

FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.
P.O. Box 340 Elk Grove, CA 95759

PRODUCT GUIDE
Title Sheet
Original Sheet 1

Effective: 07/09/10

TITLE PAGE

THIS PRODUCT GUIDE WILL BECOME EFFECTIVE ON JULY 1, 2010 PENDING APPROVAL FROM THE CALIFORNIA
PUBLIC UTILITIES COMMISSION OF FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC'S. ADVICE LETTER 1

SOME TARIFFED SERVICES ARE NOT AFFECTED BY ADVICE LETTER 1, SUCH AS BASIC RESIDENTIAL SERVICE, 911
SERVICE AND YOUR CHOICE OF A LONG DISTANCE PROVIDER AND THEREFORE WILL NOT BE FOUND IN THIS
PRODUCT GUIDE.

Spanish 800-921-8101

PRODUCT GUIDE
for
Rates and Charges Together
With Terms and Conditions Applicable To
Services Provided In The Territories Served By
FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.

Within The State Of
California

Effective: 01/22/17

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

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SYMBOLS

The following symbols are applicable to this Product Guide:

- (C) To signify change in listing, term, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, term or condition.
- (I) To signify Increase.
- (L) To signify material relocated from or to another part of the guide with no change in text, rate, term or condition.
- (N) To signify new material Including listing, rate, term or condition.
- (R) To signify reduction.
- (T) To signify change in text, but no change in rate, term or condition.

DEFINITIONS

Certain terms and phrases used in the following Product Guide have the meaning as given in the Definitions set forth below:

Abandoned Service

Premises or service is considered abandoned when a customer has vacated his or her premise without notifying the Company to terminate service, or otherwise by word or conduct indicates an intent to relinquish service.

Advanced Credit Management (ACM)

A process whereby the Company will establish credit limits for new and existing customers. The customer may also designate their own credit limit provided that limit does not exceed the limit established by the Company. (See Schedule Cal. P.U.C. No. D&R, Rule No. 5)

Applicant

An individual or concern making application to the Company for telephone service or installation of facilities.

Authorized Equipment

Registered or grandfathered customer-provided equipment authorized for connection to the telecommunications network in accordance with the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations or of the California Public Utilities Commission's certification program General Order 138.

Authorized User

A person, firm, or corporation (other than the customer) on whose premises an exchange service, special access line (SAL) or a private line termination is located and who is authorized to communicate over the service according to the terms of the schedule. An authorized user must be specifically named in the order for service.

Automatic Bank Payment (ABP)

An option available to customers to enable payment of telephone bills automatically. The customer's bank, savings and loan or credit union account is debited each month for the amount owing on their telephone bill. Twelve days after the monthly telephone statement is issued, the payment is deducted from the customer's account.

Auxiliary Line

An additional individual line from the same central office to the same premises as the main individual line and associated therewith.

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DEFINITIONS

Base Rate or Rate Area

A specific area within an exchange wherein individual and party line business and residence service and private branch exchange system service is furnished without the application of mileage charges.

Base Rate Point

A designated point within an exchange area for which base rates apply.

Battery Power

Electrical energy furnished by means of a circuit from a central office or other source of supply to operate the private line service or other equipment requiring battery power.

Baud

A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.

Billed Number Screening (BNS)

A screening service which disallows other calling parties to bill collect or third-party calls to a telephone number in the BNS database tables.

Blanket Agency Form

An affidavit that the agent submits to the Company which certifies that authorization has been provided to the agent to purchase services on behalf of the customer.

Bridging

The connection of one or more circuits in parallel with another circuit without interrupting the continuity of the first circuit.

Bridging Wire Center

The Company designated wire center in which bridging is accomplished.

DEFINITIONS

Building

A nonmobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premises. Carports, driveways, passageways, patios or similar connecting elements not intended for occupancy, covered or not, do not create a single building.

Abutting structures having common hallways above ground level, occupied by a customer or his personnel as a permanent work location and appearing to function as one entity, are treated as a single building.

A pier or wharf for mooring one or more boats is treated as a single building.

A trailer pad improved for regular use is treated as a single building.

For provision of service connection facilities, each of several single occupancy "Townhouse" living units constructed on a separate lot within a continuous property is treated as a separate building.

A building may be subdivided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. All portions of a building need not have single owner-ship as in a condominium.

Buried Cable

A cable designed for use in underground construction and utilized in extending the Company's telephone plant.

Business Service

Exchange service furnished to individuals engaged in a business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, hotels receiving individual or party line service, and individuals conducting any business or practicing a profession having no other office than their residence and where the actual or obvious use of the service is principally or substantially of a business, professional or occupational nature.

DEFINITIONS

Central Office

A switching office unit by means of which telephone stations may be connected to one another.

CENTRAL OFFICE AREA

A specific portion of an exchange area served by a particular central office.

CENTREX SERVICE (See also Private Branch Exchange Service)

The term "primary line" as used in connection with Centrex Service denotes a line capable of receiving direct in-dialed calls and capable of direct out-dialing of calls.

The term "extension line" (additional termination of a primary service) as used in connection with Centrex Service denotes a line connected to the same telephone number terminal as the primary line with which it is associated.

The term "customer location" as used in connection with Centrex Service denotes space occupied by the customer in a building or buildings located on the customer's continuous property.

The term "customer primary location" as used in connection with Centrex Service denotes the customer location at which attendant positions are installed for the purpose of receiving incoming directory number traffic. The term "Company premises" as used in connection with Centrex Service denotes space which is owned by the Company.

CERTIFIED EQUIPMENT

Denotes customer-provided ancillary and data equipment that has been issued a registration number by the Public Utilities Commission of the State of California and said number has been permanently affixed to the certified equipment by means of an identification plate.

Certified equipment may be connected to the telecommunications network through a connecting arrangement.

CHANNEL

The electrical communications path provided by the Company between two or more points of terminations in the Company's offices, furnished by wire, radio or a combination thereof, (or photonic communications path in the case of fiber optic based transmission systems).

CIRCUIT

SEE CHANNEL

COAM

Customer-owned and -maintained

DEFINITIONS

COINLESS CUSTOMER-OWNED PAY TELEPHONE (COPT)

Coinless COPT is a pay telephone that employs call processing capabilities, either internal to the instrument or through remote call processing capabilities, and is capable of receiving payment by means other than coin. Coinless COPT telephones may also accept coins.

COIN SERVICE

Company provided public telephone service or individual line Company provided semipublic service. This service is deregulated with FCC Docket No. 96-128.

COMMUNICATIONS SYSTEMS

Denotes facilities which are capable, when not connected to exchange or message toll service or private line services, of two-way communications between customer-provided terminal equipment or Company stations.

CONTINUOUS PROPERTY

Continuous property is land which is (1) wholly owned by a single individual or entity, regardless of whether the owner leases* all or a portion of the property to another, and (2) which contains, or will contain, multiple buildings where all portions of the property may be served without crossing a public thoroughfare** or the property of another.

The three basic types of Continuous Properties are:

Single-tenant commercial in which one owner or tenant occupies all buildings.

Mixed commercial and residential (e.g., buildings with both commercial and residential space or campus type configurations such as colleges and military bases) in which a mixture of business and residential uses exists.

Multi-tenant commercial and/or residential in which several tenants occupy a building individually on a per-floor or per-section basis.

Single-family homes and properties within which a portion of the land is owned by separate entities and a portion is owned by the entities in common*** do not constitute continuous property.

* The Property retains its character as continuous property regardless of whether the owner or a lessee (who wholly leases the property from the owner) sublets a portion of the property to another, e.g., apartment buildings or complexes; condominiums are also considered continuous property.

** A public thoroughfare is a street, road or other means of passage across property, which is not subject to restrictions on ingress, egress or boundaries.

*** Such as townhomes and homes in gated communities.

DEFINITIONS

CONTRACT

The term "Contract" refers to the service agreement between a customer and the Company under which facilities for communication between specified locations, for designated periods, and for the use of the customer and the authorized users specifically named in the contract are furnished in accordance with the provisions of the Company's terms and conditions in this Product Guide.

COORDINATING FACILITIES

The term "Coordinating Facilities" denotes those used for communication between stations on program networks to enable the customer to pass information necessary for the proper handling of his programs.

CONTRIBUTION IN AID OF CONSTRUCTION TAX

Specific information and applicability in Schedule Cal. P.U.C. No. D&R, Rule No. 2.

COORDINATING FACILITIES

The term "Coordinating Facilities" denotes those used for communication between stations on program networks to enable the customer to pass information necessary for the proper handling of his programs.

CUSTOMER

The person in whose name the service is furnished as evidenced by the signature on the application or contract for that service, or in the absence of a filed instrument, by the receipt and payment of bills regularly issued in his name regardless of the identity of the actual user of the service.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Private Line Service)

Denotes devices, apparatus, and their associated wiring, provided by a customer, or authorized user which are used with the network control signaling unit or other station equipment furnished by the Company and does not include customer-provided communications systems.

DEFINITIONS

DATA ACCESS ARRANGEMENT

Denotes a protective "Connecting Arrangement" for use with the network control signaling unit to permit the transmitting and/or receiving of signals that have been converted from data signals to voice frequency signals by customer-provided data sets. The protective "Connecting Arrangement" may be located either on the customer's premises and/or at the Company's option, in the Company's central office building.

DATA SET OF DATA SUBSET

Denotes a facility which converts data signals to voice frequency signals for sending and converts voice frequency signals to data signals for receiving.

DEMARICATION OF EXCHANGE FACILITIES

The regulated network point of demarcation is at the protector or standard network interface (SNI), if installed, all facilities beyond that point, will be considered the responsibility of the customer.

DIAL TELEPHONE SERVICE

Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's telephone is equipped for originating calls therefrom.

DIRECT CONNECT SERVICE

Allows automatic dialing of calls to a preselected telephone number when the telephone handset is taken off-hook.

DIRECT ELECTRICAL CONNECTION

Denotes a physical connection of the electrical conductors in the communication path.

DIRECTORY LISTING

Essential information in the telephone directory whereby telephone users may ascertain the telephone numbers of a customer's service.

DISTRIBUTION FACILITIES

The Company's cables, wires and associated supporting structures and appurtenances, located in dedicated streets and utility easements, designed to serve more than one property and extending from the serving central office to the points of connection with service connection facilities. (See Line Extension and Service Connections)

DISTRIBUTION TERMINAL

A connecting block. A base with terminals or connecting strips used to interconnect wires, cables, or cords.

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.

DUPLEX SERVICE

Provides for simultaneous transmission in both directions.

ELECTION SERVICE

New or additional service or facilities for use in connection with a Federal, State or local election campaign for political office, including fund raising activities, or in connection with a proposition, bond, initiative, or any other matter which is on, or may be on, an election ballot.

EMERGENCY

A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

EQUALIZATION

Equipment and services furnished to broaden the range through which transmission of approximately uniform level may be attained.

EXCHANGE

Consists of one or more central offices, usually located in the same city, town or village, forming a local system providing local service between customers in the city, town or village, or contiguous thereto, at rates established for that area.

EXCHANGE AREA

The total area within which the Company holds itself out to furnish exchange telephone service from central offices serving that area.

EXCHANGE MESSAGE

A completed telephone call or telephonic communication between primary exchange services in the same local service area except messages between toll points.

EXCHANGE SERVICE

Telephone service furnished between customers within an exchange area.

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DEFINITIONS

EXTENDED SERVICE

Exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of this Product Guide.

EXTENSION STATION (Additional Termination of a Primary Service)

An additional termination of a primary service both of which use the same circuit to the central office, or in the case of the private branch exchange, the extensions to the primary terminations.

FLAT RATE SERVICE

Unlimited exchange service furnished for a fixed periodic charge.

FOREIGN EXCHANGE SERVICE

Exchange service furnished by means of a circuit connecting a customer's premises with a central office in an exchange area other than that in which the premises is located.

DEFINITIONS

HARMFUL MATTER

"Harmful Matter" as defined in California Penal Code, Section 313, means matter, taken as a whole, which to the average person, applying contemporary statewide standards, appeals to the prurient interest, and is matter which, taken as a whole, depicts or describes in a patently offensive way, sexual conduct and which, taken a whole, lacks serious literary, artistic, political or scientific value for minors.

"Matter" includes live or recorded telephone messages when transmitted, disseminated or distributed as part of a commercial transaction.

"Minors" means any person under 18 years of age.

HERTZ

An electrical term meaning one cycle per second.

IMMEDIATE FAMILY

A group of persons, related either by blood, marriage or adoption.

INDIVIDUAL LINE SERVICE

Exchange service furnished by means of a central office line or circuit assigned for use for one primary service only.

INFORMATION ACCESS SERVICE

A serving arrangement which enables a customer to offer a pre-recorded announcement or interactive program to clients (callers) by dialing an IAS telephone number for a charge.

INFORMATION PROVIDER

The customer of the Company who subscribes to the Company's Information Access Service and/or Information Calling Service Transport and provides a recorded audiotex or videotex service for callers to access.

INFORMATION PROVIDER BLOCKING

The Company's customer's ability to block access to Information Calling Service (900) and Information Access Service (976).

DEFINITIONS

INTERFACE

Denotes the junction of point of interconnection between customer-provided equipment and the facilities of the Company.

INTERFACE (Private Line Service)

Denotes that point on the premises of the customer or authorized user at which provision is made for connection of other than Company-provided facilities to facilities provided by the Company.

LARGE TELEPHONE ACCOUNTS

An account for which the average monthly billing account is \$10,000 per month. This would include composite accounts, but would not include a sum total of all bills paid by one business entity.

LINE EXTENSION

Line extensions consist of overhead or underground extension of existing distribution facilities to new service connections and exclude additions to plant along existing telephone facilities. (See Distribution Facilities and Service Connections)

LIVE PROGRAM

An Information Calling Service offering which allows a caller to join a live conversation with one or more other parties.

