects calls placed to a customer or a customer's (such as an ESP's) client's telephone number to another telephone number subscribed to by the Company's customer, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

A. Definitions - Continued

10. Customer Controllable Ringing (CCR). A service that provides customers with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a No Answers situation. To select the number of rings desired (1-9), the customer 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.
11. Message Waiting Indication - Audible Ring Burst (ARB). A service that provides ringing at a special cadence to signal the customer that a message is waiting. This reminder will be repeated at a specific interval programmed by the Company. This is in addition to the stutter dial tone that normally represents a message waiting.
12. 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 offered to customers who have existing digital facilities. Customers requiring additional digital facilities must purchase them separately from Schedule Cal. P.U.C. No. C-1.
13. Message Waiting Indication-Visual. Message Waiting Indication-Visual is a feature that provides the Enhanced Service Provider with the ability to send an alerting signal in the form of a light to its end user's line. This alerting signal can then be used by the Enhanced Service Provider to inform its end user that a message(s) is waiting.
14. Inter-Switch Voice Messaging (ISVM). Inter-Switch Voice Messaging (ISVM) service is available to Enhanced Service Providers (ESPs) who subscribe to Data Link service and individual-line business service, trunk-line business service, or Internal Communications and Call Management Features service. Data Link service operates on an intra-switch basis only. This service, combined with ISVM service, enables voice mail and call answering capabilities to be extended via intra- and inter-switch connectivity, thereby allowing the ESP to serve clients within a Local Access Transport Area (LATA).

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

6. Each customer, not the Company, has responsibility and control over the content, quality, and characteristics of the services provides and conversations conducted over its equipment. The Company is not responsible for quality of, defects in, or content of the services, which a customer provides its clients. The customer is responsible for complying with law, with rules and regulations of governmental agencies, and with the terms and conditions of the Company's product guide.
7. A customer may neither use the Company's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Company in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP or jointly by the ESP and the Company, unless the customer first obtains written permission from the Company for each advertisement, announcement, or other informational media to be released.
8. Customers must agree to subscribe to a sufficient number of lines to maintain an average level of service, whereby no more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week or the busy season, as measured at the Company's office.
9. Each customer subscribing to User Transfer service is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.
10. User Transfer (Call Transfer) is part of the standard Internal Communications and Call Management Features services. Therefore, User Transfer rates from this section are not billed to Internal Communications and Call Management Features customers.
11. Queuing is available to Internal Communications and Call Management Features customers in accordance with the rates, charges, and conditions of Section 8 of this Product Guide.

Effective: 06/23/11

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

6. Each customer, not the Company, has responsibility and control over the content, quality, and characteristics of the services provides and conversations conducted over its equipment. The Company is not responsible for quality of, defects in, or content of the services, which a customer provides its clients. The customer is responsible for complying with law, with rules and regulations of governmental agencies, and with the terms and conditions of the Company's product guide.
7. A customer may neither use the Company's name, signs, symbols, or markings nor implicate, implicitly or explicitly, the Company in any other way as a participant, promoter, or co-promoter, in sales media or other publicity, of services provided wholly by the ESP or jointly by the ESP and the Company, unless the customer first obtains written permission from the Company for each advertisement, announcement, or other informational media to be released.
8. Customers must agree to subscribe to a sufficient number of lines to maintain an average level of service, whereby no more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week or the busy season, as measured at the Company's office.
9. Each customer subscribing to User Transfer service is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.
10. User Transfer (Call Transfer) is part of the standard Customized Multi-line Telephone Services. Therefore, User Transfer rates from this section are not billed to Customized Multi-line Telephone Service customers. (T)
(T)
11. Queuing is available to Customized Multi-line Telephone Service customers in accordance with the rates, charges, and conditions of Section 8 of this Product Guide. (T)

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

12. Each customer, such as an ESP, ordering services from the Company on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible for orders involving clients for whom no agency agreement exists.
13. A subsequent order charge, as specified for business and residence customers in Section 3 of this Product Guide for Frontier Communications of the Southwest Inc. Calling Services, will be billed to the customer whenever services associated with a clients line and subscribed to by the customer on behalf of the customer's client are established.
14. The customer is responsible for placing orders for disconnecting or discontinuing services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Company will continue billing the customer for services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.
15. Customers ordering services on behalf of clients will not be charged for a subsequent order record charge for changing the customer's record.
16. Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.
17. Services available to Internal Communications and Call Management Features customers from Section 8 of this Product Guide will be billed in accordance with the rates, charges, and conditions included in that section.

Effective: 06/23/11

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

12. Each customer, such as an ESP, ordering services from the Company on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible for orders involving clients for whom no agency agreement exists.
13. A subsequent order charge, as specified for business and residence customers in Section 3 of this Product Guide for Frontier Communications of the Southwest Inc. Calling Services, will be billed to the customer whenever services associated with a clients line and subscribed to by the customer on behalf of the customer's client are established.
14. The customer is responsible for placing orders for disconnecting or discontinuing services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Company will continue billing the customer for services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.
15. Customers ordering services on behalf of clients will not be charged for a subsequent order record charge for changing the customer's record.
16. Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable local calling, ZUM calling, or Message Toll calling charges for each completed call forwarded from its line to another line.
17. Services available to Customized Multi-line Telephone Service customers from Section 8 of this Product Guide will be billed in accordance with the rates, charges, and conditions included in that section. (T)

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

12. Each customer, such as an ESP, ordering services from the Company on behalf of its customers (the customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the customer's authority, the customer will be held responsible for orders involving clients for whom no agency agreement exists.
13. A subsequent order charge, as specified for business and residence customers in Section 3 of this Product Guide for Frontier Communications of the Southwest Inc. Calling Services, will be billed to the customer whenever services associated with a clients line and subscribed to by the customer on behalf of the customer's client are established.
14. The customer is responsible for placing orders for disconnecting or discontinuing services subscribed to on behalf of clients. Should a customer's client's telephone service be discontinued or disconnected for any reason, the Company will continue billing the customer for services subscribed to on behalf of the client until the customer requests that the service be disconnected or discontinued.
15. Customers ordering services on behalf of clients will not be charged for a subsequent order record charge for changing the customer's record.
16. Each customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable local calling or Message Toll calling charges for each completed call forwarded from its line to another line. (C)
17. Services available to Customized Multi-line Telephone Service customers from Section 8 of this Product Guide will be billed in accordance with the rates, charges, and conditions included in that section.

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

18. Internal Communications and Call Management Features customers subscribing to CENPAC--Basic Control Package are not charged for changing the number of rings before calls are forwarded.
19. Each Call Forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each package containing any of these services must be associated with a specific individual line, with a specific DID trunk-line telephone number, or with a specific Internal Communications and Call Management Features station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a customer or a customer's client.
20. A customer must specify which services are to be associated with each client's telephone service.
21. Each customer providing voice message services must subscribe to either individual-line business services, trunk-line business services, or Internal Communications and Call Management Features service for access to the Company's switched network. The network connection will be used to pass messages to and from the ESP's voice mail system.
22. Enhanced Call Transfer is available where facilities and conditions permit.
23. Inter-Switch Voice Messaging (ISVM)
 - a. ISVM is offered as an optional enhancement only to the Data Link service.
 - b. Customers subscribing to ISVM must also subscribe to Data Link service.
 - c. ISVM is offered subject to the availability of both Data Link and ISVM facilities.
 - d. The Company will determine which central office and transmission facilities are used to provide service.
 - e. Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.
 - f. Signaling control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General - Continued

23. Inter-Switch Voice Messaging (ISVM) - Continued

- g. ISVM is available to compatible and suitably-equipped Internal Communications and Call Management Features customers.
 - h. The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
 - i. The integrity of the customer's database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls, or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer to correct a condition on client's line as a result of the customer's incorrect database information.
 - j. The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.
 - k. The integrity of the customer's database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls, or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer to correct a condition on client's line as a result of the customer's incorrect database information.

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. RATES

	<u>NRC</u>	<u>Monthly Rate</u>
A. Message Waiting Indication--Audible, Per client line or DID number	1	\$ 0.50
B. Forwarded Call Information--Intraoffice, Per client line or DID number	1	1.00
C. Data Link, Per Data Link	\$ 1000.00	300.00
D. User Transfer, Per customer individual line or trunk line	1	1.75
E. Queuing, Per customer individual line or trunk line	1	1.50
F. Call Forwarding Busy Line--Fixed, Per client line or DID number	2	2
G. Call Forwarding No Answer--Fixed, Per client line or DID number	2	2
H. Call Forwarding Busy Line Don't Answer, Per client line or DID number	2	2

¹ See Section 3, Service Charges for non-recurring charges.

² See Section 6, Custom Calling Services for monthly rates, and Section 3 of this Product Guide, Service Charges, for non-recurring charges.

OPTIONS FOR PROVIDING ENHANCED SERVICES

III. RATES - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
I. Customer Controllable Ringing (CCR), Per client line or DID number	--	\$ 1.00
J. Message Waiting Indication - Audible Ring Burst (ARB), Per client line or DID number	--	1.50
K. Three-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, and Forwarded Call Information, Per line or DID number	1	2.00
L. Five-Service Package - Includes Call Forwarding Busy Line Don't Answer, Message Waiting Indication, Forwarded Call Information - Intraoffice, Message Waiting Indication - Audible Ring Burst (ARB), and Customer Controllable Ringing (CCR)	--	2.75
M. Enhanced Call Transfer		
(1) per customer ²	\$ 25.00	--
(2) per trunk	--	19.00
N. Message Waiting Indication - Visual, Per line or DID number	--	.50
O. Inter-Switch Voice Messaging (ISVM), ³ Each arrangement	2,000.00	3,000.00

¹ See Section 6, Custom Calling Services for monthly rates, and Section 3 of this Product Guide, Service Charges for non-recurring charges.