LOCAL SERVICE

Exchange service available in a particular exchange area for communication throughout that exchange area.

LOCAL SERVICE AREA

An area within which are located the primary services which customers may call at exchange rates, in accordance with the provisions of this Product Guide. The local service area may include the whole or a part of an exchange area, or parts or all of two or more exchange areas.

DEFINITIONS

MEASURED RATE SERVICE

A telephone service, the charges for which are based upon a basic monthly charge plus an additional fixed charge applicable to each exchange unit.

MEMBER OF A FIRM OR BUSINESS

Individuals, firms, companies or associations engaged in the same business or profession on one premises, receiving service from the same facilities, are considered as members of a firm or business if the individuals or members of the firms, company or association file a joint income tax return and also if any individual member of a firm, company or association substantially participates in the earnings of his fellow members of such firm, company or association.

MESSAGE RATE SERVICE

A telephone service, the charges for which are based upon a basic monthly charge plus an additional fixed charge applicable to each outgoing message.

MOBILEHOME PARKS

A mobilehome park, is defined as any area or tract of land where two or more mobilehome lots accommodate manufactured homes or mobilehomes and (1) which is subject to the permit to operate requirements under the Mobilehome Parks Act (Health and Safety Code Section 18200, et seq.) or (2) that (a) is owned, operated and maintained by a government entity, (b) is for residential occupancy by the public and (c) is not used for government employee housing or occupancy.

In addition, employee housing within the definition of the Health and Safety Code Section 17008, regardless of the number of employees does not constitute a "mobilehome park" unless such employee housing is incidental to the operation of the mobilehome park and such park is otherwise subject to the permit to operate requirement under the Mobilehome Parks Act.

DEFINITIONS

NETWORK CONTROL SIGNALING

Denotes the transmission of signals used in the exchange and toll network which perform functions such as supervision (control, status, and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the central office equipment in the exchange and toll network.

NONRECURRING CHARGE (NRC)

The initial charge made under certain conditions to cover all or a portion of the cost of installing Network Services.

OPTIONAL PREFIX SERVICE

A prefix furnished within an exchange or district area but, at the request of the customer, served from a central office which is not the serving central office as designated by the Company.

OWNERSHIP

1. Property owner/Landlord/Agent: The owner of real property who occupies, leases or rents property for residential or commercial purposes, or the owner's authorized representative.
2. Tenant: A person or entity paying rent to occupy or use real property owned by a landlord for residential or commercial purposes.

DEFINITIONS

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSONALIZED TELEPHONE NUMBER (PTN)

Personalized Telephone Number (PTN) Service allows customers the option of selecting an available telephone number with the specific digits the customer chooses or through a customer requested search.

PREMISES

1. A room or portion of a room of a building occupied by the customer or the customer's personnel for his exclusive business or residential use.
2. A group of rooms which are contiguous, on the same floor or on separate floors occupied exclusively by the customer or the customer's personnel.
3. When the customer occupies more than one building and the buildings are connected by an enclosed walkway, under exclusive control of the customer, which is capable of handling pedestrian traffic and necessary wiring, the buildings so connected will be considered as one premises subject to compliance with 2. above.
4. A mobile home, boat, room, apartment or that portion of an individual house or building entirely occupied by an individual or by one family, or jointly occupied by two or more individuals functioning as one domestic household. Private garages, patios, servants quarters which are part of the customers domestic establishment and used as part of his residence if located on the same continuous property and not separated from the residence by a public thoroughfare.

Effective: 07/09/10

DEFINITIONS

PRINCIPLE CENTRAL OFFICE

The term Principal Central Office refers to the central office in a single office exchange or district area, or to that office (usually the toll office) of a multioffice exchange or district area which is designated as such for (1) the purpose of measuring local channel mileage and (2) termination of an interdistrict area or interexchange channel and its connection to a Local Loop.

PRIVATE BRANCH EXCHANGE SERVICE

Inward Dialing Service is a type of private branch exchange service which provides for direct access, without the intervention of the attendant, from the exchange system to station lines of the inward dialing system.

Centrex Service is a type of private branch exchange service which provides inward dialing service.

PRIVATE LINE NETWORK

Two or more private line units of the same type which are permanently connected, or may be connected by a switching arrangement.

Effective: 07/09/10

DEFINITIONS

PROGRAM

Any live or recorded service furnished by an Information Provider and/or Sponsor by which the Company's customer can access Information Calling Service and/or Information Access Service.

PROMOTIONAL ITEMS/SWEEPSTAKES

The Company may occasionally give away promotional items at trade shows or other promotional events. The Company may also conduct contests and/or sweepstakes with prizes funded by the Company. The value of the prizes will not exceed a nominal dollar value per contestant.

PUBLIC NEWS CUSTOMER

Public News Customers include public news associations which collect or disseminate general news for publications, newspapers, magazines, periodicals, and other publications, of general circulation which collect, disseminate, or publish general news for the information of the public. "General News" includes a balanced account of current events, public announcements, information relating to finance, science, commerce, religion, civic or other public organizations, and all like information of general public interest.

PUBLIC TELEPHONE SERVICE

A nonlisted, noncustomer exchange service provided for the convenience of the public at locations designated by the Company. This service is deregulated with FCC Docket No. 96-128.

RATE AREA

See Base Rate Area

DEFINITIONS

RATE CENTER

The designated point within an exchange or district area which is used in computing mileage for application of interexchange mileage rates.

RECORDED PROGRAM

An Information Access Service and/or Information Calling Service offering which allows callers to access an Information Provider's Audiotex or Videotex Program.

REGISTERED EQUIPMENT

Terminal equipment, multiline terminating systems, and protective circuitry which comply with and have been approved in accordance with the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

RESIDENCE SERVICE

Residence service is exchange service furnished customers where the actual or obvious use is for domestic purposes.

ROOM

Space in a building surrounded by walls or closed partitions provided the opening, if any, between the top of such walls or partitions and the ceiling is less than two feet.

SALES REPRESENTATIVE (See Sales Agency Program)

A Company approved vendor contracted to market, on a commission basis, Network and Exchange Services in accordance with authorized rates, charges, terms and conditions as set forth in the Company's Product Guide.

SALES AGENCY PROGRAM (See Sales Representative)

The Sales Agency Program allows a Company authorized Sales Representative (vendor) to market, on a commission basis, within geographical area designated by the Company, Network and Exchange Services at rates, charges, terms and conditions as set forth in the Company's Product Guide. A Company authorized Sales Representatives may also be compensated for sale of the Company Services under the G. O. 96-A contract process.

Effective: 01/19/18

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.

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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.

Effective: 10/16/16

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.)

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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

Effective: 08/13/13

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 project, including subdivisions for which the utility is unlikely to recover its investment.

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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.

DEFINITIONS

SUPERSEDURE

Allowed except when otherwise indicated in this Product Guide.

Exchange Service

The transfer of an entire service, including the telephone number(s), from a customer to an applicant with no interruption of service and no change in the service.

Special Access Service

The transfer of a customer's Special Access service from the customer to the applicant with no change in type or location of Special Access channels.

TELEPHONE MESSAGE

A completed call or telephonic communication.

TELEPHONE SERVICE

A service including both exchange and toll service.

TEMPORARY DISCONNECT

A service is temporarily disconnected when service is denied by the Company, but the telephone facilities are held available for the customer of the service.

TEMPORARY SERVICE

In connection with Special Access, service furnished for a period of less than one month.

In connection with services other than Special Access, service definitely known to be required for a short period (in general less than twelve consecutive months), such as that furnished to contractors for use during construction of a building, service to a convention, circus, resort, guests at resorts, election service or other services of a similar nature where it is definitely known that service will be of a temporary nature

DEFINITIONS

TIE LINE

A channel connecting two network devices serving private branch exchange systems within one exchange for the purpose of interconnection.

TOUCH CALLING SERVICE

A service arrangement permitting use of customer telephone instruments equipped with keys/buttons, each of which generates a distinctive tone, for the origination of calls, Touch Calling service is offered for use with customer lines served from a central office equipped to furnish the service.

TRACT OR SUBDIVISION

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

TRANSPORT CHARGE - INFORMATION PROVIDER/SPONSOR

The usage charges billed to the Information Provider/Sponsor for qualifying minutes of connect time.

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and replacing pavement and of restoring landscaping.

TRUNK LINE

A telephone circuit from one central office unit to another or between a network device serving a private branch exchange system and a Company central office.

UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes, and pull boxes where and as required plus trenching costs as defined above.

VOICE SERVICE

Voice Service is any Exchange Service that provides voice telephone service furnished between customers within an exchange area.

GENERAL TERMS AND CONDITIONS

A. Application

1. This Product Guide sets forth the prices, charges, terms and conditions under which Customers ("Customer," "you" or "your") agree to use the services (as defined below) and under which Frontier Communications of the Southwest Inc. agrees to provide the services to Customers, unless otherwise noted. The general terms and conditions set forth below apply to all services in the Product Guide.
2. The Product Guide is set forth on the Frontier website (the "Website") at:
<http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=main&sctnID=19>.

You may also obtain further information regarding the terms and conditions applicable to the ordered service by telephoning Frontier at 800-921-8101 for residential customers or 800-921-8102 for business customers.
3. The Product Guide becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered service. You are deemed to have accepted the terms of the Product Guide applicable to your service upon your order of, use of, or payment for the service.
4. The services in the Product Guide are not subject to the prices, charges, terms and conditions contained in Frontier Communications of the Southwest Inc's. tariffs on file with the California Public Utilities Commission (CPUC), except to the extent (i) selected tariff provisions have been expressly incorporated into the Product Guide or (ii) the terms and conditions in Frontier Communications of the Southwest Inc's. tariffs are required by federal or state law or by CPUC decisions or orders. The Product Guide hereby incorporates by reference the following provisions set forth in the Frontier Communications of the Southwest Inc. General Exchange Tariff:
 - (i) Schedule D&R: Definitions and Rules No. 2, 4-13, 24, 25, 28, 31, 34 and 35.
 - (ii) Schedule A-31: Line Extension and Service Connection Facilities in Suburban Areas
 - (iii) Schedule A-42: Promotional Pricing
5. Unless expressly stated otherwise, the Product Guide also applies to Customers who have entered into a separate contract for services for a specified time period; provided, however, in the event of a conflict between the terms in the separate contract and the terms in the Product Guide, the terms in the separate contract shall control with respect to services subject to that contract.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions

1. **Services.** The term "service" or "services" as used in Section 2.A. and 2.B.1. through 2.B.10. is defined to mean all retail telecommunications products or services offered by Frontier Communications of the Southwest Inc. in California for which the prices, charges, terms and conditions of sale are specified in the Product Guide except where the context requires otherwise.
2. **Prices.** You are responsible for all charges associated with the services and rate plan selected, including all taxes, fees, surcharges, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the services. Such taxes, fees and/or surcharges are subject to change without notice to Customer except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at Frontier Communications of the Southwest Inc.'s current prices and such charges are also subject to change without notice to Customer except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.
3. **Unauthorized Use.** Frontier Communications of the Southwest Inc. shall not be liable for any damages, including charges for services that Customer may incur as a result of the unauthorized use or misuse of the services by Customer's family, guests, employees or third parties. Customer shall remain responsible for such charges to the extent permitted by law.
4. **Indemnification.** Customer agrees to defend, indemnify and hold Frontier Communications of the Southwest Inc., its employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the services by you or any person you permit to use the services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the services with other products or services not provided by Frontier Communications of the Southwest Inc., any modification of the services or any infringement of intellectual property.
5. **WARRANTY DISCLAIMER.** EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE PRODUCT GUIDE, FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. DOES NOT WARRANT THAT THE SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions –Continued

6. Limitation of Liability

- 6.1 EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE SERVICES BY YOU OR YOUR FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING IN CONNECTION WITH THE SERVICES, EVEN IF THE PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
- 6.2 EITHER PARTY'S MAXIMUM TOTAL LIABILITY TO THE OTHER PARTY IN CONNECTION WITH THE SERVICES, FOR ANY AND ALL CAUSES OF ACTION AND CLAIMS, SHALL BE:
 - 6.2.1 FOR DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE SERVICES CAUSED BY THE PARTY'S NEGLIGENCE OR BREACH OF OBLIGATIONS UNDER THE PRODUCT GUIDE, THE CHARGES FOR THE AFFECTED SERVICES FOR THE PERIOD OF THE FAILURE;
 - 6.2.2 FOR DAMAGE TO REAL OR PERSONAL PROPERTY OR BODILY INJURY OR DEATH TO ANY PERSON PROXIMATELY CAUSED BY THE PARTY'S NEGLIGENCE, THE AMOUNT OF DIRECT DAMAGES PROVEN;
 - 6.2.3 FOR INDEMNITY, THE REMEDIES SET FORTH IN SECTION B.4;
 - 6.2.4 FOR ANY DAMAGES ARISING OUT OF THE WILLFUL OR INTENTIONAL MISCONDUCT OF THE PARTY, THE AMOUNT OF DIRECT DAMAGES PROVEN;
 - 6.2.5 FOR ALL OTHER DAMAGES NOT SET FORTH ABOVE AND NOT EXCLUDED UNDER THE PRODUCT GUIDE, EACH PARTY'S MAXIMUM LIABILITY DURING ANY TWELVE MONTH PERIOD SHALL BE LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN, OR (ii) THE AMOUNT PAID BY CUSTOMER TO FRONTIER UNDER THE PRODUCT GUIDE FOR THE ONE MONTH PERIOD PRIOR TO ACCRUAL OF THE MOST RECENT CAUSE OF ACTION.
- 6.3 NOTHING IN THIS SECTION SHALL LIMIT YOUR LIABILITY TO FRONTIER FOR ANY AND ALL CHARGES INCURRED FOR THE SERVICES.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions – Continued

7. Termination of Services. Frontier may discontinue or limit use of the services by a Customer for non-payment, non-compliance with Company terms, fraudulent use, and other conditions as provided in the Frontier Communications of the Southwest Inc. General Exchange Tariff, Schedule D&R, Rule No. 11 as incorporated herein.
8. Performance Excused. Frontier Communications of the Southwest Inc.'s performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, cut cable, power failures or labor difficulties.
9. Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the services, facilities and equipment provided by Frontier. Frontier shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to Frontier, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of services and Frontier shall have no liability therefore.
10. Miscellaneous
 - 10.1 The Product Guide, including these general terms and conditions, constitutes the entire agreement of the parties with respect to the services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the services. Frontier may revise the terms and conditions of the Product Guide. We may decrease prices without prior notice. Increases to the prices or changes to the Product Guide resulting in more-restrictive terms or conditions shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, or by any other reasonable method permitted by law. If you do not agree to the revision(s), you may terminate your service(s) within thirty (30) days of the date the notice was mailed, and you will not incur charges for early termination of an applicable term agreement. Failure to terminate your service(s) within thirty (30) days of the date the notice was mailed will be deemed acceptance of such revisions, and any termination after said date will be subject to early termination charges. Price increases and more-restrictive terms do not include (i) the introduction of a new service, (ii) the addition of a new feature to existing service, or (iii) the imposition of governmental charges. You shall pay all charges incurred up to the time of service discontinuance. By continuing to use, pay for, or order the service(s) after revisions are in effect, you are accepting and agreeing to all revisions.
 - 10.2 Either party's failure to enforce any of the provisions of the Product Guide or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Product Guide. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Product Guide will not affect the other parts thereof, and the remaining terms and conditions of the Product Guide shall continue to apply as necessary to reflect the original intention of the parties.
 - 10.3 Customer shall not transfer, assign or resell the services without the prior written consent of Frontier. Frontier may freely assign or transfer all or part of our rights under the Product Guide without notice provided Frontier shall notify affected Customers at least 30 days before any transfer of ownership or customer base.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions - Continued

11. Description Of Service

a. General

Exchange service is available through facilities owned and maintained by the Company in accordance with the Company's standards, where operating conditions and facilities permit, and, in multi-office exchanges, is operated from the central office designated by the Company. The Company is not obligated to provide service except under reasonable conditions. Provision of all services is limited to situations where compatibility with central office systems remains technically feasible.

b. Service

The Company furnishes service under its effective rate schedules, and in general, as follows:

1) Class of Service

- a) Business service
- b) Residence service

2) Type of Service

- a) Flat rate service
- b) Message rate service
- c) Coin box service
- d) Measured rate service

3) Grade of Service

For grades of service furnished in the various exchange areas, see Schedules of Rates.

Grade of Service

- a) Individual line
- b) Private branch exchange

- c. Miscellaneous service and private lines are furnished by the Company in accordance with this Product Guide and the Company's tariffs.
- d. Service is furnished at the base rates shown in the exchange service schedules where service locations of the customer are on the premises on which the primary service, private branch exchange service, call receiving service or receiving service is located.
- e. The application of business and residence rates for telephone service is governed by the actual or obvious use made of the service by the customer. If residence service is found to be used principally for business purposes, the Company will furnish business service, except in cases where the customer will thereafter use the service for domestic or social requirements.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions – Continued

11. Description Of Service - Continued

f. Bell Limitations

- 1) Each individual primary line will accommodate a maximum of four bells; each suburban line will accommodate two bells.

g. Off-Premises Terminations and Private Branch Exchange Stations

If so specified in the rate schedules, additional terminations of primary services or private branch exchange lines will be connected off the premises on which the primary service or private branch exchange lines are located in accordance with the following:

1) Same Customer

An off-premises additional termination of a primary line or private branch exchange line will be connected on a premises of the customer provided it is for the use of the customer and is located within standard transmission limits, except that an additional termination of a residence service or residence private branch exchange line will not be connected on a business premises other than set forth in Schedule Cal. P.U.C. No. C-1 for residence extension lines connected at a telephone answering service, and Section 4 of this Product Guide for additional terminations of residence service terminating on other business premises.

2) Different Customer

An off-premises additional termination of a primary service or private branch exchange termination will be installed on a premises of a party other than the customer to the off-premises service provided the occupant of the premises on which the service is to be installed is a customer to individual line, party line or private branch exchange system service, and the service is located within standard transmission limits, except that an additional residence service termination will not be installed on a business premises other than terminating at a telephone answering service, and Section 4 of this Product Guide for additional terminations of residence services terminating on other business premises.

h. Private Branch Exchange Service

- 1) See Section 1 of this Product Guide for definition of Private Branch Exchange Service.
- 2) See Section 8 and Section 4 of this Product Guide for descriptions of service features of Centrex service and Direct Inward Dialing service.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions – Continued

11. Description Of Service – Continued

i. Product Grouping

The Company may refer to groups of products and/or services by distinctive, collective phrase(s). These phrases will be used when discussing the Company's product line with customers and in advertisements. The Company shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Company shall inform its customers that the components of a product/service grouping may be purchased individually. (Group names will not be included in individual product sections of this Product Guide.)

j. Special Access Lines

Special Access lines will be furnished in accordance with Facilities for IntraState Access schedules for communication between terminations thereon and will not be connected with the Company's exchange service lines except as expressly provided in Special Access Line Service Schedule Cal. P.U.C. No. C-1.

k. Exchange Service Telephone Calls Billed To Other Than The Service From Which The Message Originates

Upon request, the charges for a telephone call between two exchange primary services located within each other's local service area may be:

- 1) Billed to or collected from the called telephone (i.e., charges may be reversed), or
- 2) Billed to other than the calling or called primary service.

For messages described above, the rates and special conditions applicable are as provided in Section 16 of this Product Guide.

l. Channels For Customer-Owned Station Apparatus

The Company will furnish channels between two or more designated premises within an exchange area or between a designated premises and the serving central office, subject to the particular schedule under which the respective channels are furnished.

m. Contract Inspection

In accordance with Public Utilities Code 489(a), any person wanting to view copies of executed contracts can send a written request to:

Regulatory

P.O. Box 340

Elk Grove, CA 95759

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions - Continued

12. Charges For Overtime

Where the work in connection with new installations, moves, changes or rearrangements is performed outside regular working hours at the customer's request, an additional nonrecurring charge based on the overtime labor cost will be applicable as follows:

- a. When the normal work week is Monday through Friday and the customer requests work to be performed on Saturday, and providing the customer does not give sufficient notice to allow rescheduling of the work week, overtime charges will apply to work performed on Saturday.

Where the normal work week is Monday through Saturday no overtime charges will apply to work performed on Saturday.

- b. Overtime charges will apply when, at the specific request of the customer, the work is to be performed on Sundays, holidays or during evening hours after 5 P.M.
- c. The additional charge will be equivalent to the difference in cost between straight time and overtime for the actual man-hours of overtime, based on the average hourly rate of pay of the labor used in performing the required work.
- d. Upon request the customer will be furnished with an advanced estimate of the charges applicable under this condition.
- e. Overtime charges under this condition will not be applicable to service connection charges for business or residence individual or party line primary services.

Effective: 12/01/11

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions - Continued

13. Service Performance Guarantee For Residential Customers

- a. If a residence-class or a California LifeLine Telephone Program 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. (T)
- 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 California LifeLine Telephone Program subscriber within all exchanges. (T)
- 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

14. Service Performance Guarantee For Business Customers

- a. If a business-class 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 \$100.00.
- 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
 - Customer Owned Pay Telephone (COPT)
 - Facilities for IntraState Access
- c. Each credit shall be limited to \$100.00 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 business-class customers within all exchanges.
- g. The Company's commitment to business 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.

Effective: 03/04/13

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.

16. White Page Directory Listings

1. White page directories include business listings, local emergency numbers and local government pages.
2. The requirement to provide a free published directory can be satisfied using the procedures authorized in California Public Utilities Commission Resolution T-17302. Under this authorization, the customers will receive delivery of the directory electronically by CD-ROM or by on-line access at <http://frontier.com/whitepages>, unless a customer affirmatively elects to receive a traditional printed paper copy by contacting Frontier under the procedures authorized in Resolution T-17302. Customers may contact Frontier at 800-979-7978 to receive a traditional printed paper copy.

(N)

(N)

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions - Continued

15. Termination Liability – Continued

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

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

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

- 2) 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
- 3) Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - a) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment;
 - b) The Company provides the new service via this Product Guide or on an individual case basis (ICB), and
 - c) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.
- 4) Customer terminates service within thirty (30) days after the date a notice is mailed by Company with changes to the Product Guide resulting in an increase to the price or more-restrictive terms or conditions applicable to the terminated service.
- 5) Customer with Voice services, Frame Relay or Asynchronous Transfer Mode ATM services changes to another service, upgrades service to a higher speed or capacity or advanced technology under a term commitment, provided the following conditions are met:
 - a) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment;
 - b) The Company or its affiliates provides the new service via this Product Guide, similar documents or commercial agreement, or on an individual case basis (ICB), and
 - c) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company or its affiliates at the same time.

16. Special Construction

For rates, terms and conditions associated with Special Construction see Frontier Communications of the Southwest Inc., Tariff Schedule Cal. P.U. C. No. C-1, section IX.

Effective: 10/16/16

SERVICE CHARGES

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Effective: 10/16/16

SERVICE CHARGES

A. SPECIAL CONDITIONS

Service Charges are applied to business, residence, and WATS/800 service except as shown otherwise. The charges apply to the ordering, installation, changing and rearranging of telephone service and other facilities..

(T)

Service Charges apply as follows:

1. Service Order Charge - Initial

Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.

2. Service Order Charge - Subsequent

Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.

3. Central Office Connection Charge

Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

(L)

4. Access Line Work Charge

The charge applied to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

(L)

5. Reconnect Charge

The non-pay Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed Service Charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate Service Charges will apply.

6. Installment Billing

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments.

(L)

(L) (T)

7. Supersedure

A supersedure will be rated as a Service Order Charge - initial for the first central office line of an order and for each additional central office line on the same order.

(L) Material relocated from Sheet 3 and 4.

Effective: 10/16/16

SERVICE CHARGES

A. SPECIAL CONDITIONS - Continued

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. (T)

9. NRCs set forth in other sections will be in addition the charges set forth in this section. (T)

10. Network Interface Device

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 Service Charges will also apply. There will be no Network Interface Device charge on new construction, but the Access Line Work Charge will apply.

11. 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.

Effective: 01/26/20

SERVICE CHARGES

B. RATES

	Nonrecurring Charge		
	<u>Business</u>	<u>Residence</u> ²	
1. Service Order Charge - Initial	\$50.00	\$29.00	(I)
2. Service Order Charge - Subsequent ¹	\$39.00	\$24.00	(I)
3. Central Office Connection Charge	\$36.00	\$25.00	
4. Access Line Work Charge	\$86.64	\$42.10	
5. Reconnect Charge	\$46.00	\$38.00	(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.

Effective: 01/26/20

SERVICE CHARGES

B. RATES - Continued

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

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

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

Effective: 10/16/16

SERVICE CHARGES

B. RATES - Continued

(T)

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

(L)(T)

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. \$0.50

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

Each additional foot or fraction thereof of line extension and/or service connection Actual Cost*

(L)

* Includes Income Tax Component as listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. D&R, Rule No. 2.

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

(L) Item 11 relocated from Sheet 10 and 11.

(N)

(N)

Effective: 10/16/16

SERVICE CHARGES

RESERVED FOR FUTURE USE

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(L) B. Rates relocated to Sheet 3.

(N)

SERVICE CHARGES

RESERVED FOR FUTURE USE

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(L) B. Rates relocated to Sheet 3.

(N)

Effective: 10/16/16

SERVICE CHARGES

RESERVED FOR FUTURE USE

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(L) B. Rates relocated to Sheet 3.

(N)

Effective: 10/16/16

SERVICE CHARGES

RESERVED FOR FUTURE USE

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(L) B. Rates relocated to Sheet 3.

(N)

Effective: 10/16/16

SERVICE CHARGES

RESERVED FOR FUTURE USE

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(L) B. Rates relocated to Sheet 4.

(N)

Effective: 10/16/16

SERVICE CHARGES

RESERVED FOR FUTURE USE

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(L) B. Rates relocated to Sheet 5.

(N)

Effective: 10/16/16

SERVICE CHARGES

RESERVED FOR FUTURE USE

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(L) B. Rates relocated to Sheet 5.

Effective: 03/01/12

LOCAL EXCHANGE SERVICE

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Effective: 06/30/20

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. (C)
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.

* Vacation Service is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

Effective: 03/01/12

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

B. Reserved For Future Use

(T)(D)

(D)

(D)

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

C. Trunk Line Services

1. U.S. Government-Owned PBX Systems - Military and Naval Installations
 - a. The Company will own, furnish and maintain all lines, equipment and facilities used to furnish private branch exchange trunk line service for U.S. Government-owned PBX systems on military and naval installations to a point of connection with the U.S. Government-owned lines, which point of connection normally should be the base area boundary.
 - b. The U.S. Government will own and furnish all lines, equipment and facilities beyond the point of connection as specified in a. above.
 - c. All lines, equipment and facilities owned and furnished by the U.S. Government will be maintained at the expense of the U.S. Government.
2. Telephone systems owned and maintained by steamship companies on board their ships may be connected while in port with the exchange toll facilities of the Company where operating facilities permit.

D. Personalized Telephone Number (PTN)

1. Personalized Telephone Number (PTN) service provides the customer with a telephone number containing the digits the customer has specifically requested or with a telephone number selected through a customer- requested search of available telephone numbers. The charges set forth in II.RATES.J. following apply if the specifically-requested or search-selected telephone number is available.
2. Customers placing service orders which require the assignment of a new telephone number will be offered a choice of five available numbers. Any additional searching will be considered PTN service and will be charged accordingly.
3. PTN is subject to Schedule Cal. P.U.C. No. D&R Rule No. 17, which states, "the customer has no proprietary right in the number, and the Company may make such reasonable changes in the telephone number as the requirements of the service may demand."
4. All PTN-requested telephone numbers are subject to availability, and provided at the discretion of the Company.