² Non-recurring charges from Section 3 of this Product Guide may be applicable in addition to this rate.

³ See Special Condition B.23.b.

EMPLOYEES SERVICE

SPECIAL CONDITIONS

1. The preceding rate treatment does not apply to directory listings except as reflected in Special Condition 2.
2. The Company may provide primary service including supplemental service, directory listings, local and zone usage allowance and all required service connection and nonrecurring charges at 100% concession to management employees who are required to make regular use of their residence service line for business of the Company.
3. Under this schedule "regular employees" means those persons permanently employed by the Company on a full or part-time basis, including those persons on military leave of absence who were receiving "Employee's Service#" at the beginning of their official leave.
4. The rate treatment applicable to an employee's service prior to military leave may be extended by the Company during the period of military leave.
5. The rate treatment applicable to employees retired prior to June 1, 1968 will be extended to service of these employees following retirement whether or not they are receiving a pension from the Company.
6. Employees who retire after June 1, 1968 must be receiving a pension from the Company to be eligible for continuance of rate treatment under this schedule.

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

4. Rate Elements - Continued

- (c) Video Digital Transport includes transport and termination of the interoffice transmission of the customer's transmission Video Digital Transport signals. Applications include video transport between a customer's SWC and the associated Video Multipoint Control Unit (MCU) and video transport between SWCs.
- (d) Video Digital Transport Utilization includes high and low level video switching elements, video network control elements and trunking facilities. High and low level video switching elements refer to the use of Video Multipoint Control Units (MCU), Digital Cross Connect Units (DCC), or Asynchronous Transfer Mode (ATM) facilities. These switching facilities are included in the basic video network as required to meet the service requirements for Type II Broadcast and Commercial Quality Video Digital Transport Services within the LATA
- (e) Video Digital Transport Premium Services are optional services that are not part of a basic video interconnection between customer locations. Video Digital Transport Premium Services currently include Quad Split and Still Frame. Quad Split allows one customer location to view the video transmissions from up to three other locations a multipoint connection on a single monitor over a single Video Digital Transport Access Line (VCAL). Still Frame provides for the transmission of a still frame (such as a graphics overhead) and the motion video image over a single VCAL.

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

6. Service Elements - Continued

(b) Video Digital Transport Access Port - Continued

Video Digital Transport Access Port as a point of entry to the Company's switched video network. This would allow that CDL to make video connections with other customers who have Video Digital Transport Service through the Company's switched video network in that LATA. The customer must obtain the appropriate video and/or private line transport from their CDL to the Company's Video Digital Transport Access Port and must present signals that are compatible with interface requirements of the VCALs to which they want to connect.

The Video Digital Transport Access Port includes a standard video access interface arrangement defining the technical characteristic associated with the type of facilities to which the video service is connected to and the type of signaling capability, if any. The Video Digital Transport Access Port does not include any video encoding devices but may include devices to control and monitor the video service.

(c) Video Digital Transport

The Video Digital Transport rate applies for video transport that may be required to provision Video Digital Transport Service. The Video Digital Transport rate is specific to the type of Video Connect Service to which the customer subscribes.

In the case of an access line providing for point-to-point service, this rate applies for interoffice transport in those instances where the points of the point-to-point service are not served from the same SWC. In those instances where a point-to-point Video Digital Transport Service has a CDL outside of the LATA or outside of the Company's serving area, this rate applies for transport from the Company's serving wire center (SWC) to a point of interconnection with non-Company facilities.

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

6. Service Elements - Continued

(e) Video Digital Premium Services

The Video Digital Premium Services, Quad Split and Still Frame, are optional services that are not part of a basic video interconnection between customer locations. The rate for these optional services applies to each access line for which they are ordered. Quad Split allows one customer location to view the video transmissions from up to three other locations of a multipoint connection on a single monitor over a single Video Digital Access Line. Still Frame provides for the transmission of a still frame (such as a graphics overhead) and the motion video image over a single Video Digital Access Line.

(f) Special Construction

Special Construction charges will apply in those instances where the customer orders Video Digital Transport Service and suitable facilities are not available. If the customer orders video services not provided for in this schedule, Special Assembly rates and charges will apply.

VIDEO DIGITAL TRANSPORT SERVICE

VI. APPLICATION OF RATES - Continued

A. The following rate elements apply to Video Digital Transport Service:
- Continued

3. Video Digital Transport Transport

Broadcast Quality Connect
Type I (Per Airline Mile)
Type II (Per Airline Mile)

Commercial Quality Connect
Type I (Per Airline Mile)
Type II (Per Airline Mile)

Business Quality Connect
Type I
Transport (Fractional T-1 Transport)
Termination (Fractional T-1 Termination)
Type II
Transport (DS-1 Transport)
Termination (DS-1 Termination)

4. Video Digital Transport Utilization

Broadcast Quality Connect
Type II
Commercial Quality Connect
Type II

5. Video Digital Transport Premium Services
Quad Split
Still Frame

VIDEO DIGITAL TRANSPORT SERVICE

VI. APPLICATION OF RATES - Continued

B. Video Digital Transport Access Line

1. Broadcast Quality Connect Type I

The Type I Broadcast Quality Connect Video Digital Transport Access Line is a one way facility. The customer must order a Transmit access line in order to be able to transmit video signals over the Company's network facilities. Similarly the customer must order a Receive access line in order to be able to receive video signals over the Company's facilities. If the customer requires both transmit and receive capability at the premises then the customer must order both a Transmit access line and a Receive access line.

2. Broadcast Quality Connect Type II

The Type II Broadcast Quality Connect Video Digital Transport Access Line may be ordered as a transmit only, receive only or as bidirectional transceive facility. This type of access line may be ordered as a point-to-point service or in the case of the transceive facility it may alternatively be ordered as switched service. When Type II service is ordered as a switched service, the customer is provided with a facility capable of providing simultaneous transmission and reception of video signals to and from a switched point of termination (SPOT). The SPOT will be either another Type II Broadcast Quality Connect Video Digital Transport Access Line within the same LATA or a Video Digital Transport Access Port within the same LATA.

3. Commercial Quality Connect Type I

The Type I Commercial Quality Connect Video Digital Transport Access Line is a one way facility. The customer must order a Transmit access line in order to be able to transmit video signals over the Company's network facilities. Similarly, the customer must order a Receive access line in order to be able to receive video signals over the Company's facilities. If the customer requires both transmit and receive capability at the same premises then the customer must order both a Transmit access line and a Receive access line. The first Transmit or the first Receive access line that the customer orders for a customer designated location (CDL) will be provided at the "First System" rate. Subsequent Transmit or Receive access lines that the customer orders for the same CDL will be provided at the "Additional System" rate unless the total access lines (systems) should exceed sixteen. If the total number of access lines should exceed sixteen then seventeenth and every subsequent seventeenth access line will be rated as a "First System" with the others rated as "Additional Systems".

4. Commercial Quality Connect Type II

The Type II Commercial Quality Connect Video Connect_ Access Line is a bidirectional (transceive) facility. This type of access line may be ordered as a point-to-point service or alternatively as switched service. The customer ordering this type of access line will be provided with a facility capable of providing simultaneous transmission and reception of video signals to and from a switched point of termination (SPOT). The SPOT will be either another Type II Commercial Quality Connect Video Digital Transport Access Line within the same LATA or a Video Digital Transport Access Port within the same LATA.

VIDEO DIGITAL TRANSPORT SERVICE

VI. APPLICATION OF RATES - Continued

E. Video Digital Transport Utilization

1. Broadcast Quality Connect Type II

Type II Broadcast Quality Connect Utilization provides for the switching and interoffice trunking of signals originating from and terminating to Type II Broadcast Quality Connect VCALs or Access Ports utilizing the Company's switched video network. The Video Digital Transport Utilization MRC is applied each month to the gigacells of network utilization that result from the customer's connect time during each monthly billing period. The accumulated usage in gigacells is rounded to the nearest one thousandth of a gigacell (kilocell) prior to the application of the rate.¹

2. Commercial Quality Connect Type II

Type II Commercial Quality Connect Utilization provides for the switching and interoffice trunking of signals originating from and terminating to Type II Commercial Quality Connect VCALs or Access Ports utilizing the Company's switched video network. The Video Digital Transport Utilization MRC is applied each month to the gigacells of network utilization that result from the customer's connect time during each monthly billing period. The accumulated usage in gigacells is rounded to the nearest one thousandth of a gigacell prior to the application of the rate.¹

F. Video Digital Transport Premium Services

1. Quad Split

Quad Split is an optional enhancement to Type II Commercial Quality Connect Video Digital Transport Service (Transceive) when it is provided as a switched service. The Quad Split MRC is applied each month to the gigacells of network utilization that result from the customer's connect time with the Quad Split feature during each monthly billing period. The accumulated usage in gigacells is rounded to the nearest one thousandth of a gigacell (kilocell) prior to the application of the rate. This rate applies in addition to the regular VCAL or Port rate, the Utilization rate and the Transport (if required) rate.¹

2. Still Frame

Still Frame is an optional enhancement to standard Business Quality Connect Type I and Type II Services. The Still Frame rate is applied on a per Video Digital Transport Access Line (VCAL) basis. This rate applies in addition to the regular VCAL rate.