Effective: 10/16/16

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 Charges will not apply when changing from a PTN to a nonspecific number at the customer's request. (T)
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.

Effective: 07/09/10

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.

Effective: 10/16/16

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 Charges as shown in Section 3 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.

(T)
(T)

Effective: 02/02/18

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 where facilities permit Extended Basic Referral.
- 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.

(T)

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

E. Direct Inward Dialing Service (DID) - Continued

3. Direct Inward/Outward Dialing Service (DIOD)

- a. Direct Inward/Outward Dialing Service (DIOD) is a central office based service that permits incoming calls to reach customer provided equipment without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and a 4-wire connection at the customer's premises. Touch Calling is a required feature of this service. Rotary hunt does not apply.
- b. The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Company. Telephone number charges, terms and conditions found in the DID section of this Product Guide apply to DIOD service.
- c. 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 a recorded announcement referring the caller to another number.
- d. Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) service. Overflow of calls between the two arrangements is not permitted.
- e. DIOD service is provided from central offices equipped to provide this service and subject to the availability of facilities.
- f. If a customer's normal serving central office is not equipped to provide DIOD service or the customer so requests, the service may be provided where facilities permit, from a Company central office different than that which normally serves the customer, but still within the same LATA, at the additional rates specified herein and under the terms and conditions applicable for Foreign Exchange (FX) service.
- g. See Section 2, B.15 for termination liability terms and conditions.

Effective: 11/01/20

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)*

(C)

- 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).

* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing locations. (N)
(N)

Effective: 11/01/20

LOCAL EXCHANGE SERVICE

I. SPECIAL CONDITIONS - Continued

F. PBX Discount Pricing Plan (DPP)* - Continued

(C)

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)*

(C)

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

* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing locations. (N)
(N)

Effective: 03/08/17

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.

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 of this Product Guide.

(T)

Effective: 7/01/26

LOCAL EXCHANGE SERVICE

II. RATES

		Monthly Rate ¹	
A. BASIC EXCHANGE ACCESS LINE BUSINESS SERVICES			
1. Measured-Rate Service			
a.	Each individual line or trunk line	\$75.00	
b.	Keyline or multiline	40.00	
2. PBX Trunk			
a.	Each Trunk Line	200.00	(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. Reserved For Future Use

(T)(D)

(D)

D. Reserved For Future Use

(T)(D)

(D)

Effective: 06/30/20

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	(C)
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	

* Vacation Service is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020. (N)

Effective: 12/01/11

LOCAL EXCHANGE SERVICE

II. RATES - Continued

I. EXTENDED AREA SERVICE MONTHLY INCREMENTS

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

Effective: 07/09/10

LOCAL EXCHANGE SERVICE

II. RATES - Continued

J. DIRECT INWARD DIALING SERVICE (DID)

	<u>BTC</u> (36)	<u>NRC</u>	<u>Monthly</u> <u>Rate</u>
1. Equipment arrangement in Company central office necessary to provide in-dialing from the exchange and message toll network directly to a dial switching equipment installed on the customer premises ¹ (SEE SPECIAL CONDITION I.E.)			
a. Option 1 - Direct Inward Dialing ²			
(1) First block of DID station numbers			
20 Stations		\$ 160.20	\$ 66.00
40 Stations		176.00	132.00
100 Stations	\$ 6,500.00	440.00	330.00
(2) Each additional block of DID station numbers			
20 Stations		160.20	66.00
40 Stations		176.00	132.00
100 Stations	1,100.00	160.20	200.00

¹ In addition to the charges and rates for other services and facilities including charges and rates applicable to private branch exchange (PBX) trunk line service as shown in Rates, 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 as shown in Section 5, General Services will be applicable.

² This service may also be available on a discounted basis, see Rates, II.M.2.

Effective: 03/08/17

LOCAL EXCHANGE SERVICE

II. RATES - Continued

J. DIRECT INWARD DIALING SERVICE (DID) - Continued

	<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	440.00	180.00	(T)
(2) Each additional block of DID station numbers			
20 Stations	160.20	66.00	
100 Stations	160.20	150.00	(T)
(3) Trunk Termination,			
per trunk		24.05	(T)

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

Effective: 02/02/18

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.)			(T)
Each increment of 5 DID Numbers or fraction thereof			
6 months	250.00		
12 months	450.00		

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	
1. PBX Trunk Only		
a. Month-to-Month	³	(T)
b. 12-Month Term ^{4,5} 1+ Trunks	\$36.25	(T)
c. 36-Month Term ^{4,5} 1+ Trunks	34.00	(T)

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. (T)

² 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. (T)

³ See Section II.A.2 of this section for rates. (T)

⁴ The Central Office Connection Charge in Section 3, Service Charges, is not applicable to the initial installation of new or additional lines. (T)

⁵ Plus Extended Area Service increments as identified in this Product Guide section. (T)

Effective: 11/01/20

LOCAL EXCHANGE SERVICE

II. RATES - Continued

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

(C)

Monthly
Rate

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 Term³

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 Term³

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.

* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing locations. (N)
(N)

Effective: 11/01/20

LOCAL EXCHANGE SERVICE

II. RATES - Continued

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

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 <u>per trunk</u> ¹
(a) PBX Trunk Only	
(1) Month-to-Month ²	
3-10 Trunks	\$37.25
11-50 Trunks	37.25
51+ Trunks	37.25
(2) 12-Month Term ^{2,3}	
3-10 Trunks	36.50
11-50 Trunks	35.00
51+ Trunks	33.15
(3) 36-Month Term ^{2,3}	
3-10 Trunks	32.40
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.

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

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

* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing locations.

(N)
(N)

Effective: 11/01/20

LOCAL EXCHANGE SERVICE

II. RATES - Continued

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

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.

* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing (N)
locations. (N)

Effective: 11/01/20

LOCAL EXCHANGE SERVICE

II. RATES - Continued

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

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).

* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing (N)
locations. (N)

Effective: 11/01/20

LOCAL EXCHANGE SERVICE

II. RATES - Continued

L. BUSINESS LINE DISCOUNT PRICING PLAN (DPP)* (C)

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.

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.

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.

* PBX and Business Line Discount Pricing Plan (DPP) is grandfathered and limited to all existing subscribers at their existing locations.

(N)
(N)

Effective: 03/08/17

LOCAL EXCHANGE SERVICE

II. RATES - Continued

M. Digital Format Trunking ¹	Nonrecurring Charge	Monthly Rate	(T)
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 of this Product Guide.

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

(T)

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LOCAL EXCHANGES AND EXTENDED SERVICE AREAS

I. GENERAL

APPLICABILITY

Applicable to calling within the local exchange and to extended area service (EAS) exchanges and district areas.

TERRITORY

Within exchanges and district areas as defined by maps as part of this Product Guide.

LOCAL EXCHANGES AND EXTENDED SERVICE AREAS

I. GENERAL - Continued

The following is a list of the Frontier Communications of the Southwest Inc. exchanges: (former Contel)

Alpine

Blythe

Coleville

Earp

Havasu Lake

Palo Verde

Parker Dam

Effective: 03/01/12

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. (C)
 - 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. (C)
- (D)
(D)

Effective: 03/01/12

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.")

(D)

(D)

Effective: 03/01/12

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

¹ ELCA routes effective as of 06/01/91.

Effective: 07/24/19

GENERAL SERVICES

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(N)

GENERAL SERVICES

AUTOMATED INFORMATION SERVICE (AIS)

Special Conditions

A. Automated Information Service (AIS)

Automated Information Service (AIS) is an automated attendant service which allows a subscriber's callers to interact with information through a touch tone telephone. The caller is able to navigate through one or several menus to choose their desired destination, which may include a subscriber's line, an individual extension, a voice mailbox or a prerecorded voice narrative.

The AIS service group includes three options: Automated Attendant, Overflow Attendant and Information Bulletin Board. Automated Attendant and Overflow Attendant answer incoming calls and present the caller with a menu of choices which allow the caller to self direct the call to its destination. Information Bulletin Board delivers to the caller commonly desired information selected by the caller through their touch tone telephone.

AIS Ports

AIS Basic Port - Shared ports for use by multiple customers.

AIS Enhanced Port - Shared ports for use by multiple customers with additional backup. It is recommended that AIS Enhanced Ports be used with Automated Attendant and Overflow Attendant features.

B. EZ-AIS

EZ-AIS is a single level menu Automated Information Service which limits the customer to a smaller, standardized set of auto attendant features and options.

GENERAL SERVICES

AUTOMATED INFORMATION SERVICES (AIS) - Continued

Rates

<u>Nonrecurring Charges</u>	<u>Unit</u>	<u>NRC</u> ¹
a. Automated Information Services (AIS) ²		
Basic Port, per customer	each	495.00
Enhanced Port, per customer	each	495.00
Change Charge, per customer, per order		
1st change	each	50.00
Each additional change	each	35.00
b. EZ-Automated Information Services (AIS) ²		
Basic Port, per customer	each	195.00
Enhanced Port, per customer	each	195.00

<u>Monthly Rates</u>	<u>Unit</u>	<u>Monthly Rate</u>
a. Automated Information Services (AIS) ²		
Basic Port		
Month-to-month	each	60.00
12 month agreement	each	55.00
36 month agreement	each	50.00
Enhanced Port		
Month-to-month	each	70.00
12 month agreement	each	60.00
36 month agreement	each	50.00
b. EZ-Automated Information Services (AIS) ²		
Basic Port		
Month-to-month	each	60.00
12 month agreement	each	55.00
36 month agreement	each	50.00
Enhanced Port		
Month-to-month	each	70.00
12 month agreement	each	60.00
36 month agreement	each	50.00

¹ Section 3 Service Charges are not applicable.

² Business customers only.

Effective: 07/09/10

GENERAL SERVICES

CUSTOMER NAME AND ADDRESS (CNA) SERVICE

Special Conditions

Customer Name and Address (CNA) Service allows a customer to request a name and/or address by providing a telephone number to the directory assistance operator. Customers have access to name and address information associated with local and/or national listings included in Frontier Communications of the Southwest Inc.'s directory assistance database. Information is not provided for non-published listings. Charges will apply in the event that no information is available.

CNA is available for both residential and business customers where technically feasible.

CNA may be accessed by dialing 411. The customer will receive a maximum of two listings per call; for example:

- two NDA numbers, or
- one NDA number and one CNA listing, or
- two CNA listings

Operator assisted calls to CNA will be assessed the applicable rate for CNA in addition to the applicable operator assisted station message service charge, as set forth in Section 18, Operator Services.

CNA does not provide a call allowance.

CNA will not be provided on WATS telephone numbers.

The Company assumes no responsibility or liability for any error 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 arise from the use of the service.

Rates

Nonrecurring Charges ¹

	<u>Unit</u>	<u>NRC ²</u>
Per call	each	0.95

¹ Operator assisted calls to CNA will be assessed the applicable operator assisted station message service charge, as set forth in Section 18, Operator Services.

² Section 3 Service Charges are not applicable.

Effective: 03/06/14

GENERAL SERVICES

FRONTIER WIRE CARE

(T)

Applicability

(N)

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Maps Tariff, Schedule AB.

(N)

Special Conditions

- A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other, to common equipment of a Private Branch Exchange (PBX) or Key System, or to customers with more than four access lines.
- B. The monthly rate applies to work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The monthly rate includes work preparation, actual work, materials and cleanup.
- C. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.
- D. New Frontier Wire Care customers who activate the service and use it within 30 days of the activation date will incur a \$39.99 activation charge with a one-year service commitment.
- E. New Frontier Wire Care customers who do not use their service within 30 days of the activation date will not incur an activation charge and will not be required to have a one-year service commitment.
- F. Nonpayment of charges for Frontier Wire Care services are subject to disconnection of services as specified in Schedule Cal. P.U.C. No. D&R Rule No. 10 of the Utility's Local filed Exchange Tariff.
- G. When a customer enrolls in a Frontier Wire Care plan, the Utility will verify the condition of the customer's inside wire by performing a line test from the Utility's test facility.
- H. No additional service order charge will apply to add Frontier Wire Care to an existing customer's account.

(C)

(C)

Effective: 05/01/26

GENERAL SERVICES

FRONTIER WIRE CARE - Continued

Rates

A. Frontier Wire Care

	<u>Monthly Rate</u>	
Residence service with a package subscription ¹ , Each Line	\$7.99	
Residence service without a package subscription, Each Line	\$8.50	
Business service, Each Line	\$57.50	(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	\$7.99		
Residence and Business Service without a package subscription, Each Line, with a 12-month commitment			
Residence	\$8.50		
Business	\$57.50		(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

RESERVED FOR FUTURE USE

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(L)

Material relocated to Sheet 5.

(N)

Effective: 03/06/14

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. An Isolation charge will be billed when it is determined that the issue is within the customers equipment and customer refuses repair charges.

(N)
|
(N)

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 Charge	
1 st 30 minutes, or less, of billable time required to dispatch employee, locate trouble, and complete repair		(C)
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$91.00	(I)
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	180.00	
Sundays and Holidays	240.00	
Each additional 30 minutes, or less, of billable time required to locate trouble and complete repair		(C)
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	46.00	
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	90.00	
Sundays and Holidays	120.00	(I)
Isolation Charge		(N)
1 st 30 minutes or portion thereof	85.00	
Each additional 30 minutes or portion thereof	42.50	(N)

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

Effective: 03/06/14

GENERAL SERVICES

BILLABLE REPAIR SERVICE - Continued

Rates - Continued

Simple Inside Wire Billable Repair Service - Business

	Nonrecurring <u>Charge</u>	
Repair Charge ¹		
1 st 30 minutes, or less, of billable time required to dispatch employee, locate trouble, and complete repair		(C)
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	\$120.00	(R)
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	200.00	(I)
Sundays and Holidays	240.00	
Each additional 30 minutes, or less, of billable time required to locate trouble and complete repair		(C)
Weekdays (Weekdays, except holidays, 8:00 a.m. to 5:00 p.m.)	55.00	
After Hours (Weekdays 5:00 p.m. to 8:00 a.m. and Saturdays, except holidays)	100.00	
Sundays and Holidays	120.00	(I)
Isolation Charge		(N)
1 st 30 minutes or portion thereof	100.00	
Each additional 30 minutes or portion thereof	50.00	
Vendor Missed Appointment Charge	150.00	(N)

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

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE

Special Conditions

- A. Home Voice Mail. A voice message service for residential customers, which includes call answering, reminder, and wake-up capabilities (wake-up capability is available to residence customers only).

Voice Mail - Basic includes 20 message capacity, Standard or Personal Greeting, Date and Time Stamp, Passcode Protection, Messaging (Mailbox to Mailbox) ¹, Saved Message Retention - 30 days ¹, and Automatic Message Review.

Voice Mail - Standard includes the features of Home Voice Mail - Basic with 30 message capacity ¹, plus Reminder Messages and Wake Up Service.

The nonrecurring charge associated with establishing a voice mail box is not applicable for customers who choose to upgrade any existing Voice Mail Service to a higher level service.

- B. Voice Messaging Service. Electronic voice mailbox service for single line and multi-line business customers which provides call answering, ability for users to store messages for play back later, and other features.

Answer Only Mailbox. Message boxes for subscribers who do not want messages to be taken from callers but who want to leave a message for callers. This service is available with either five or three minute increments in which subscribers may record these messages to callers.

BASIC Mailbox. A basic-feature mailbox sold exclusively to business customers with single-line(s), BASIC Mailbox offers a simplified pattern of prompts as an alternative to the Standard Mailbox with full-features. Optional features available with the BASIC Mailbox are: Spanish Prompts, Customer Controllable Ringing (CCR), Audible Ring Burst (ARB) and Visual Message Waiting Indicator (MWI).

The nonrecurring charge associated with establishing a voice messaging mailbox is not applicable for customers who choose to upgrade any existing Voice Messaging Service to a higher level service.

Customers with an existing Frontier Communications of the Southwest Inc. Voice Messaging Standard Mailbox who choose to downgrade their mailbox service to the BASIC Mailbox service will be charged the standard one-time, nonrecurring charge for the BASIC Mailbox.

¹ Where equipment and facilities permit.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

B. Voice Messaging Service - Continued

Enhanced Mailbox. An enhancement to a message box which will permit mail to be delivered up to 365 days into the future, a five-minute message length, ten group lists, and a thirty-day period for undelivered messages.

Extension Message Box. A message storage service, which permits Voice Messaging customers to have as many as 98 secondary message boxes. The secondary message boxes must be set by Frontier Communications of the Southwest Inc.

Message Waiting Indicator Visual – Frequency Shift Keying (MWIV-FSK) is a switch generated signal. The MWIV-FSK signal will activate a light on specially designed Customer Premise Equipment (CPE). The light informs users that they have a voice message(s) waiting. Voice Messaging receives a message for storage.

Message Notification -

Pager Notification. A service which dials the customer's pager device or cell phone and shows voice mail access number in display window. The customer then calls the access number to retrieve voice mail.

Special Delivery. A service which calls a number programmed by the customer and announces that a voice mail message has been deposited. The customer inputs a passcode and the voice mail message is played.

Where facilities permit, the residence or business customer may also elect to have the Company send and receive instructions relating to the customer's voicemails; e.g. send a message waiting notification, send a copy of the voicemail, delete the voicemail, to a non-Company device that is technically capable of accepting and sending those instructions.

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

- C. Home Voice Mail/Voice Messaging Optional Features. Ring Count Change (RCC) and Audible Ring Burst (ARB) are network enhanced features available with both Home Voice Mail and Voice Messaging services.

Ring Count Change (RCC) allows the Home Voice Mail customer to choose the number of times the phone will ring before forwarding to the Home Voice Mail mailbox. The customer can choose between 1 and 9 rings, and the number of rings can be changed at the customer's discretion via access codes. This replaces the default forwarding, which is based on seconds, not actual rings (on an average the phone will ring between 3 and 5 times).

Audible Ring Burst (ARB) allows the customer to receive a splash ring every 15 minutes when a message is waiting. The customer can turn this on or off as desired by an access code. This feature gives an audible reminder that a message is waiting.

Spanish Prompt is available upon request at time of new order at no additional charge. Spanish Prompt is available where technically feasible.

Effective: 11/15/15

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.
- 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.
 - 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.

In order to forward calls to the OPVM mailbox, the four additional numbers must subscribe to the Call Forward feature with the Busy No 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 Forward feature.

(T)
(T)
(T)

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.

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 Forward rates.

(T)

GENERAL SERVICES

HOME VOICE MAIL/VOICE MESSAGING SERVICE - Continued

Special Conditions - Continued

D. One Point Voice Mail (OPVM) Service - Continued (T)

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 One Point 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 One Point Voice Mail (OPVM) Service. (T)

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 One Point 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. (T)

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

Effective: 06/23/11

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	--	
One Point Voice Mail (OPVM) Service	each box	\$15.00	(T)

¹ Service Charges from Section 3 are not applicable.

Effective: 03/01/23

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	7.95 ³	(l)
- Home Voice Mail - Standard	each box	8.95 ³	(l)
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	9.95 ³	(l)
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

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 Customized Multi-line			(T)
Telephone Service Lines			(T)
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			
Customized Multi-line Telephone Service Lines			(T)
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			
Customized Multi-line Telephone Service Lines	each box	2.50	(T)
All Other Lines	each order	15.00	
Enhanced Mailboxes			
with 50 Message Capacity	each box	--	
with 100 Message Capacity	each box	--	
Customized Multi-line Telephone Service			
Enhanced Mailboxes			
with 50 Capacity	each box	--	
with 100 Capacity	each box	--	
Answering Mailboxes			
Customized Multi-line Telephone Service Lines			(T)
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 – Customized Multi-line			(T)
Telephone Service Lines ^{1, 2, 3}			(T)
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 – Customized Multi-line			(T)
Telephone Service Lines ^{1, 2, 3} - Continued			(T)
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			
Customized Multi-line Telephone Service Lines			(T)
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			
Customized Multi-line Telephone Service Lines	each box	5.00	(T)
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	
Customized Multi-line Telephone Service			(T)
Enhanced Mailboxes			(T)
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.

Effective: 06/23/11

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}			
Customized Multi-line Telephone Service			(T)
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	

¹ one point 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

General

Business Traffic Study Service provides business customers with a performance report of call capacity for originating and terminating traffic on access lines or hunt groups. The traffic study report enables customers to determine how many calls terminate successfully and the number of calls that reach a station busy condition.¹ The reports will be provided verbally and, upon request from the customer, an electronic copy will be provided. The Company provides these reports along with a recommendation of required lines to accommodate the studied call traffic, based on industry standards for call traffic handling. Recommendations are based on traffic engineering tables and are not guaranteed to address all traffic situations which may be encountered by the customer.

Special Conditions

- (a) Business Traffic Study Service is available only to business customers.
- (b) Calls must be carried by Frontier Communications of the Southwest Inc. and billed by, or on behalf of, Frontier Communications of the Southwest Inc. to the customer requesting the study.
- (c) Traffic studies are performed on the customer's access lines or hunt groups with local exchange numbers.
- (d) Customers with access lines or hunt groups at more than one location will be assessed the Service Establishment Charge for traffic studies for each location.
- (e) Traffic study reports are provided verbally on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a 4-week billing cycle. Upon request by the customer, an electronic copy will be provided.
- (f) Only one Service Establishment Charge will be applicable when a customer requests an Initial Traffic Study and Subsequent Traffic Studies at the same time. The monthly reporting rate will then begin after the first week of the study.
- (g) Data provided in the traffic study report may vary due to technical parameters determined by the central office switch technology.
- (h) For the setup of each additional Business Traffic Study Report, per customer location, per calendar year, the Service Establishment Charge applies in addition to the monthly rate.

¹ Traffic report studies provided from a DMS 100 central office switch will not include the number of calls that reach a busy condition on individual access lines.

Effective: 11/15/15

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 Forward	
PBX Trunk Group	Customized Multi-line Telephone Service Single Line Station	
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	
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: 03/01/12

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, 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. (C)
- d. The rates applicable in connection with message toll service over foreign exchange lines will be in accordance with the Product Guide provisions of the foreign exchange or district area. (C)
- 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

FOREIGN EXCHANGE SERVICE - Continued

Special Conditions - Continued

1. General - Continued

k. Foreign exchange service will be furnished under this section in accordance with the following conditions:

- (1) The applicant for such service may be required to pay in advance, prior to the installation of the service, an amount equal to the net cost of installing and removing any facilities necessary in connection with the furnishing of such service by the utility serving the local exchange.
- (2) If the service is retained for a period of one year or more at the same location, the Company will refund to the customer the following amounts, provided the customer retains service continuously throughout the respective periods for which payments apply and, further, provided that the customer has paid any and all sums due and payable to the Company for the service:

On the expiration of first year following installation of service, 33 1/3 percent of advance payment.

On expiration of second year following installation of service, 33 1/3 percent of advance payment.

On expiration of third year following installation of service, 33 1/3 percent of advance payment.

In addition to the above, interest will be paid on each refund payment and on the unrefunded balance at the rate of 6 percent per annum.

- (3) Nothing in this condition shall be construed as limiting or in any way affecting the right of the Company to collect from the customer any other additional sum of money which may become due and payable to the Company from the customer by reason of the service furnished or to be furnished hereunder.

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE

I. General

Applicability

Applicable to High Voltage Protection Services used to isolate or neutralize ground potential rise or induced voltage caused by faults in electric power systems.

II. Special Conditions

A. Definitions

Ground Potential Rise (GPR). A voltage difference between two or more ground electrodes caused by earth return currents. GPR on cable pairs can occur, for example, when current from lightning surges flow to ground, but GPR often is associated with voltage generated as the power system fault currents flow to ground. Maximum GPR is developed by the percentage of line-to-ground fault current entering earth through an electrode impedance.

Induction. The resultant electromotive force in a circuit or component caused by changes in the magnetic flux linking with the circuit or component (electromagnetic induction (EMI)) or caused by the longitudinal voltage impressed, under fault conditions, on a telecommunications facility due to the mutual coupling between telecommunications lines and power lines (longitudinal induction).

Interruptible. Self-restoring services which must function before and after power-fault conditions. (Class B.)

Look-back Device. A device that allows transmission testing of special access lines from a testing center or central office.

Non-Interruptible. Services which must function before, during, and after power-fault conditions. (Class A.)

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE - Continued

II. Special Conditions - Continued

B. Description

The Company requires a high voltage protector (HVP) to be installed at any location to which an exchange service is provided and an HVP and a loop-back testing device to be installed at any location to which a private line or special access service is provided if the customer location is an electrical power station or is any other location where hazardous conditions exist due to ground potential rise (GPR), and/or induced voltage caused by faults in the electrical power system.

This service will provide high voltage isolation for telecommunications, while enabling the normal ac and dc signaling between C.O. and substation equipment during GPR environment due to electrical power faults.

C. Conditions

1. Based on data provided by the customer, the Company shall determine the proper levels of protection required on its network to isolate or neutralize electrical hazard.
2. As a condition to receiving service, potential customers shall provide the Company, in writing, the technical data necessary for determining the high voltage protection requirements, at the time of application of the initial service, additions to, or changes in the existing service. In addition, the customer shall notify the Company prior to making changes in the electrical supply which will increase the GPR at the location.
3. The high voltage protection equipment will be located at the Network Interface (NI) or demarcation point for specially protected telephone facilities at power stations. The Company will be responsible, up to this point, for the provisioning of channels and/or services regardless of ownership of the special high voltage protection equipment.

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE - Continued

II. Special Conditions - Continued

C. Conditions - Continued

4. High voltage protection equipment may also be required on the serving telephone facilities at the Company's Central Office and at Remote Drainage Locations.
5. The rates, charges, termination liabilities, and conditions of this section apply to High Voltage Protection Services placed at the point of demarcation on a customer's premises location along the length of the Excess Footage portion of a line extension or service connection where the Company determines a High Voltage Protection Service is necessary to prevent damage or harm from faults in high voltage systems located at a customer's premises.
6. If equipment for high voltage protection is disconnected at the request of the customer or because the customer's telephone service is disconnected in accordance with Company's terms and conditions, the customer shall pay the remaining basic termination charges. Basic termination charges for fractional portions of a month shall be prorated.
7. The Company shall be indemnified and held harmless for any and all loss, claims, demands, suits or other action or liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any injury to or death of a person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of equipment and services associated with high voltage protection equipment furnished by the Company or with customer equipment when combined or connected with facilities of the Company. Services provided by the Company shall not cause the Company to become responsible for damage, loss, or claims caused by electrical hazards resulting from a customer's electric power system.

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE - Continued

II. Special Conditions - Continued

C. Conditions - Continued

8. Interruptions or outages of exchange or private line services provided to customers at electric power stations may occur for reasons, such as facility damage due to storm loading, vehicle accident, lightning strike, or other acts of God. Circuit failures caused by such events cannot be prevented by services provided in accordance with this section (however, interruptions and service outages due to fault-produced ground potential rise and induction can be minimized). The Company expressly states that provision of the equipment provided in this section cannot prevent such service outages as may normally occur due to the proceeding circumstances. It is the responsibility of the customer to provide sufficient protection to prevent damage caused by such events.
9. Ground start circuits will be provided by the Company in accordance with the terms and conditions of this Product Guide.
10. Non-Interruptible services may require alternative routing. Alternative routing will be provided on an individual case basis.