Note 1: Until the Company's network and billing system become capable of measuring and billing gigacell usage, the customer's Utilization will be assessed an assumed usage of 36.91 gigacells per month for each VCAL or Access Port.

VIDEO DIGITAL TRANSPORT SERVICE

VII. RATES - Continued

	<u>NRC</u>	<u>1 Year MRC</u>	<u>3 Year MRC</u>	<u>5 Year MRC</u>	<u>7 Year MRC</u>
D. Video Digital Transport Utilization					
Broadcast Quality Connect Type II (Per Gigacell)	\$ None	\$ 20.50	\$ 20.50	\$ 20.50	\$ 20.50
Commercial Quality Connect Type II (Per Gigacell)	None	20.50	20.50	20.50	20.50
E. Video Digital Transport Premium Services					
Quad Split ¹ (Per Gigacell)	None	40.00	40.00	40.00	40.00
Still Frame Business Quality					
Type I	150.00	275.00	275.00	275.00	275.00
Type II	150.00	275.00	275.00	275.00	275.00

Note 1: Commercial Type II Transceive - Switched Service only.

N11 DIALING SERVICE

IV. APPLICABILITY- Continued

7. The N11 Customer may designate only one RTN per N11 Dialing Service area but may designate different RTNs for different N11 Dialing Service areas as described below.
 - If the N11 Customer utilizes more than one N11 RTN, it must designate the specific serving office or NPA-NXX to be served by each RTN.
 - The Company will route N11 calls originating from an end-user on Company's local exchange network whether the end-user purchases local exchange service directly from the Company or from another local exchange service provider who provides services to the end-user by utilizing Company's local exchange dial tone service.
 - All RTNs shall be local in nature and shall not result in intraLATA toll, interLATA long distance or pay-per-call charges to Company end-users. Where the N11 Customer's call center is not located within the Company's relevant local exchange service area, then the N11 Customer shall separately establish Foreign Exchange Service, Remote Call Forwarding Service or supply the Company with a toll free telephone number so that Company end-user calls to the Customer's N11 Dialing Code remain local in nature.
8. If the Company, for any reason, can not route N11 calls from the calling party's NPA-NXX, the Company will default route the call based on the caller's serving Central Office.
9. Local measured or message rate service charges will apply for Company end-users, subscribing to measured or message rate service, for calls such end-users place to an N11 number
10. The Company will route N11 calls based on its relevant central office. If a central office services one or more exchanges areas or multiple states, the Company will route the N11 call based on the originating NPA-NXX. The Company is not responsible or liable in any way for claims arising due to physical N11 call routing boundaries not matching the boundaries of end-user or N11 caller's requested service area.
11. A calling party dialing N11 from a Company payphone served by one of the offices in the N11 Dialing Service calling area may be charged for such calls. Such charges to calling parties are separate and apart for charges covered under this service.
12. N11 Dialing Service provided pursuant to individual case basis contracts
 - References to "Tariff" or "tariff" in such existing contracts shall be replaced with, and shall now mean this "Product Guide" including but not limited to the portion of the Product Guide for N11 Dialing Service.
 - N11 Dialing Service provided pursuant to in-service, currently effective individual case basis contracts, shall continue until such contracts expire or are terminated pursuant to the specific terms of the applicable contract. Existing N11 Customers wanting to continue service would purchase N11 Dialing Service pursuant to the rates, terms and conditions of this Product Guide using Company's established ordering procedures.

N11 DIALING SERVICE

V. RATES

The following rates are applicable for only the N11 number codes identified in this N11 Dialing Service section of the Product Guide.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Service Establishment Charge, per N11 Service Configuration, per Customer	\$ 1,700.00	-0-
N11 System Configuration per N11 Code, per Customer	-0-	\$ 60.00
Initial Programming Charge per Company Central Office	150.00	-0-
Subsequent changes to Routing Telephone Number (RTN) per each RTN, per occurrence	25.00	-0-

The rates above are in addition to charges for other applicable services required for transporting and terminating messages at the N11 Customer's Call Center (e.g., Dial Tone lines, PBX trunks, Internal Communications and Call Management Features services lines, Foreign Exchange service, 800 number types' service, etc.).

N11 Customers continuing N11 Dialing Service pursuant to this Product Guide, after the expiration of their individual case basis contract, shall not be subject any non-recurring charges provided there are no changes required to conform to N11 Dialing Services, or lapse in, the continuing Service. If changes are required, all applicable non recurring charges shall apply.

CUSTOM ROUTING SERVICE¹

IV. DEFINITION OF TERMS

Advanced Intelligent Network (AIN) - AIN is a telecommunications network designed with intelligence located in computer nodes called Service Control Points (SCPs). SCPs are distributed throughout the network and allow for rapid service creation and deployment.

Group - A set of customer telephone numbers that are redirected in the same manner. For example: when redirection of incoming calls is required, all telephone numbers within a "group" will be redirected at the same time and to the same option. However, the actual individual telephone numbers within the group may be directed to different destinations. There is no maximum number of telephone numbers in a group; however, the maximum number of groups allowed to a customer is fifty.

Main Number - The customer's directory number that has Custom Routing Service. The customer determines routing information based on this number.

Service Control Point (SCP) - The Service Control Point (SCP) is a component of an intelligent network that stores customer data and service logic.

Supergroup - The combining of two or more groups for the purpose of redirecting calls of more than one group in a single transaction. This allows the customer to activate Customer Routing Service for the entire Supergroup rather than for each group individually.

Type I Lines - Individual exchange access lines, Internal Communications and Call Management Features Station Line and Direct-Inward-Dial (DID) numbers (other than the main DID number) that are either an individual line or in a two-line hunt group.

Type II Lines - PBX trunks (DID and non-DID Systems), DID main numbers and associated terminals, and both exchange access lines and Internal Communications and Call Management Features Station Lines terminating in hunting arrangements of three or more lines.

¹ Effective December 15, 2005, Custom Routing Service is grandfathered and limited to existing customers at existing locations. No moves, changes or additions to existing service will be permitted.

CUSTOM ROUTING SERVICE¹

VI. DESCRIPTION OF SERVICE

Custom Routing Service consists of two main options, Group Redirect and Flexible Call Forwarding.

Group Redirect - An option which allows the customer to create groups of directory telephone numbers and control whether the incoming calls made to members of the group will arrive as dialed or be redirected elsewhere. The customer has a choice of up to three different routing configurations for each group of directory numbers. Each routing option chooses an alternate destination based on one or up to three of the following routing features:

- Basic Redirect
- Incoming Number Identification
- Percentage Distribution
- Time-of-Day/Day-of-Week

Each member of a group can have up to five different redirect destinations (telephone numbers) for each of the three possible routing options. Group Redirect is available with both Type I and Type II lines.

Flexible Call Forwarding - An option which allows a customer's individual line the capability to separately forward calls to another telephone number. The user can activate Flexible Call Forwarding from a remote location if desired. The following call forwarding choices are available:

- to a default destination. The default destination is assigned at the time the customer orders this service. Changes in the assigned destination must be performed by the Company and service charges from Section 3 of this Product Guide will apply.
- to an override destination. This feature is controlled by the customer after the Customer Routing Service system has been established. When flexible call forwarding has been activated and the destination has been entered, this feature overrides the default destination.
- Either of two predefined forwarding schedules which can determine the destination according to Day-of-Week/Time-of-Day.

If a line/station has the Flexible Call Forwarding option and is also a member of a Group Redirect group, the Flexible Call Forwarding option takes precedence when both options are activated. Flexible Call Forwarding is available with Type I Service only.

Service Activation - The customer activates Custom Routing Service (CRS) by dialing into the Company network controller using a touchtone telephone. Upon reaching the network controller, the customer must enter a personal identification number (PIN) to access the system.

After entering the system, the customer may redirect calls for the desired group(s). A group may be a floor, department, building, or even the whole organization. A supergroup can be pre-assigned and used to redirect calls for two or more groups. These groups (Supergroup or Group) must be preassigned upon establishment of the service.

The customer may call into the system as frequently as required to control incoming calls.

¹ Effective December 15, 2005, Custom Routing Service is grandfathered and limited to existing customers at existing locations. No moves, changes or additions to existing service will be permitted.

CUSTOM ROUTING SERVICE ¹

IX. RATES

A. Group Redirect

	<u>Nonrecurring Charge</u> ²	<u>Monthly Rate</u> ³
1. Type I		
Service Establishment	\$197.00	-
Per Line or DID Number ⁴		
2 - 50	2.35	\$ 3.00
51 - 100	2.35	2.70
101 - 500	2.35	2.40
501 - 1000	2.35	2.10
1001 Plus	2.35	1.75
Rearrangements		
- System Charge, per Rearrangement	92.00	-
- Per Number Changed/Moved or Added	2.35	-

¹ Effective December 15, 2005, Custom Routing Service is grandfathered and limited to existing customers at existing locations. No moves, changes or additions to existing service will be permitted.

² Nonrecurring charges in Section 3 of this Product Guide are applicable in addition to these charges.

³ In addition to applicable Basic Exchange Access Line charges in Section 4 of this Product Guide, Schedule Cal. P.U.C. No. A-1 and/or the Internal Communications and Call Management Features Line charges in Section 8 of this Product Guide.