D. Rates and Charges

1. The rates and charges specified in this section apply to high voltage protection equipment furnished by the Company but do not apply to equipment, cabinets, or mounting arrangements provided by the customer or the Company. Additional charges may be applicable for Company-provided equipment, cabinets, and mounting arrangements.

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE - Continued

II. Special Conditions - Continued

E. Service Types

Type 1 - Services requiring either dc transmission or ac and dc transmission, such as, Basic Exchange Access Line Services and Private Line Services. Available as Class A (non-interruptible) or Class B (interruptible).

Type 2 - Private Line Services requiring dc transmission or ac dc transmission for pilot wire protective relaying or dc tripping. Available as Class A (non-interruptible) or Class B (interruptible).

Type 3 - Service for Private Line Services requiring ac transmission for supervisory control and data. Available as Class A (non-interruptible) or Class B (interruptible).

Type 4 - Service for Private Line Services requiring ac transmission for audio tone protective relaying. Available as Class A (non-interruptible) or Class B (interruptible).

F. Service Performance Objective Classifications

Because of the customer's need for service continuity during power system faults on some types of telecommunication services provided to power stations, the following system of service performance objective classifications has been established for the purpose of permitting the customer to specify the performance objectives for most types of telecommunication services provided to power stations.

1. Class A - Non-interruptible service performance (must function before, during, and after the power fault).
2. Class B - Self-restoring interruptible service performance (must function before and after the power fault condition).

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE - Continued

II. Special Conditions - Continued

G. Provision of High Voltage Protection Equipment

Based on the customer's technical data provided to the Company, the Company will provide the necessary high voltage protection equipment at the Company's local loop demarcation point on the customer's premises, at the Company Central Office, and at the remote drainage location. The placement of the equipment by the Company shall in no way release the customer of its responsibility for damage, loss or claims caused by electrical hazards resulting from the customer's electric power system.

The customer may elect to furnish the equipment at its premises to isolate or neutralize the electrical hazard subject to the approval of the Company; however, such approval by the Company shall not relieve customer of its responsibility to install or maintain adequate high voltage protection equipment.

When the customer provides the high voltage equipment at its premise, the Company will provide the necessary high voltage equipment at the central office and remote drainage location.

The high voltage protection equipment at the power station will either be exclusively owned by the Company or the customer.

The Company will inspect and verify adequacy of the high voltage protection equipment when service is established and at such future times as deemed necessary due to additions, deletions, rearrangements, routine maintenance or for the purpose of verifying the adequacy of the high voltage protection equipment.

Effective: 07/09/10

GENERAL SERVICES

HIGH VOLTAGE PROTECTION SERVICE - Continued

III. Rates

	<u>Basic Termination Liability ¹</u>	<u>Non- Recurring Charge</u>	<u>Monthly Rate</u>
A. Type 1			
Class A, each	\$ 2,382.00	\$ 386.22	\$ 80.25
Class B, each	1,605.00	386.22	57.34
B. Type 2			
Class A, each	\$ 2,659.00	\$ 386.22	\$ 88.40
Class B, each	1,881.00	386.22	65.49
C. Type 3			
Class A, each	\$ 1,757.00	\$ 386.22	\$ 61.83
Class B, each	967.00	386.22	38.55
D. Type 4			
Class A, each	\$ 1,791.00	\$ 386.22	\$ 62.84
Class B, each	1,014.00	386.22	39.94
E. Installation of customer- provided devices	NA	386.22	NA
F. Loop-Back Device	NA	NC	NC

¹ Basic Termination Liability is reduced 1/288 with each monthly payment.

Effective: 10/16/16

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

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

¹ Service Order Charge - Subsequent in Section 3 will apply unless service is ordered at the time initial service is established.

Effective: 11/15/15

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

B. Reserved For Future Use

(T)

(D)

(D)

Effective: 03/01/12

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.

(D)

Rates

	Monthly Rate
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: 07/09/10

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

D. Magnetic Tape Reproduction - Monthly Bill

Special Conditions

1. Billing details will be reproduced on tape only in the code terminology and data processing format used by the Company. The customer is responsible for converting the information on the tape to any other terminology or format required.
2. The customer will be provided initially, at no charge, a tape record layout delineating the code terminology and data processing format used by the Company.
3. The Company reserves the right to make changes in its code terminology and data processing format of the information on the tape, upon thirty days' advance notice to the customer.
4. Duplicate tapes may be obtained from the Company if requested within ten days after the original tape is mailed by the Company.
5. For purposes of this offering, a billing account is defined as a service, or combination of services, for which the applicable rates and charges are accumulated against one master billing telephone number for which one monthly bill is prepared.
6. The minimum period for which the service is offered is three months.

Rates

	<u>NRC</u>	<u>Monthly Rate</u>
1. Arrangement to provide one magnetic tape containing all information reflected on the customer's monthly printed statement, each billings. account	\$585.00	235.00
2. Each duplicate tape	75.00	

Effective: 07/09/10

GENERAL SERVICES

MISCELLANEOUS BILLING SERVICE - Continued

E. Level Bill Plan (LBP)

Special Conditions

1. The LBP is available to large telephone users excluding IECs, whose accounts average \$10,000 per month. The account must be in service for a full 12 months prior to participation in the LBP.
2. Subscription to the plan will be open on a quarterly basis. Enrollment requests must be received by the Company a minimum of 30 days prior to the next quarter. This lead time enables determination of the appropriate LBP amount and the necessary billing system preparation. The LBP amount will be based on the last 12 months of billing divided by 12 to determine the account's monthly average. The LBP amount will be reviewed and adjusted annually.
3. All monthly service rates and charges will be billed at regular billing cycles. The bill format will be revised to reflect the LBP amount due and payable, and the credit or debit status relative to the amounts paid versus amounts billed.
4. The centralized credit check system (CCCS) may be utilized to determine credit worthiness of new applicants to the LBP. An account whose service is temporarily disconnected for non-payment within the preceding 12 month period may be denied the LBP.
5. A settlement procedure will occur in the month following each quarter whereby the difference between the amount paid the previous quarter and the actual amount billed will be debited or credited to the next month's level payment.
6. The plan will be processed in quarterly cyclic periods, as follows.

(Re) Establishment in January, True Up in April
(Re) Establishment in April, True Up in July
(Re) Establishment in July, True Up in October
(Re) Establishment in October, True Up in January
7. Discontinuance requests must be made no later than 30 days prior to the next monthly billing cycle. These accounts will be eligible to request participation in the LBP at a later date.
8. LBP accounts will be exempt from the Late Payment Charge (LPC). If the LBP is not received within 22 days from the date on the bill, the LBP will be cancelled by the Company and procedures as set forth in Rules No. 10 and 11 will be applicable. The LPC will then be applicable to the first bill following discontinuance of participation in the LBP. A penalty will be incurred whereby the account will not be eligible for participation in the LBP option for 12 months following the account's cancellation from the plan by the Company.

Rates

	<u>NRC</u>	Monthly <u>Rate</u>
Each Account	\$ 33.00	\$ 24.75

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE

APPLICABILITY

Applicable to the termination of answering and secretarial line services individual line primary service on services furnished to a customer for the purpose of providing telephone answering service to his clients (SEE SPECIAL CONDITIONS).

TERRITORY

Within the exchange areas of all exchanges, as said areas are defined on maps as part of this Product Guide.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS

1. Application of Service

- a. A customer is considered engaged in the telephone answering service business when 10 or more off-premises extension station line services of one or more different clients of the customer are terminated on a premises of said customer and will be required to subscribe to telephone answering service as set forth in this Product Guide.
- b. Telephone answering service is furnished to enable customers to answer incoming calls on lines of customer's clients and for the conduct of the customers business. The telephone answering service will be provided two-way individual line primary service for its use.

The clients of a telephone answering service will be provided only one-way incoming service over the Company's lines to telephone answering service arrangements by means of primary service (answering) lines or extension service (secretarial lines). Clients of a telephone answering service may also terminate the following:

- (1) A local private line channel provided the other termination is in customer-provided station equipment on a different premises.
 - (2) Interexchange private line channels, which contemplate a two-point connection with one end being the telephone answering service. Connection of such channels to the exchange network through primary lines of the customer or extension to another private line is not contemplated, nor may the arrangement be used for switching of calls, a service normally provided by the Company. Such switching for the purpose of circumventing service charges of the Company, is in violation of the terms and conditions of the Company.
- c. Service under this schedule does not contemplate communication service through the connection of two lines which terminate on the connecting block except as set forth in Special Conditions.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

2. Answering line service is service employing a central office line terminating a connecting block and is designed to enable the customer to answer incoming calls of a client.
3. Secretarial line service is provided for clients only and is furnished by means of an extension of a client's service terminating on a connecting block. It is furnished only in connection with individual line primary service as set forth under Special Condition 12 or PBX station line service or multiples of PBX trunks or dial mobile unit when transfer circuit is provided.
4. Individual primary line service employing a central office line equipped for 2-way service is furnished only in the name of the telephone answering service. The line will terminate on a connecting block.
5. An application for connection of a client's line to a telephone answering serving arrangement shall be accepted from the client or from his telephone answering service. The Company will verify with the client when service is to be discontinued at one telephone answering service and connected at another answering service.
6. Charges for answering lines, secretarial lines and mileage will be billed to the clients. The other charges will be billed to the customer.
7. If for any reason service to the customer is discontinued, all service associated with the telephone answering service arrangement will also be discontinued. If for any reason the exchange service to the client is discontinued, the line to the answering arrangement will be discontinued.

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

8. Telephone answering serving arrangements may be furnished by the Company at its option subject to the terms and conditions as set forth under a. or b. following:
 - a. At initial payment, payable upon request prior to the installation of the serving arrangement(s), equal to the cost of the arrangement(s) and cable facilities necessary in connection with the furnishing of the service to clients of the telephone answering service customer and installation less the cost of the recoverable serving arrangement(s) and facilities plus the estimated cost of removal, shall be made to the Company by the customer. For each full month the customer retains such service the Company will refund to the customer an amount of money equal to 1/60th of the amount of the initial payment, except that the refunds will be accumulated for a twelve month period, at which time payment will be made to the customer. These annual refunds will include interest on the refunded amount and on the refunded balance at the rate of seven percent per annum. In the event the customer does not retain service for a full twelve month period the Company will refund to the customer, the accumulated credit for each full month the customer retained service in that portion of the twelve month period service was discontinued with seven percent interest per annum.
 - b. The Company may enter into a contract with a customer requiring that if the service is not retained by the customer in conjunction with exchange service for a minimum of five years from the date of installation, the customer will pay to the Company an amount of money equal to the net cost of installing and removing any serving arrangement and cable facilities necessary in connection with the furnishing of the service to clients of the telephone answering service customer less the amount paid as installation charges; this amount to decrease by 1/60th for each month the customer retains service.
 - c. The Company has the option of applying either of the terms and conditions under section a. or b. Nothing in this condition shall be construed as limiting or in any way affecting the right of the Company to collect from the customer any other or additional sum of money which may become due and payable to the Company from the customer by reason of the service furnished or to be furnished hereunder.
 - d. Basic Termination Charges will apply in addition to initial or subsequent payment agreements relative to the retention by the customer of services for not less than five full years.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

9. Applicable to Concentrator-Identifier System Serving Arrangements
 - a. Concentrator-identifier systems will be furnished only in connection with cord type answering service.
 - b. Each concentrator-identifier system will consist of one concentrator unit and one identifier unit with a minimum of two and a maximum of six circuits between the units.
 - c. Concentrator-identifier serving arrangement(s) will be offered intra-exchange[#] and inter-exchange provided that facilities and operating conditions permit and that the concentrator unit and the identifier unit be located in the same or contiguous exchange, or district area of this Company as the associated cord type answering attendant position.
 - d. Charges for the concentrator-identifier system and for the mileage between the concentrator unit and the identifier unit will be billed to the customer. Charges for secretarial lines, multiples of a PBX trunk, or answering lines terminating on concentrator-identifier arrangement(s) will be billed to the clients.
 - e. The furnishing of a concentrator-identifier system contemplates a minimum of forty secretarial lines or multiples of a PBX trunk terminating on the service. If there are less than forty such lines, the customer will be billed the difference between the actual number of lines terminating on the service and forty lines, at the rate per month of \$11.84 per station.
 - f. In multiposition installations not equipped with an all trunks busy unit, the 100-line jacks associated with one concentrator-identifier system shall not be divided between more than two adjacent positions.
 - g. Only concentrator-identifier terminations will appear in jack-strips associated with concentrator-identifier system.
 - h. Answering line service terminated on concentrator-identifier arrangement is furnished only to parties other than the customer to the telephone answering service.
 - i. Service between central offices within an exchange will be limited to those ordered or installed prior to August 22, 1978.

[#] SEE SPECIAL CONDITION NO. 9.i.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

10. Jointly Provided Concentrator-Identifier System (Identifier in an exchange of the Company)
 - a. Applicable to a serving arrangement where the identifier unit is located in an exchange of the Company.
 - b. Service will only be provided between contiguous exchanges where facilities and operating conditions permit. The utility providing the identifier will determine the facilities and operating conditions.
 - c. For new systems, there will be minimum of two and a maximum of six circuits between the concentrator and identifier units. Where an existing service cannot be modified, the maximum will remain at four circuits.
 - d. Charges, rates and conditions applicable to the identifier unit and the concentrator-identifier trunks will be those of the utility who provides the identifier. Charges, rates and conditions applicable to the concentrator unit include services terminated on that concentrator unit, except concentrator-identifier trunks, will be those of the utility who provides the concentrator unit.
 - e. Charge and rates for the concentrator, identifier and concentrator-identifier trunks are to be billed to the customer.
 - f. Identifier units will be furnished only in connection with cord-type attendant positions.
 - g. To meet operating conditions, additional outside plant facilities for talking and/or signaling and supervision on a concentrator-identifier system may be required, and the rate for each additional such facility required will be the same as the mileage rate set forth in Section 5 of this Product Guide for each concentrator-identifier trunk.
 - h. In multi-positions installations not equipped with an all trunks busy unit, the 100-line jacks associated with one concentrator-identifier system shall not be divided between more than two adjacent positions.
 - i. Only concentrator-identifier terminations will appear in jack-strips associated with concentrator-identifier system.
 - j. Answering line service terminated on concentrator-identifier arrangement is furnished only to parties other than the customer to the telephone answering service.