⁴ A termination liability is applicable as set forth in SPECIAL CONDITIONS (VII.8.).

CUSTOM ROUTING SERVICE ¹

IX. RATES

A. Group Redirect - Continued

	<u>Nonrecurring Charge</u> ²	<u>Monthly Rate</u> ³
2. Type II		
Service Establishment	\$ 245.00	-
Per Trunk ⁴		
2 - 10	5.30	8.25
11 - 50	5.30	8.00
51 - 100	5.30	7.75
101 - 250	5.30	7.50
251 - 500	5.30	7.25
501 Plus	5.30	7.00
Rearrangements		
- System Charge, per Rearrangement	102.00	-
- Per Trunk Changed/Moved or Added	5.30	-

¹ Effective December 15, 2005, Custom Routing Service is grandfathered and limited to existing customers at existing locations. No moves, changes or additions to existing service will be permitted.

² Nonrecurring charges in Section 3 of this Product Guide are applicable in addition to these charges.

³ In addition to applicable Basic Exchange Access Line charges in Section 4 of this Product Guide, Schedule Cal. P.U.C. No. A-1 and/or the Internal Communications and Call Management Features Line charges in Section 8 of this Product Guide.

⁴ A termination liability is applicable as set forth in SPECIAL CONDITIONS (VII.8.).

CUSTOM ROUTING SERVICE ¹

IX. RATES - Continued

A. Group Redirect - Continued

	<u>Nonrecurring Charge</u> ²	<u>Monthly Rate</u> ³
3. Group Charges		
First Group		NO EXTRA CHARGE
Each Additional Group or Supergroup	\$ 20.00	-
4. Optional Features		
(a) Incoming Number Identification Redirecting (Each 100 Numbers) Per Number	86.00 -	- 0.30
(b) Percentage Redirecting, Per option Per Number	20.00 -	- 0.30
(c) Time-of-Day/Day-of-Week Redirection, per option Per Number	20.00 -	- \$ 0.40

¹ Effective December 15, 2005, Custom Routing Service is grandfathered and limited to existing customers at existing locations. No moves, changes or additions to existing service will be permitted.

² Nonrecurring charges in Section 3 of this Product Guide are applicable in addition to these charges.

³ In addition to applicable Basic Exchange Access Line charges in Section 4 of this Product Guide, Schedule Cal. P.U.C. No. A-1 and/or the Internal Communications and Call Management Features Line charges in Section 8 of this Product Guide.

CUSTOM ROUTING SERVICE ¹

IX. RATES - Continued

B. Flexible Call Forwarding

	<u>Nonrecurring Charge</u> ²	<u>Monthly Rate</u> ³
1. Type I		
Service Establishment	\$ 220.00	-
Per Line or DID Number ⁴		
5 - 50	2.35	\$ 3.00
51 - 100	2.35	2.70
101 - 500	2.35	2.40
501 -1000	2.35	2.10
1001 Plus	2.35	1.75

¹ Effective December 15, 2005, Custom Routing Service is grandfathered and limited to existing customers at existing locations. No moves, changes or additions to existing service will be permitted.

² Nonrecurring charges in Section 3 of this Product Guide are applicable in addition to these charges.

³ In addition to applicable Basic Exchange Access Line charges in Section 4 of this Product Guide, Schedule Cal. P.U.C. No. A-1 and/or the Internal Communications and Call Management Features Line charges in Section 8 of this Product Guide.

⁴ A termination liability is applicable as set forth in SPECIAL CONDITIONS (VII.8.).

CUSTOM ROUTING SERVICE ¹

IX. RATES - Continued

B. Flexible Call Forwarding - Continued

	<u>Nonrecurring Charge</u> ²	<u>Monthly Rate</u> ³
2. Rearrangements		
- System Charge, per Rearrangement	\$ 92.00	-
- Per Number Changed, Moved or Added	2.35	-
3. Time-of-Day/Day-of-Week Redirection, per option	\$ 20.00	-
Per Number	-	.35
4. PIN Number Change (per occasion)	28.00	-

¹ Effective December 15, 2005, Custom Routing Service is grandfathered and limited to existing customers at existing locations. No moves, changes or additions to existing service will be permitted.

² Nonrecurring charges in Section 3 of this Product Guide are applicable in addition to these charges.

³ In addition to applicable Basic Exchange Access Line charges in Section 4 of this Product Guide, Schedule Cal. P.U.C. No. A-1 and/or the Internal Communications and Call Management Features Line charges in Section 8 of this Product Guide.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

TABLE OF CONTENTS

	<u>SHEET</u>
TABLE OF CONTENTS	
I. APPLICABILITY	1
II. TERRITORY	1
III. SPECIAL CONDITIONS	
A. General	2
B. WATS	12
C. Dedicated 800 Service	15
D. Business/Residence Line 800 Service	20
IV. RATES	24
A. WATS	24
B. Dedicated 800 Service	25
C. Business/Residence Line 800 Service	28
D. Ancillary Services	31

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

I. APPLICABILITY

Applicable to intrastate intraLATA Wide Area Telecommunications Service (WATS) ¹ and 800 Services, furnished or made available over facilities by Frontier Communications of the Southwest Inc. California Incorporated, hereinafter referred to as the Company, and in conjunction with any interexchange carrier which elects to offer interLATA service on the basis hereinafter set forth.

Special Note:

Rates, charges and conditions shown herein include all network facilities on the Company's side of the Local Loop Demarcation Point (LLDP) as defined in Schedule Cal. P.U.C. No. A-9. The purpose of the LLDP is to separate responsibility of the Company from the responsibility of the building owner/customer. Exceptions to the MAP are shown in Schedule Cal. P.U.C. No. A-9, Section III.F.4. Rates, charges and conditions for tariffed work functions performed on the customer's side of the LLDP are as shown in Schedule Cal. P.U.C. No. A-9.

The Company will provide WATS ¹ and Dedicated 800 Service in conjunction with an Interexchange Carrier using a common access line. The Company will provide the intraLATA portion and the Interexchange Carrier will provide the interLATA portion. The access line will be owned by the Company.

II. TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps as part of this Product Guide.

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS

A. General

1. Description

- (a) WATS Service ¹ is a dedicated access line arranged to allow outgoing calls to a specified geographical subscription area, at volume discounted toll usage rates.
- (b) Dedicated 800 Service is provisioned on a dedicated access line arranged to allow incoming calls from a specific subscription area, at no charge to the calling party.
- (c) Business/Residence Line 800 Service allows a customer to terminate an 800/888 Service on a regular business, PBX, or Internal Communications and Call Management Features line, thereby eliminating the need for a dedicated line.

2. Terms and Conditions

(a) Advance Payments

- (1) Applicants for service may be required to make an advance payment at the time of application, equal to the installation charges, if applicable, and the rate for one month for the service desired.
- (2) The amount of the advance payment is credited to the customer's account as applying to any indebtedness for the service furnished.

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

C. DEDICATED 800 SERVICE - Continued

2. Terms and Conditions - Continued

(j) Usage Charges

Method of determining usage charge for Half State, Full State, or Metro 800 service:

- (1) Determine the total actual hours to be billed for each rate period for each service group.
- (2) Determine the chargeable hours rounded to the nearest tenth (one decimal place) for each rate period for each service group. See III.B.2.(e). preceding.
- (3) Determine the total usage charge by multiplying the hourly rate for the appropriate rate period by the number of chargeable hours in each rate period and then totaling these charges. The applicable hourly rate for Northern California Half State, Southern California Half State, Full State, or Metro 800 is dependent upon whether or not the minimum requirement of 100 hours of usage in a monthly billing period has been met.

(k) Optional Features on a Dedicated 800 Service Line

- (1) The following optional features available with Internal Communications and Call Management Features service, may be arranged with the specific associated restrictions, for use in conjunction with 800 Service.
 - Call Pick Up
 - Call Transfer
(to another Station Line in the same Internal Communications and Call Management Features System)
 - Call Forwarding - Don't Answer
(to another Station line in the same Internal Communications and Call Management Features System)
 - Call Forwarding - Variable
(forward calls only within the Internal Communications and Call Management Features system)

Descriptions, special conditions, charges and rates are set forth in Section 8 of this Product Guide apply.

Effective: 06/23/11

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

C. DEDICATED 800 SERVICE - Continued

2. Terms and Conditions - Continued

(j) Usage Charges

Method of determining usage charge for Half State, Full State, or Metro 800 service:

- (1) Determine the total actual hours to be billed for each rate period for each service group.
- (2) Determine the chargeable hours rounded to the nearest tenth (one decimal place) for each rate period for each service group. See III.B.2.(e). preceding.
- (3) Determine the total usage charge by multiplying the hourly rate for the appropriate rate period by the number of chargeable hours in each rate period and then totaling these charges. The applicable hourly rate for Northern California Half State, Southern California Half State, Full State, or Metro 800 is dependent upon whether or not the minimum requirement of 100 hours of usage in a monthly billing period has been met.

(k) Optional Features on a Dedicated 800 Service Line

- (1) The following optional features available with Customized Multi-line Telephone Service, may be arranged with the specific associated restrictions, for use in conjunction with 800 Service. (T)
 - Call Pick Up
 - Call Transfer
(to another Station Line in the same Customized Multi-line Telephone Service System) (T)
 - Call Forwarding - Don't Answer
(to another Station line in the same Customized Multi-line Telephone Service System) (T)
 - Call Forwarding - Variable
(forward calls only within the Customized Multi-line Telephone Service system) (T)

Descriptions, special conditions, charges and rates are set forth in Section 8 of this Product Guide apply.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE LINE 800 SERVICE

1. Description

- (a) Business/Residence Line 800 Service allows a customer to terminate an 800/888 service on a regular, PBX, or Internal Communications and Call Management Features business line, thereby eliminating the need for a dedicated line. This service provides for directly dialed telephone calling via the public switched network from other locations within the same subscription area as that in which the business line terminates. Business/Residence Line 800 charges will be in addition to the applicable line or trunk rate.
- (b) When a customer subscribes to additional service areas, the Company will provide Business/Residence Line 800 Service in conjunction with an Interexchange Carrier. The Company will provide the intraLATA portion and the Interexchange Carrier will provide the interLATA portion. For the interLATA service which the Interexchange Carrier provides, the NRCs and monthly recurring charges of the Interexchange Carrier will apply.
- (c) Rates within this section are applicable only to dial type telecommunications from stations within the LATA to a station associated with an 800/888 termination point within the same LATA.
- (d) Dial type telecommunication is a call dialed and completed to Business/Residence Line 800 Service 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.
- (e) Discount Plans are available for customers who sign up for one, two, or three years of service. Nonrecurring charges and usage will be discounted as specified in the rates section. Customers who sign a term agreement for one, two, or three years of service will also receive a unique ringing signal at no additional charge. The unique ringing signal will enable the customer to distinguish if the incoming call was placed by dialing the 800/888 number or the customer's local exchange number. This will be provided on only one termination and only where facilities and conditions permit.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE LINE 800 SERVICE - Continued

1. Description - Continued

- (f) Termination Liability - If a customer terminates service prior to the expiration date of the agreement, the customer's agreement period to date usage will be re-rated at the month-to-month rate, up to a maximum of twelve months, and the payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures.
- (g) Conversions - During an agreement period, the customer may elect to convert to a new agreement period of the same or different length. Conversion to a new agreement period will be allowed without penalty if the expiration date of the new agreement period is greater than the remainder of the original agreement period.
- (h) Variable Call Destination (VCD) - provides for multiple terminations of an IntraLATA 800 Number when the customer has requested termination of that number in more than one LATA or within the same LATA. All charges associated with the VCD will be charged to the subscriber of the Business/Residence Line 800 Service.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE LINE 800 SERVICE - Continued

2. Terms and Conditions

- (a) This section contains specific conditions related to Business/Residence Line 800 Service. These conditions apply in addition to general terms and conditions applicable to WATS ¹ and Dedicated 800 Service unless otherwise indicated.
- (b) Business/Residence Line 800 Service calls may not be terminated to dedicated 800/888 access lines.
- (c) Only one 800/888 number will be assigned to terminate calls on any given exchange telephone service facility.
- (d) Business/Residence Line 800 Service is not available with semi-public, public, or public access line service.
- (e) Custom calling features, as shown in Section 6 and 6A of this Product Guide, for Frontier Communications of the Southwest Inc. Calling Services are available where facilities and operating conditions permit.
- (f) Directory Listings for Business/Residence Line 800 Service will be provided at rates applicable for business additional listings as covered in Section 19 of this Product Guide.
- (g) Customers who change from Dedicated 800 Service to Business/Residence Line 800 Service are subject to applicable charges as shown in Section IV.C., Rates, in lieu of the Nonrecurring charges in Section 3 of this Product Guide.

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE LINE 800 SERVICE - Continued

2. Terms and Conditions - Continued

- (h) Variable Call Destination is a Business/Residence Line 800 Service optional feature which provides for multiple terminations of an 800 Number when the customer has requested termination of that number in more than one LATA or within the same LATA.
- (i) All charges associated with Variable Call Destination will be billed to the Business/Residence Line 800 Number.
- (j) Customers routing calls to different terminating locations have an option of selecting from the following parameters:
 - Time of Day
 - Day of the Week
 - Originating Area Code, Area Code and Prefix, or Service Area
 - Specific date (within the next 12 months)
 - Allocation to terminating location by percentage of calls
 - Multiple Carriers

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE LINE 800 SERVICE - Continued

3. Determination of Charges

- (a) Determine the chargeable hours rounded to the nearest tenth (one decimal place) for each rate period for each 800/888 number. See III.A.2.(e). preceding.
- (b) The chargeable hours within each rate period determines the appropriate rate.
- (c) Determine the total usage charge by multiplying the hourly rate for the appropriate rate period by the number of chargeable hours in each rate period and then totaling these charges.
- (d) Add the monthly rate (per 800/888 number) to the total usage charge calculated above to obtain the total overall charge for Business/Residence Line 800 Service on a single 800/888 number.
- (e) Repeat steps 1 through 4 for each additional 800/888 number.
- (f) Rates for changes to existing Business/Residence Line 800 Service are found in Section 3 of this Product Guide, Subsequent Order Additions Charge.

- 4. Charges for Business/Residence Line 800 Service are determined on a per 800/888 number basis. Usage on separate 800/888 numbers may not be aggregated.

IV. RATES

A. WATS¹

1. Access Line	Monthly <u>Rate</u>
Access Line, each: ^{2, 3, 4}	
- Northern Cal. Half State	\$ 35.00
- Southern Cal. Half State	35.00
- Full State	35.00
- LATA	35.00
	(16159)

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

² Service Charges for installation of a WATS access line are shown in Section 3 of this Product Guide.

³ For Four Wire Terminating Arrangement option, see III.A.2.(z). preceding.

⁴ For WATS access line service provided in conjunction with an Interexchange Carrier, see Schedule Cal. P.U.C. No. C-1.

Effective: 06/23/11

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE 800 SERVICE - Continued (T)

3. Determination of Charges

- (a) Determine the chargeable hours rounded to the nearest tenth (one decimal place) for each rate period for each 800/888 number. See III.A.2.(e). preceding.
- (b) The chargeable hours within each rate period determines the appropriate rate.
- (c) Determine the total usage charge by multiplying the hourly rate for the appropriate rate period by the number of chargeable hours in each rate period and then totaling these charges.
- (d) Add the monthly rate (per 800/888 number) to the total usage charge calculated above to obtain the total overall charge for Business/Residence 800 Service on a single 800/888 number. (T)
- (e) Repeat steps 1 through 4 for each additional 800/888 number.
- (f) Rates for changes to existing Business/Residence 800 Service are found in Section 3 of this Product Guide, Subsequent Order Additions Charge. (T)

4. Charges for Business/Residence 800 Service are determined on a per 800/888 number basis. Usage on separate 800/888 numbers may not be aggregated. (T)

IV. RATES

A. WATS¹

1. Access Line	<u>Monthly Rate</u>
Access Line, each: ^{2, 3, 4}	
- Northern Cal. Half State	\$ 35.00
- Southern Cal. Half State	35.00
- Full State	35.00
- LATA	35.00
	(16159)

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.
² Service Charges for installation of a WATS access line are shown in Section 3 of this Product Guide.
³ For Four Wire Terminating Arrangement option, see III.A.2.(z). preceding.
⁴ For WATS access line service provided in conjunction with an Interexchange Carrier, see Schedule Cal. P.U.C. No. C-1.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

C. BUSINESS/RESIDENCE LINE 800 SERVICE

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>
1. Business Line 800 Service		\$15.00
Month-to-Month	\$10.00	
One Year Agreement	5.00	
Two Year Agreement	3.00	
Three Year Agreement	0.00	
2. Residence Line 800 Service		5.00
Month-to-Month	10.00	
One Year Agreement	5.00	
Two Year Agreement	3.00	
Three Year Agreement	0.00	
3. Optional Features		
Variable Call Destination- Rates per termination	-	5.00 ²
<p>Variable Call Destination provides for multiple terminations, within one LATA of the 800/888 number assigned in conjunction with Business-Residence Line 800 Service.</p>		

Note 1: Nonrecurring charges as set forth in Section 3 of this Product Guide are applicable in lieu of the Business/Residence Line 800 nonrecurring charges when Business/Residence Line 800 Service is ordered by a customer requesting new telephone service. When Business/Residence Line 800 Service is added to existing service, only the nonrecurring charges for Business/Residence Line 800 are applicable, the charges in Section 3 of this Product Guide do not apply.

Note 2: Nonrecurring charges as set forth in Section 3 of this Product Guide apply when Variable Call Destination is added at a different time than Business/Residence Line 800 Service. There is no additional nonrecurring charge for Variable Call Destination when added at the same time as Business/Residence Line 800 Service.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES – Continued

C. BUSINESS/RESIDENCE LINE 800 SERVICE – Continued

4. Usage - per hour

The hourly rate applies to the actual use of the 800/888 number rounded to the nearest tenth of an hour.

<u>Rate Periods</u>	<u>Hours</u>	<u>Rate Period</u>		
Monday thru Friday	8:00 am to 5:00 pm ¹	1		
	5:00 pm to 11:00 pm ¹	2		
	11:00 pm to 8:00 am	3		
Saturday, Sunday, and Holidays ²	All	3		
		3		
		<u>Rate Periods</u>		
		<u>Per Hour</u>		
	<u>1</u>	<u>2</u>	<u>3</u>	
(a) Month-to-Month				
- Less than 24.9 hours	\$ 8.10	\$ 7.25	\$ 6.45	
- Minimum 25 hours	7.35	6.60	5.90	
- Minimum 50 hours	7.00	6.30	5.60	
- Minimum 100 hours	6.60	5.95	5.30	
- Minimum 200 hours	6.25	5.60	5.00	
- Minimum 500 hours	5.90	5.30	5.00	
(b) One Year Contract				
- Less than 24.9 hours	\$ 7.80	\$ 7.00	\$ 6.35	
- Minimum 25 hours	7.05	6.35	5.80	
- Minimum 50 hours	6.70	6.05	5.50	
- Minimum 100 hours	6.20	5.70	5.20	
- Minimum 200 hours	5.85	5.35	4.90	
- Minimum 500 hours	5.50	5.05	4.90	

Note 1: To, but not including.