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

11. Jointly Provided Concentrator-Identifier Systems
(Concentrator in an exchange of the Company)
 - a. Applicable to a serving arrangement where the concentrator unit is located in an exchange of the Company.
 - b. Service will only be provided between contiguous and noncontiguous exchanges where facilities and operating conditions permit. The utility providing the identifier will determine the facilities and operating conditions.
 - c. Charges, rates and conditions applicable to the identifier unit and the concentrator-identifier trunks will be those of the utility who provides the identifier. Charges, rates and conditions applicable to the concentrator unit including services terminated on that concentrator unit, except concentrator-identifier trunks, will be those of the utility who provides the concentrator unit.
 - d. Charges and rates for the concentrator, identifier and concentrator-identifier trunks are to be billed to the customer.
 - e. To meet operating conditions, additional outside plant facilities for talking and/or signaling and supervision on a concentrator-identifier system may be required, and the rate for each additional such facility required will be the same as the mileage (transport) rate set forth in Schedule Cal. P.U.C. No. C-1, for each concentrator-identifier trunk.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

12. When a building complex consisting of one or more structures is owned, leased or managed by a single entity and all portions may be served without crossing a public thoroughfare or property of another, the facility between the serving central office and the attendant position is a special access line as shown in schedule No. C-1. Conduit required between structures will be provided at the expense of the customer.
13. Where structures of a complex are separated by a public thoroughfare, the above mileage charges will be applicable and the customer pays for any unusual costs which may be involved in the furnishing of facilities across the public thoroughfare, or the customer furnishes at his expense, an underground (or enclosed overhead) pedestrian passageway suitable for the running of telephone circuits between the structure of the complex separated by the thoroughfare.
14. When the Company revises a central office serving area boundary, or an exchange boundary, which may increase billing for mileage to clients of an answering bureau or to the customer, the Company will apply the existing mileage billing on a deviation basis for a period not to exceed five years from the date of such revision, unless the service is terminated, changed or suspended within such time period.

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

15. Candela AUTOTAS™

Electronic concentrator located in the Company central office. Client lines are terminated on the concentrator unit. Identification of client lines is provided by the customer at the customer premises.

a. Master Concentrator

A master concentrator provides capacity for up to 256 client lines. A maximum of 2 slave concentrators may be connected to the master concentrator to provide up to 768 client lines and 16 trunk capability.

b. Slave Concentrator

The slave concentrator provides capability for an additional 256 client lines to be connected to the master concentrator.

c. Line Card

The line card provides for connection of up to 32 client lines to the concentrator. Eight line cards may be connected for a single 256 line concentrator assembly. The line card is used for both the master and slave concentrators.

d. Data Modem

The optional data modem allows the customer to change the ring count on a client's line. One data modem is required in the Company central office and one must be provided by the customer at the customer premises.

e. Applications and Conditions

- (1) Each concentrator is restricted for use by one customer.
- (2) Electronic concentrators are not compatible with existing concentrators.
- (3) Only a Company provided concentrator will be installed in a Company central office.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

15. e. - Continued

- (4) Concentrators may be located in the same serving central office area as the telephone answering bureau, within a district area of the same exchange and in contiguous and noncontiguous exchanges where facilities and operating conditions permit.
- (5) Electronic concentrator equipment will be furnished between exchanges of the Company and other local exchange carriers where facilities, operating conditions and tariffs permit. Rates, charges, terms and conditions applicable to the electronic concentrator and the services terminated on the concentrator will be those of the utility providing the concentrator equipment.
- (6) Concentrator equipment will be furnished only so long as it provides answering service arrangements to the exchange or area designated by the customer to be serviced by the concentrator.
- (7) Electronic concentrator systems will be furnished only in connection with customer's electronic answering service. Customer premises equipment compatible with the electronic concentrator is solely the responsibility of the customer.
- (8) Each concentrator system will consist of one concentrator unit with a minimum of 2 and a maximum of 16 circuits between the concentrator and the customer premises. A concentrator system contemplates a minimum of 32 client lines terminating on the unit. If there are less than 32 client lines, the customer will be billed the difference between the actual number of client lines terminating on the unit and 32 lines, at the rate of \$4.15 per month per station.
- (9) Charges for the concentrator system and for circuit mileage between the concentrator unit and the customer premises will be billed to the customer. The circuit mileage (transport) rate is set forth under Schedule Cal. P.U.C. No. C-1. Charges for answering or secretarial (client) lines terminating on the concentrator unit will be billed to the client.

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

SPECIAL CONDITIONS - Continued

15. e. - Continued

- (10) Concentrator trunk circuits will terminate on a standard network device at the customer premises and be so labeled by the Company.
- (11) The telephone answering service will specify the circuitry the client line is to occupy on the concentrator.

f. Jointly Provided Concentrator System

- (1) Applicable to an arrangement where the customer premises (telephone answering service) is located in the territory of a different utility.
- (2) Service will only be provided between contiguous exchanges where facilities and operating conditions permit.
- (3) There will be a minimum of 2 and a maximum of 16 trunk circuits between the concentrator and customer premises identification equipment.
- (4) The charges and rates for the concentrator and concentrator circuits (trunks) will be billed to the customer.
- (5) Customer premises equipment compatible with the electronic concentrator is solely the responsibility of the customer.

g. Optional Equipment - Data Modem

- (1) The Candela™ concentrator uses a fixed ring count as a standard feature. The customer has the option of subscribing to a customized ring count and the ability to change the ring count.

The option consists of: a central office data modem, a customer provided data modem, and a special access line (SAL). Conditioning from Schedule Cal. P.U.C. No. C-1 may be required.
- (2) The customer must provide a data modem on the customer premises that is compatible with a Rixon model No. 4624/VS.
- (3) The customer must order a special access line from Schedule Cal. P.U.C. No. C-1. The SAL will connect the customer's premises to the central office in which the concentrator is located.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

RATES - Continued

A. - Continued	<u>BTC</u>	<u>NRC</u>	<u>Monthly Rate</u>
1. Concentrator-identifier*# system arrangement(s) provided entirely within exchange(s) of the Company (SEE SPECIAL CONDITION 9)			
a. Concentrator-indentifier system equipped for terminating 100 or less lines, equipped for 4 circuits, each	\$3,150.00	\$4,735.00	\$292.60
(1) Arranged for 5th or 6th circuit	650.00	1,102.00	99.00

The Company's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus appropriate mileage (transport) rate as shown in Schedule Cal. P.U.C. No. C-1.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

RATES - Continued

		<u>NRC</u>	<u>Rate</u>	Monthly
A.	1.# - Continued <u>BTC</u>			
	c. Rearrangeing concentrator- identifier jackstrips			
	(1) To change the location of a concentrator- identifier jackstrip			
	(a) Each 10-line jackstrip	\$ -	\$ 25.00	\$ -
	(b) Each 20-line jackstrip	-	34.00	-
	(c) Each line associated with the jackstrips			
	1.1 First line of an order	-	25.00	-
	1.2 Each additional line of an order	-	3.00	-
	2. Concentrator-identifier system* arrangement(s) provided jointly with a connecting utility			
	a. Identifier in an exchange of the Company (SEE SPECIAL CONDITION 10)			
	(1) Identifier	800.00	848.00	222.75
	(a) Arranged for 5th and 6th circuit	265.00	449.00	90.75
	(2) Concentrator (refer to appropriate connecting utility tariffs)			

The Company's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus applicable mileage (transport) rate as shown in Schedule Cal. P.U.C. No. C-1.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

RATES - Continued

		<u>NRC</u>	<u>Rate</u>	Monthly
A.	2.# - Continued <u>BTC</u>			
	b. Concentrator in an exchange of the Company (SEE SPECIAL CONDITION 11)			
	(1) Concentrator (Capacity 6 trunks)			
	(a) First 2 trunks	\$1,600.00	\$ 678.00	\$371.25
	(b) Additional 2 trunks, each	-	297.00	41.25
	(2) Identifier (refer to appropriate connecting utility tariffs)			
	(3) Concentrator – Identifier trunks (SEE SPECIAL CONDITION 11.e)			
	3. Concentrator (Candela AUTOTAS™) in Company central office - identification provided by customer on customer premises.			
	a. Master concentrator equipped with line card for 32 client lines and 2 trunks. (SEE SPECIAL CONDITION 15)	3,079.00	5,000.00	400.00*
	(1) Additional 2 trunks, each set	370.00	300.00	50.00*
	(2) Line Card- 32 client terminations, each card	2,523.00	200.00	65.00

The Company's ability to continue to provide this service is subject to the availability of replacement parts. The customer will be notified by certified mail within twenty-four (24) hours if replacement parts cannot be obtained. Coincident with this notification, customer billing for this service will cease.

* Plus mileage (transport) rate as shown in Schedule Cal. P.U.C. No. C-1.

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

RATES - Continued

		<u>BTC#</u>	<u>NRC</u>	<u>Monthly Rate</u>
A.	5. - Continued			
	b. Slave concentrator (maximum 2 per system) line card(s) required, each	\$2,620.00	\$3,000.00	\$175.00
	c. Optional equipment			
	(1) Data modem (central office) for customized ring count (SEE SPECIAL CONDITION 15.g)	275.00	250.00	45.00*

*Plus special access from Schedule Cal. P.U.C. No. C-1.

#See SPECIAL CONDITION 8

Effective: 07/09/10

GENERAL SERVICES

TELEPHONE ANSWERING SERVICE - Continued

RATES - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
B. Lines Terminating on Telephone Answering Serving Arrangements		
1. Answering lines		
a. Each individual line appearing on a concentrator- identifier arrangement (SEE SPECIAL CONDITION 2)		
(1) Terminated on concentrator- identifier arrangement	\$ *	\$ 11.84#
b. Answering lines appearing on Company concentrator (Candela AUTOTAS™) in central office. Each line**	*	4.15#
2. Secretarial lines		
a. Each individual line appearing on a concentrator-identifier arrangement (refer to Schedule Cal. P.U.C. C-1 for mileage (transport))		
(1) Terminated in concentrator- identifier arrangement (SEE SPECIAL CONDITION 9.e)	*	11.84
b. Secretarial appearing on Company concentrator (Candela AUTOTAS™) in central office. Each line**	*	4.15
3. The following applies in Kenwood, Los Gatos, Morgan Hill and Novato		
a. Answering line service different subscriber, each line	***	15.70

Rate applicable to business indi-
vidual line service, whichever is less.

- * Applicable charges in Section 3 of this Product Guide.
 ** Schedule Cal. P.U.C. C-1 for applicable mileage (transport)
 *** Restricted to customers in service before July 19, 1989
 # Plus applicable business individual line rate

Effective: 07/09/10

GENERAL SERVICES

SUPPLEMENTAL SERVICES

APPLICABILITY

Applicable to miscellaneous supplemental services. In addition to charges and rates specified herein, charges in Section 3 of this Product Guide are applicable.

TERRITORY

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

GENERAL SERVICES

SUPPLEMENTAL SERVICES - Continued

SPECIAL CONDITIONS

A. Metering Service

1. General

- (a) Rate 1 contemplates that meters be located in the central office.
- (b) Metering service is furnished only when operating conditions and facilities permit and in accordance with engineering specifications and standard operating procedures of the Company.
- (c) Resettable or nonresettable meters will be provided based on the customer's requirements when considering the functional operation of the service with which the meters will be associated and whether or not the meters provided will meet the customer's service need.
- (d) Rearrangement of individual primary station and/or trunk line service and other classification of the line (i.e., tie line, private line, etc.) for which the service is adapted will be at the charge in the appropriate tariff schedule and/or Product Guide..

B. Rotary Control Arrangement

Rotary control arrangement stops rotary switching action in the central office at the predetermined number. The arrangement will permit a customer to restrict the number of incoming central office lines in rotary to a group smaller than that required during normal operation. Equipment located in the serving central office and connected to a predetermined number within the rotary group is activated by customer equipment at the customer's premises. Mileage charges as set forth in private line schedules apply to the channel between the customer premises and the central office.

Effective: 07/09/10

GENERAL SERVICES

SUPPLEMENTAL SERVICES - Continued

RATES

	<u>NRC</u>	<u>Monthly Rate</u>
A. Metering Service - for use in central office with Centrex, DID, and EBSS services. (SEE SPECIAL CONDITION A.)		
1. Meters, including housing (cabinet and/or mounting arrangement), using either resettable or nonresettable type.		
a. Arrangement of six (6) or less, each meter		
(1) Centrex Service	\$ 37.00	\$ 2.95
B. Booths		
1. Indoor	\$ 339.00	\$ 25.30
2. Shelfette	16.00	4.70
3. Outdoor	339.00	25.30
4. Canopy	16.00	12.05
C. Coin telephone volume control handset (WE type G13) arranged to amplify on reception of voice signals, each	58.00	4.00

Effective: 07/09/10

GENERAL SERVICES

SUPPLEMENTAL SERVICES - Continued

RATES - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
D. Pushbutton telephone service only arrangement to provide either "1" and "0", "1", or "0" level restriction.		
Electronic central office arrangement, dial pulse or touch calling, per line only		
1. "1" and "0" only	\$44.00	\$ 3.70
2. "1" only	44.00	3.70
3. "0" only	44.00	3.70
4. "1" and "0" only with WATS ¹ calling capability	103.00	17.90
E. Toll and multi-message unit denial service and arrangement to permit access to the traffic service position system (TSPS) toll operator.	2	2
F. Rotary control arrangement for individual line services in Rotary, each unit (SEE SPECIAL CONDITION B).	55.00	2.85

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

² See Section 8A of this Product Guide for applicable rates.