Note 2: See Section 16 of this Product Guide.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

C. BUSINESS/RESIDENCE LINE 800 SERVICE - Continued

4. Usage - per hour - Continued

		<u>Rate Periods</u>	
		<u>Per Hour</u>	
	<u>1</u>	<u>2</u>	<u>3</u>
(c) Two Year Contract			
- Less than 24.9 hours	\$ 7.65	\$ 6.95	\$ 6.15
- Minimum 25 hours	6.90	6.30	5.60
- Minimum 50 hours	6.55	6.00	5.30
- Minimum 100 hours	6.00	5.65	5.00
- Minimum 200 hours	5.65	5.30	4.70
- Minimum 500 hours	5.30	5.00	4.70
(d) Three Year Contract			
- Less than 24.9 hours	\$ 7.30	\$ 6.90	\$ 6.10
- Minimum 25 hours	6.55	6.25	5.55
- Minimum 50 hours	6.20	5.95	5.25
- Minimum 100 hours	5.70	5.60	4.95
- Minimum 200 hours	5.35	5.25	4.65
- Minimum 500 hours	5.00	4.95	4.65

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

D. ANCILLARY SERVICES - Continued

2. Four-Wire Terminating Arrangements

(c) Rates and Charges

The rates and charges following are for the Four-Wire Terminating Arrangement only and are in addition to the applicable rates and charges for the WATS ¹/800 access line with which it is associated.

	<u>Installation Charge ²</u>
- When installed coincident with the associated access line	
WATS Service ¹	\$184.75
800 Service	179.08
- When installed subsequent to the associated WATS ¹ access line	\$ 82.46

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

² In addition to any applicable Service Charges as set forth in Section 3 of this Product Guide (for example: Service Order Activity, Central Office Activity and/or Premise Visit - any or all of these charges may be applicable).

GRANDFATHERED SERVICES

TABLE OF CONTENTS

SHEET NO.

CUSTOM CALLING SERVICE	1
A. Individual Calling Services	
Special Conditions	
1. Call Waiting	1
2. Busy Number Redial.....	1
3. Last Number Redial.....	1
4. Saved Number Redial	1
5. Cancel Call Waiting	1
6. Special Call Waiting.....	1
7. Priority Call	2
8. Do Not Disturb.....	2
9. Call Block	2
10. Caller ID – Number Only	2
Rates	
1. Call Waiting	3
2. Busy Number Redial.....	3
3. Last Number Redial.....	3
4. Saved Number Redial	3
5. Cancel Call Waiting	3
6. Special Call Waiting.....	3
7. Priority Call	3
8. Do Not Disturb.....	3
9. Call Block	3
10. Caller ID – Number Only	3
B. Packaged Services	
Special Conditions	
1. Feature Pack 4400	4
2. Feature Pack 4900	4
3. Flexible Packaging	5
Rates	
1. Feature Pack 4400	7
2. Feature Pack 4900	7
3. Flexible Packaging	7
4. Complete Call Forwarding Package.....	8
5. Distinctive Ring with Paks	9
6. Sharper Call Pack	9
7. Shapest Call Pack.....	9
C. Call Forwarding and Speed Dialing	10
D. In-touch Service.....	10

GRANDFATHERED SERVICES

TABLE OF CONTENTS

	<u>SHEET NO.</u>
CUSTOM CALLING SERVICE	1
A. Individual Calling Services	
Special Conditions	
1. Call Waiting	1
2. Busy Number Redial.....	1
3. Last Number Redial.....	1
4. Saved Number Redial	1
5. Cancel Call Waiting	1
6. Special Call Waiting.....	1
7. Priority Call	2
8. Do Not Disturb.....	2
9. Call Block	2
10. Caller ID – Number Only	2
Rates	
1. Call Waiting	3
2. Busy Number Redial.....	3
3. Last Number Redial.....	3
4. Saved Number Redial	3
5. Cancel Call Waiting	3
6. Special Call Waiting.....	3
7. Priority Call	3
8. Do Not Disturb.....	3
9. Call Block	3
10. Caller ID – Number Only	3
B. Packaged Services	
Special Conditions	
1. Feature Pack 4400	4
2. Feature Pack 4900	4
3. Flexible Packaging	5
Rates	
1. Feature Pack 4400	7
2. Feature Pack 4900	7
3. Flexible Packaging	7
4. Complete Call Forwarding Package.....	8
5. Distinctive Ring with Paks	9
6. Sharper Call Pack	9
7. Shapest Call Pack.....	9
C. Call Forwarding and Speed Dialing	10
D. Custom Calling Service.....	10

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services

Special Conditions

1. Call Waiting ¹

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

2. Busy Number Redial ^{2,3}

Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically until both parties are available. Only busy calls within the central office are retried automatically.

3. Last Number Redial ^{2,3}

Last Number Redial allows a customer to dial a code initiating the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored.

4. Saved Number Redial ^{2,3}

Saved Number Redial allows a customer to dial a code to reinitiate the switch to automatically place a call to a specific number stored even if the customer has made subsequent calls to other numbers.

5. Cancel Call Waiting ¹

Cancel Call Waiting allows a customer with call waiting service to inhibit the operation of call waiting for one call.

6. Special Call Waiting ²

Special Call Waiting allows a customer to select up to 12 numbers, which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy.

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual line residence and business customers currently subscribing to this service at the same customer premises as of Jan. 27, 1997.

³ This service is available in the Shapest Call Pack feature package only. Shapest Call Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Special Conditions - Continued

7. Priority Call ¹

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

8. Do Not Disturb ¹

Do Not Disturb allows a customer to select up to twelve (12) telephone numbers from which calls are to be received. All other calls originating from the customer's exchange are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

9. Call Block ¹

Call Block allows a customer to block incoming calls from a maximum of twelve (12) numbers. The customer can also block incoming calls placed from the last calling number even if the number is unknown to the customer. The automatic voiceback feature has been disabled and will not voiceback the calling party's telephone number. Blocked calls are routed to a recorded announcement, which specifies that the called party is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

10. Caller ID - Number Only ²

Service provides for the display of an incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. Service can be provided to customers subscribing to rotary service. The Caller ID - Number Only feature will forward the calling number from the appropriately equipped central office to the customer provided display device, typically by the second ring. The Company will forward non-blocked telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical and other limitations, including the availability of the number for forwarding. Anonymous Call Block is included with this service at no additional cost where facilities and conditions permit.

All customer provided equipment used to interface with Caller ID - Number Only must be connected in accordance with the provisions of the Federal Communications Commission's Registration program. Any intent to sell name(s) and/or number(s) gathered as a result of Caller ID - Number Only is prohibited. This service is available only where facilities and conditions permit.

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

² Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Rates

	Monthly Rate	
	<u>Bus</u>	<u>Res</u>
1. Call Waiting ¹	\$ 5.00	\$ 4.50
2. Busy Number Redial ^{2,3}	4.00	4.00
3. Last Number Redial ^{2,3}	4.00	4.00
4. Saved Number Redial ^{2,3}	4.00	4.00
5. Cancel Call Waiting ¹	1.00	1.00
6. Special Call Waiting ^{2,4} , per line	5.00	5.00
7. Priority Call ^{4,5} , per line	3.00	3.00
8. Do Not Disturb, per line ^{4,6}	2.50	2.50
9. Call Block, per line ⁶	3.00	--
10. Caller ID - Number Only ^{1,7} , per line	7.00	7.00

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005.

² Grandfathered and limited to existing individual business and residence customers currently subscribing to this service at the same customer premises only as of Jan. 27, 1997.

³ This service is available in the Shapest Call Pack feature package only. Shapest Call Pack is grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁴ Flexible Rate Ranges have been established for this service.

⁵ Grandfathered and limited to existing customers at existing locations as of March 21, 2005.

⁶ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

⁷ Appropriate nonrecurring charges as set forth in Section 3 of this Product Guide apply.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Special Conditions

1. Feature Pack 4400 ¹

Feature Pack 4400 includes the following services:

- Busy Redial
- *69
- Call Block
- Call Waiting
- Distinctive Ring is available as an option

2. Feature Pack 4900 ¹

Feature Pack 4900 includes all the services included in Feature Pack 4400 plus the following services:

- Priority Call
- Cancel Call Waiting
- Call Forwarding
- Three-Way Calling
- Speed Dialing 8 Code
- Distinctive Ring is available as an option

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Special Conditions – Continued

3. Flexible Packaging ¹

- a. This service offers a discount off the rates for the following Custom Calling Service features, provided the customer orders four or more features ² on the same residential account.

Features:

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

- b. Flexible packaging is available to single line residence customers only.

¹ Flexible Packaging is grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² After the threshold requirement of four Custom Calling Service features is met, other services will be eligible for various discounts as follows. For example, Anonymous Call Block (at a 40% discount) and Cancel Call Waiting (at a 40% discount) does not count toward the four or more threshold. The rate, however, will be discounted if the threshold quantity of Custom Calling Services was met by the customer.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Rates

	<u>Monthly Rate</u>	
	<u>Bus</u>	<u>Res</u>
1. Feature Pack 4400, per line ^{1,2}	n/a	\$ 8.75
2. Feature Pack 4900, per line ^{1,2}	n/a	13.25
3. Flexible Packaging ^{2,3}		

All features that qualify under the flexible packaging offering (see SPECIAL CONDITIONS, B.3. will be discounted by 40% for residential customers.

¹ Flexible Rate Ranges have been established for this service.

² Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

³ Section 3 Nonrecurring Charges will not be applicable to Flexible Packaging or Choice PAC customers when, (a) ordering Flexible Packaging or Choice PAC, (b) when one feature is substituted for another in Flexible Packaging or Choice PAC or (c) when other features are added to Flexible Packaging or Choice PAC after the initial installation of a Flexible Packaging or Choice PAC.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

	<u>Monthly Rate</u>	
	<u>Bus</u>	<u>Res</u>
4. Complete Call Forwarding Package ¹ includes Fixed Call Forwarding, Call Forwarding Busy-Line--Fixed and Call Forwarding No-Answer--Fixed	4.00	4.00
a. Two Feature Packages		
(i) Call Forwarding and Call Waiting ²	4.25	4.25
(ii) Call Forwarding and Three Way Calling	4.25	4.25
(iii) Call Forwarding and Speed Dialing 8	4.25	4.25
(iv) Call Waiting ² and Three Way Calling	4.25	4.25
(v) Call Waiting/Cancel Call Waiting and Three Way Calling	5.25	5.25
(vi) Call Waiting ² and Speed Dialing 8	4.25	4.25
(vii) Call Waiting/Cancel Call Waiting and Speed Dialing 8	5.25	5.25
(viii) Three Way Calling and Speed Dialing 8	4.25	4.25
b. Three Feature Packages		
(i) Call Forwarding, Call Waiting, ² and Three Way Calling	4.25	4.25
(ii) Call Forwarding, Call Waiting, ² and Speed Calling 8	4.25	4.25
(iii) Call Forwarding, Three Way Calling, and Speed Calling 8	4.25	4.25
(iv) Call Waiting ² , Three Way Calling and Speed Calling 8	4.25	4.25
c. Remote Activation of Call Forwarding ³	2.50	42.50

¹ Grandfathered and limited to existing customers at existing locations as of July 01, 2007.

² These packaged offerings are grandfathered and limited to existing customers at existing locations as of March 21, 2005.

³ This service is grandfathered and limited to existing individual business and residence customers currently subscribing to the service at the same customer premises only as of June 14, 2004.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

	<u>Bus</u>	<u>Monthly Rate</u>	<u>Res</u>
5. Distinctive Ring with Paks ¹ specified below	\$ 3.00 ³		\$ 3.00 ²
Sharper Call Pack			
Shapest Call Pack			
Feature Pack 4400			
Feature Pack 4900			
6. Sharper Call Pack ⁴ , each line			
(includes call forwarding, call waiting, three way calling and one of the following speed dialing services)			
a. Eight-code capacity	5.50		6.25 (l)
b. Thirty-code capacity	5.25		6.25
7. Shapest Call Pack ⁴ , each line			
(includes call forwarding, call waiting / cancel call waiting, three way calling, busy number redial, last number redial, saved number redial and one of the following speed dialing services)			
a. Eight-code capacity	7.00		7.00
b. Thirty-code capacity	8.00		8.00

¹ The monthly rate is in addition to the monthly rate for the individual Paks.

² Grandfathered and limited to existing residential customers currently subscribing to this service at the same customer premises only as of Nov. 3, 1996.

³ Grandfathered and limited to existing business customers at existing locations as of May 26, 2005.

⁴ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

C. Call Forwarding and Speed Dialing

Rates

Call Forwarding and Speed Dialing, eight-code capacity ²

Monthly Rate
\$ 4.00

D. In-touch Service ¹

Special Conditions

1. General

In-touch Service (INC) is a terminating voice service built upon Advanced Intelligent Network (AIN) functionality and is available only where facilities and conditions permit.

In-touch Service provides the customer with a personal INC number. The INC number is geographically based in a specified central office (where technically feasible), it is not associated with a physical line or trunk. The personal number resides in a local switch. Calls to the number are directed to a network routing program and database which controls routing information for actual call termination. For a description of the INC customer's and calling party's responsibility for charges see 4.a. following.

2. Definitions

Advanced Intelligent Network (AIN) is a telecommunications network designed with intelligence located in computer nodes called Service Control Points (SCPs). SCPs are distributed throughout the network and allow for rapid service creation and deployment.

Caller Access Code is a 4 digit Personal Identification Number (PIN) given to selected callers by the customer to allow them to override a Call Acceptance List.

Customer Group are all customers with the same Customer Group Number.

Customer Group Number is an optional number assigned to INC customers to associate them with a specific organization for the purpose of generating reports at an organizational level.

¹ In-touch Service is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

² Limited to customers of record as of October 2, 1988.

Effective: 06/23/11

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

C. Call Forwarding and Speed Dialing

Rates

Call Forwarding and Speed Dialing, eight-code capacity ²

Monthly Rate
\$ 4.00

D. Custom Calling Service ¹

(T)

Special Conditions

1. General

Custom Calling Service (INC) is a terminating voice service built upon Advanced Intelligent Network (AIN) functionality and is available only where facilities and conditions permit. (T)

Custom Calling Service provides the customer with a personal INC number. The INC number is geographically based in a specified central office (where technically feasible), it is not associated with a physical line or trunk. The personal number resides in a local switch. Calls to the number are directed to a network routing program and database which controls routing information for actual call termination. For a description of the INC customer's and calling party's responsibility for charges see 4.a. following. (T)

2. Definitions

Advanced Intelligent Network (AIN) is a telecommunications network designed with intelligence located in computer nodes called Service Control Points (SCPs). SCPs are distributed throughout the network and allow for rapid service creation and deployment.

Caller Access Code is a 4 digit Personal Identification Number (PIN) given to selected callers by the customer to allow them to override a Call Acceptance List.

Customer Group are all customers with the same Customer Group Number.

Customer Group Number is an optional number assigned to INC customers to associate them with a specific organization for the purpose of generating reports at an organizational level.

¹ Custom Calling Service is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service. (T)

² Limited to customers of record as of October 2, 1988.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. In-touch Service ¹ - Continued

Special Conditions - Continued

2. Definitions – Continued

Default Number is one of the INC routing options. It is the default destination for the customer's INC service.

INC Customer Administrative Access Code (CAAC) is a password INC customers enter to gain access to change their INC call forwarding options or receive user data from a touchtone telephone. The CAAC consists of the user's 10 digit INC number plus the 4 digit PIN.

INC Routing Option is one of the selections an INC customer can make to define how calls to their INC number will be routed.

INC User is a person who has access to INC services and has been assigned one or more INC numbers. The INC user is also referred to as the User or the Customer.

Override Number is one of the INC routing options. When it is selected, the customer is asked to provide the destination number to which incoming calls are to be terminated. This can be any valid North American Numbering Plan (NANP) or international telephone number. Carrier identification codes can be included to override the default carrier selected as a subscription option. Selection may also include "1", "0", or international prefix codes.

Personal Identification Number (PIN) is a 4 digit number that authenticates the customer to the network.

¹ In-touch Service is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. In-touch Service ¹ - Continued

Special Conditions - Continued

2. Definitions – Continued

Selective Call Acceptance List is a list of up to 20 telephone numbers that specifies which calls will be allowed to terminate to the INC number when this feature is activated. Calls that are not on this list will not be allowed to terminate unless the caller has activated a predetermined Caller Access Code (see DESCRIPTION OF SERVICE, D.3.d.). Also see Selective Call Acceptance Treatment Option for calls that are not on the list and do not have the Caller Access Code.

Selective Call Acceptance Treatment Option is a subscription parameter that defines how calls to the INC number that are not on the Selective Call Acceptance List will be handled when call screening is active. There are two options that can be selected: "Standard Announcement" or "Announce and Forward". "Standard Announcement" is the option for customers who want these calls terminated with an announcement stating that the customer is not accepting calls at this time. "Announce and Forward" is the option for customers who want the calls forwarded to another line or to voice mail.

Service Control Point (SCP) is a component of an intelligent network that stores customer data and service logic.

Speed Call Number is a single digit that can be used as an INC routing option, or can be used as a variable when establishing or changing a Schedule. There are three speed call numbers. The customer will define each of them as a destination. For example: a single digit can be used to define the destinations of "home", "office", and "car phone".

User Schedule is a decision graph that determines the destination number to which calls to the INC number are to be routed. The routing number is based on time-of-day/day-of-week, call screening and Call Access Code criteria. A customer can have a maximum of two user schedules.

¹ In-touch Service is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. In-touch Service ¹ - Continued

Special Conditions - Continued

3. Description of Service

- a. Call routing for calls placed to the INC number will be controlled by the customer. The customer has several options for forwarding calls: to the default number; to the override number; to one of three speed call numbers; or according to either of two pre-defined User Schedules which determines the destination according to a Day of Week/Time of Day algorithm. The Service Control Point (SCP) will allow 10XXX, 101XXXX, 1, or 011 to be prefixed to routing numbers. N11, O+ or OO+ prefixes will not be allowed as routing numbers.
- b. The customer may use a Selective Call Acceptance List of up to 20 numbers to identify which calls will be allowed to terminate to the INC number when this feature is activated (see Definitions 2. preceding.). The Selective Call Acceptance List will support 3, 6, 7 or 10 digit screening.
- c. Call acceptance will be conditioned on Automatic Number Identification (ANI) availability. At the time the customer subscribes to this service, the customer has the option to receive all calls where ANI is not available or elect to have an announcement played and/or forward these calls to another number.
- d. A Caller Access Code may be given to selected callers to allow them to override the Selective Call Acceptance List. If the call is not coming from a number on the list, or the caller does not provide the proper Caller Access Code, the call will be routed as defined by the Selective Call Acceptance List Treatment Option in effect. When the customer subscribes to this optional feature, the customer will receive two Caller Access Codes and will have the option of activating only one code or both.

¹ In-touch Service is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. In-touch Service ¹ - Continued

Special Conditions - Continued

4. Terms and Conditions

- a. The INC customer is responsible for any applicable long distance charges when calls to the INC number are redirected to a number outside the local calling area. When a customer's INC number is forwarded to a cellular phone, normal air time charges will apply on the redirected call. The calling party is responsible for any local or long distance charges that may be applicable up to the point of connection at the INC customer's serving central office.
- b. One listing is provided without charge for the exchange in which the INC Central Office is located. Additional directory listings may be obtained as shown in Section 19 of this Product Guide.
- c. Nonrecurring charges for Service Order Activity, as shown in Section 3 of this Product Guide for the appropriate class of service will apply. The Central Office Activity Charge and the Outside Facility Connection Charge are not applicable.
 - Non-Frontier Communications of the Southwest Inc. customers are charged the Service Order Activity - Initial Order Charge (B.(A)1.a.(1)(c)) for establishing INC.
 - New Frontier Communications of the Southwest Inc. customers ordering INC at the same time telephone service is established will be charged only for establishing telephone service and not incur additional nonrecurring charges for INC.
 - Existing Frontier Communications of the Southwest Inc. customers are charged the Service Order Activity - Subsequent Order Charge - Additions (B.(A)1.b.(2)) when INC is added to their existing service.
- d. For presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the Company's FCC Tariffs No. 14 or No. 16, will apply.

¹ In-touch Service is grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. In-touch Service

<u>Rates</u>	<u>NRC</u>	<u>Monthly Rate</u>
In-touch Service ¹ , per number		
Basic Service		
Business	2	9.00
Residence	2	29.00
Optional Features ³		
User Schedules, per schedule		
Business	2	2.00
Residence	2	2.00
Selective Call Acceptance, per list		
Business	2	2.00
Residence	2	2.00
Caller Access Codes, per code		
Business	2	1.00
Residence	2	1.00
In-touch Service Package ^{2, 4} per package		
Business	2	12.00
Residence	2	12.00

¹ Grandfathered and limited to existing customers at existing locations as of May 26, 2005. No moves, additions or changes may be made to existing service.

² Appropriate Service Order Charges as set forth in Section 3 of this Product Guide apply.

³ Customers must subscribe to In-touch Service Basic Service before the Optional Features may be ordered. The Optional Features are not stand alone offerings.

⁴ In-touch Service Package includes Basic Service, User Schedule, Selective Call Acceptance and Caller Access Codes (two codes).

GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012

(N)

A. General

The Frontier Digital Phone Essentials 3-2010 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Unlimited Extended Area Service and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Package

Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting

Call Waiting ID
Caller ID Plus Name
Three-Way Calling

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3-2010 package at a special price. The following features are available:

Busy Redial
Special Call Acceptance
Speed Calling 8
VIP Alert
Anonymous Call Block
Call Trace
Call Forwarding-Variable
Call Forwarding Do Not Answer

Distinctive Ringing
Blocked Call Rejection
Automatic Call Return
Caller ID
Call Forwarding Fixed
Call Waiting
Speed Calling 30

B. Regulations

1. The Frontier Digital Phone Essentials 3-2010 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes apply and will be billed in addition to the package.

(N)

GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Continued)

(N)

B. Regulations (Continued)

7. The package is offered on a month-to-month basis.
9. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. Frontier Digital Phone Essentials 3-2010 is a residential service offering.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the SLC.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3-2010 Package	\$21.99
Stay Connected Seasonal Offering	9.99
Unlimited Feature Pack	2.99

(N)

Effective: 10/08/17

GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

7. The package is offered on a month-to-month basis.
10. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. Frontier Digital Phone Essentials 3-2010 is a residential service offering.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

6. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
7. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
8. Customer's line will be available for 911 calls only at the time of suspension.
9. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
10. The cost of the service includes the SLC.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3-2010 Package	\$21.99
Stay Connected Seasonal Offering	\$9.99
Unlimited Feature Pack	\$3.99

(l)

Effective: 12/16/18

GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

7. The package is offered on a month-to-month basis.
11. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. Frontier Digital Phone Essentials 3-2010 is a residential service offering.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

11. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
12. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
13. Customer's line will be available for 911 calls only at the time of suspension.
14. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
15. The cost of the service includes the SLC.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3-2010 Package	\$21.99
Stay Connected Seasonal Offering	\$9.99
Unlimited Feature Pack	\$4.99

(l)

Effective: 11/24/19

GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

7. The package is offered on a month-to-month basis.
12. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. Frontier Digital Phone Essentials 3-2010 is a residential service offering.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

16. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
17. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
18. Customer's line will be available for 911 calls only at the time of suspension.
19. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
20. The cost of the service includes the SLC.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3-2010 Package	\$21.99
Stay Connected Seasonal Offering	\$9.99
Unlimited Feature Pack	\$5.99

(l)

GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

- 7. The package is offered on a month-to-month basis.
- 13. The package will appear as a single line item on the bill.
- 9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 10. Frontier Digital Phone Essentials 3-2010 is a residential service offering.

C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

- 21. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
- 22. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- 23. Customer's line will be available for 911 calls only at the time of suspension.
- 24. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- 25. The cost of the service includes the SLC.
- 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 3-2010 Package	\$21.99
Stay Connected Seasonal Offering	\$9.99
Unlimited Feature Pack	\$6.49

GRANDFATHERED SERVICES

Frontier Digital Phone State Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012

(N)

A. General

The Frontier Digital Phone State Unlimited with Essentials 3-2010 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Unlimited Extended Area Service and local features.

Basic Package

Flat Rate Access Line
Unlimited Extended Area Service
Caller ID Plus Name
Call Forwarding

Speed Calling 8
Call Waiting/Cancel Call Waiting
Call Waiting ID
Busy Redial

B. Regulations

1. The Frontier Digital Phone State Unlimited with Essentials 3-2010 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.
5. The package is offered on a month to month.
6. The package will appear as a single line item on the bill.
7. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
8. Features will be available to the Frontier Digital Phone State Unlimited with Essentials 3-2010 package at a special price. The following features are available:

Speed Calling 30
Special Call Acceptance
Call Trace

Call Return
Anonymous Call Block
Three-Way Calling

(N)

GRANDFATHERED SERVICES

Frontier Digital Phone State Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

(N)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State Unlimited with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone State Unlimited with Essentials 3-2010	\$23.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

(N)

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012

(N)

- A. The Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Unlimited Extended Area Service and the customer's choice of the features and services listed below.

Features and Services

Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer (Variable)	Busy Redial
Caller ID - Name and Number	Speed Calling 8
Voice Mail with Message Waiting Indication	Call Return

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 package at a special price. The following features are available:

Speed Calling 30	Three-Way Calling
Call Forwarding Busy/No Answer (Fixed)	Blocked Call Rejection
Call Forwarding Busy Line (Fixed)	Special Call Acceptance

B. Regulations

1. The Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.

(N)

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

(N)

B. Regulations (Continued)

- 7. The package is offered on a month to month.
- 8. The package will appear as a single line item on the bill.
- 9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer’s monthly telephone bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
- 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- 3. Customer’s line will be available for 911 calls only at the time of suspension.
- 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- 5. The cost of the service includes the Subscriber Line Charge.
- 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

(N)

Effective: 10/08/17

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

7. The package is offered on a month to month.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$3.99	(I)
Stay Connected Seasonal Offering	\$9.99	

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

7. The package is offered on a month to month.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

7. The package is offered on a month to month.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Regulations (Continued)

7. The package is offered on a month to month.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$6.49	(I)
Stay Connected Seasonal Offering	\$9.99	

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 – Grandfathered as of July 14, 2012

(N)

A. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 is a package offering available to residential customers and includes two flat-rate residential one-party service access line, Unlimited Extended Area Service and the customer's choice of the features and services listed below.

Features and Services

Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer (Variable)	Speed Calling 8
Caller ID - Name and Number	Call Return
Voice Mail with Message Waiting Indication	Busy Redial

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 package at a special price. The following features are available:

Speed Calling 30	Three-Way Calling
Call Forwarding Busy/No Answer (Fixed)	Special Call Acceptance
Call Forwarding Busy Line (Fixed)	Blocked Call Rejection

B. Regulations

1. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.
7. The package is offered on a month to month.
8. The package will appear as a single line item on the bill.
9. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(N)

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

(N)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

(N)

Effective: 10/08/17

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
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 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$3.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: 12/16/18

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
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 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
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 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 – Grandfathered as of July 14, 2012 (Continued)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
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 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$6.49	(I)
Stay Connected Seasonal Offering	\$9.99	