Effective: 07/09/10

GENERAL SERVICES

INTEREXCHANGE RECEIVING SERVICE

I. GENERAL

APPLICABILITY

Applicable to interexchange receiving service.

TERRITORY

Within the exchange area of all exchanges, as said areas are defined on maps as part of this Product Guide.

II. SPECIAL CONDITIONS

1. Interexchange receiving service is available to customers to all types and grades of business services, including foreign exchange service located in the receiving exchange, excluding all coin box telephone services.
2. A customer subscribing to interexchange receiving service will be billed for all interexchange toll messages to him from those exchanges in which he subscribes for this service. The regular sent-paid station rate is applicable to each interexchange message.
3. A telephone number designation will be assigned to each service in each exchange in which the interexchange receiving service is subscribed for and will be listed in the telephone directory of that exchange as well as the receiving exchange. Only calls to this number originating from the exchange in which the service is subscribed for will come within the scope of service under this schedule and then only when the customer's telephone service, where calls are received, is not included in the local service area of the calling station.
4. Novato Exchange

Interexchange receiving service will not be furnished in connection with foreign exchange service.

II. RATES

Monthly
Rate

Each interexchange receiving service

\$56.00

Effective: 07/09/10

GENERAL SERVICES

PRIVATE LINE SERVICES AND CHANNELS

APPLICABILITY

Applicable to miscellaneous supplemental services furnished in connection with private line services.

TERRITORY

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

SPECIAL CONDITIONS

- A. Conditions applicable to the supplemental services as shown for private line services other than teletypewriter service.
1. The furnishing of central office battery is subject to plant operating limitations and to the availability of suitable battery at a central office through which the channel normally operates. Where additional channel facilities are required in connection with the furnishing of central office battery rates and charges for a local channel will apply in addition to the rates for the battery tap.

RATES

	<u>NRC</u>	<u>Monthly Rate</u>
Battery supply (SEE SPECIAL CONDITION ABOVE)*		
a. Each A.C. or D.C. battery tap, per channel	-	\$ 1.10

* Offering limited to service established prior to February 27, 1982.

Effective: 11/18/18

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

Nonrecurring Charge

Convenience Fee, per occurrence	\$10.00	(I)
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Effective: 4/15/25

GENERAL SERVICES

VACATION GET AWAY SERVICE

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.
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 service order confirmation will be sent to the customer at the time of restoral. (C)
(C)
7. (D)
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8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be monthly recurring fee. (C)

RATES

RECURRING CHARGE

\$5.00

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Effective: 11/15/15

CUSTOM CALLING SERVICES

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

Effective: 11/15/15

CUSTOM CALLING SERVICES

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Effective: 10/16/16

CUSTOM CALLING SERVICES

A. General

1. Custom Calling Services are exchange services and Service Charges set forth in Section 3 of this Product Guide are applicable when a feature or package is ordered. When a Custom Calling Service feature or package is ordered subsequent to the installation of its associated exchange line, the Service Charges shall be waived for up to 60 days from the initial request for service. (T)
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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.

Effective: 07/09/10

CUSTOM CALLING SERVICES

A. General - Continued

7. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
8. Custom Calling Service
 - a. Custom Calling Service features are offered to single line residential and single line business customers subscribing to one party local exchange service with the exception that some individual features may be available to business customers with Rotary Service (see Section 4 for Rotary Service). If the feature is available with Rotary Service, it will be indicated in the specific description for that feature.
 - b. The 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 and/or service. Custom Calling Service features are applicable only to calls placed to/from compatible central offices.
 - c. Operator assisted calls are designed to override the feature calls for emergency purposes.
 - d. Nonrecurring charges are not applicable when Custom Calling Service features are provided at the same time as the business or residence individual line service is established.
 - e. When features are added or rearranged on an existing line, the nonrecurring charge will apply, except as noted in Section 3, SPECIAL CONDITIONS 2 and 3 and for Flexible Packaging¹ (see Section 30, CUSTOM CALLING SERVICE, B.3.g).
 - f. Residential customers may be eligible for a discount if they subscribe to four or more individual Custom Calling Services. See Section 30, CUSTOM CALLING SERVICE, B.3 for a description of Flexible Packaging¹.

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.

Effective: 11/15/15

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

a. Basic Call Forward

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

b. Call Forward Busy

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

c. Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

d. Call Forward Busy/No Answer

A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

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Effective: 11/15/15

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

2. Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

3. Speed Call 8 ⁽¹⁾

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

4. Speed Call 30

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity.

5. 3 Way Calling

3 Way Calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a 3 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.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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

Effective: 11/15/15

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

6. Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

7. Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

8. *66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *66. The user can press *86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

9. *69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *69. The user can press *89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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Effective: 11/15/15

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Special Conditions - Continued

10. Call Trace

Call Trace allows a customer to automatically activate (*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

11. Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

12. Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is accessed by dialing "*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

13. Selective Call Acceptance

Allows a customer to select specific 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. Selective Call Acceptance is accessed by dialing "*64" or "1164" on a rotary telephone.

14. Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "*60" for "1160" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

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Effective: 12/11/16

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.

16. Enhanced Call Forward

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Enhanced 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. Enhanced 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. Enhanced 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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Effective: 04/01/12

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

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Effective: 11/15/15

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

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Effective: 09/15/26

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	\$13.00	\$8.50	(1)
b.	Call Forward Busy	13.00	8.50	(1)
c.	Call Forward No Answer	7.75	8.00	
d.	Call Forward Busy/No Answer	7.75	8.50	
2.	Call Waiting/Cancel Call Waiting	29.25	9.50	
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	9.75	\$3.00 ⁽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: 09/1/26

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⁾
12. Caller ID with Name	34.00 (I)	12.25		
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	6.00		
17. Remote Call Forward	54.00	25.00		
18. Remote Activated Call Forward	5.00	7.00		
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: 07/20/14

CUSTOM CALLING SERVICES

B. Individual Calling Services - Continued

Reserved For Future Use

(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 toll calls, third party billing, "0" minus and "0" plus calls. (C)
- 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.
- d. Will deny incoming collect calls and third party billing to this service.
- e. Will deny time and charge requests.

Effective: 06/23/11

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 Customized Multi-line Telephone Service.

(T)

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.

Effective: 12/01/11

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 California LifeLine subscribers.

(T)

- 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.

Effective: 12/01/11

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 California LifeLine Telephone Program.

(T)

Effective: 11/15/15

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARD SERVICE (RCF)

(T)

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.

2. Remote Call Forward 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 Forward 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 Forward nor Remote Call Forward Service will be offered at the answering location.

Effective: 11/15/15

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARD SERVICE (RCF) - Continued

(T)

Special Conditions - Continued

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

- 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: 11/15/15

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARD SERVICE (RCF) - 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 Forward 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.

(T)

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

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.

Effective: 11/15/15

CUSTOM CALLING SERVICES

D. REMOTE CALL FORWARD SERVICE (RCF) - 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.
- b. The network address of the Remote Call Forward 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 Forward 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)

9. Rates and Charges are located in Section 6, Sheet 11.

(N)

Effective: 07/09/10

CUSTOM CALLING SERVICES

E. DIRECT CONNECT SERVICE

Special Conditions

1. Direct Connect Service provides a customer with a one-way automatic connection to a designated number by lifting the receiver (i.e., a "hot line" or bring downs circuit). This service is available to Business Measured Service, Residence Flat/Measured/ULTS Service, and Foreign Exchange Service.
2. With Direct Connect Service:
 - a user can be "directly connected" to a predetermined number without dialing.
 - a user can receive incoming calls but cannot make outgoing calls.
 - there is no dial tone.
3. The predetermined number that calls are forwarded to may be local, long distance, lines in Rotary, FX, or an Answering Service. If forwarded to a long distance number, applicable long distance charges apply. If forwarded from a measured line to a local number, applicable local usage charges apply.
4. The Direct Connect Service line may be separately billed or combined with other like services.

Rates

	<u>NRC Bus</u>	<u>NRC Res</u>	<u>Monthly Rate</u>
1. Designated number	30.00 ¹	5.00 ¹	5.00

¹ This charge is in addition to the normal Section 3 charges applicable when establishing service.

Effective: 11/15/15

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARD (ECF) (T)

Special Conditions

1. General

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

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 Forward includes:

(T)

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

Effective: 11/15/15

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARD (ECF) - Continued

(T)

Special Conditions - Continued

2. Description Of Service - Continued

d. ECF will be offered as follows:

Enhanced Call Forward with Call Manager includes:

(T)

- 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.

Effective: 11/15/15

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARD (ECF) - Continued

(T)

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 Forward 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.

(T)

Effective: 11/15/15

CUSTOM CALLING SERVICES

F. ENHANCED CALL FORWARD (ECF) - Continued

(T)

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 Forward or Remote Call Forward. Special Call Forward and Remote Call Forward must be removed from the customer's line before adding ECF. ECF is not available as a substitute for Remote Call Forward.
- 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.

(T)
|
(T)

5. Rates and Charges are located in Section 6, Sheet 10.

(N)

CUSTOM CALLING SERVICES

F. RESERVED FOR FUTURE USE

(T)

(D)



(D)

Effective: 01/1/25

BUNDLED/PACKAGED SERVICES

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Effective: 11/15/15

PACKAGED SERVICES
BUSINESS

1. CUSTOM CALL PLUS FEATURE PACKAGE – GRANDFATHERED ¹

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

*66 Busy Number Redial - 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. (T)

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.

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

Selective Call Rejection 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. Selective Call Rejection 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 Call Return - 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. (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.

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

² Priority Call and Business Selective Call Rejection 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)

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

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

(T)

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
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 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

2. 150 SATELLITE CHANNEL PROGRAMMING PAC – GRANDFATHERED ¹

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:

*66 Busy Number Redial	(T)
*69 Call Return	(T)
Selective Call Rejection ²	
Basic Call Forward	(T)
Call Waiting/Cancel Call Waiting ³	
Caller ID with Name	
Caller ID Number Only ³	
Call Waiting Cancel Call Waiting	(T)
Distinctive Ring	
Selective Call Acceptance ²	(T)
Selective Call Forward	
Speed Call 8 ⁴	
Speed Call 30	
3 Way Calling	(T)
Priority Call ²	

Bonus Feature

Anonymous Call Block/Rejection	(T)
--------------------------------	-----

- (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. (T)

² Selective Call Rejection, Selective Call Acceptance 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.

⁴ 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

2. 150 SATELLITE CHANNEL PROGRAMMING PAC – GRANDFATHERED ¹ (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.
- (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/Rejection 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/Rejection as the fourth feature, the monthly rate for Anonymous Call Block/Rejection will also be discounted at a 30% discount. (T)
(T)
(T)

Rate

150 Satellite Channel Programming PAC ²

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.

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.

Effective: 11/15/15

PACKAGED SERVICES
BUSINESS

3. FEATURES PLAN BUSINESS – GRANDFATHERED ¹

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

Call Waiting/Cancel Call Waiting	Caller ID with Name ³	(T)
3 Way Calling	Selective Call Forward	(T)

Option B ²

Call Waiting/Cancel Call Waiting	Caller ID with Name ³	(T)
3 Way Calling	Enhanced Call Forward-Existing Number	(T)

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

Call Waiting/Cancel Call Waiting	Caller ID with Name ³	(T)
3 Way Calling	Basic Call Forward	(T)

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

Call Waiting/Cancel Call Waiting	Basic Call Forward	
3 Way Calling	*69 Call Return	(T)
Caller ID with Name 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.

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

² Offered in exchanges where technically feasible.

³ Includes Anonymous Call Block/Rejection 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.

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

3. FEATURES PLAN BUSINESS – GRANDFATHERED ^{1,2} (Continued) (T)

	<u>Monthly Rate</u> <u>Business</u>	
a. Basic Package		
Option A ³		(T)
1 Year Term	\$ 15.30	
2 Year Term	14.03	
3 Year Term	12.75	
Option B ³		(T)
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 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, are not applicable to customers ordering Features Plan Packages. Features within the Features Plan Packages cannot be substituted for other features. (T)

³ Offered in exchanges where technically feasible. (T)

Effective: 11/15/15

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS –
GRANDFATHERED ¹

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 Forward Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Customer Owned Pay Telephone (COPT)

(T)

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

Effective: 03/01/18

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS –
GRANDFATHERED ¹ (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
 - 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.

(D)

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

(N)

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS –
GRANDFATHERED ¹ (Continued)

(T)

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.
- 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.
- 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.

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

(N)

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS – GRANDFATHERED ¹ (Continued) (T)

Rates

	<u>Month-to-Month Rate</u>	<u>One-Year Term Rate</u>	
Unlimited Local Usage for Business ^{2, 3, 4}			(T)
a. Per Basic Exchange Access Business (B1) Line	\$ 34.00	\$26.00	
b. Per Customized Multi-line Telephone Service Station Line	34.00	26.00	
c. Per Custom Line Telephone Service Basic Service Line	34.00	26.00	
Unlimited Local and Toll Usage for Business ^{2, 3, 4}			(T)
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	
c. Per Custom Line Telephone Service Basic Service Line	29.00	21.00	

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

² 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)

³ 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)

⁴ 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)

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

4. UNLIMITED LOCAL USAGE FOR BUSINESS/UNLIMITED LOCAL AND TOLL USAGE FOR BUSINESS – GRANDFATHERED ¹ (Continued) (T)

Rates - Continued

	<u>Monthly Rate</u> <u>Business</u>	
Unlimited Local and Toll Usage for Business Feature Packages ^{2, 3, 4}		(T)
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	
Feature Package Two B per Custom Line Telephone Service Station Line	15.00	
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	

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

² 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. (T)

³ 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)

⁴ See Special Conditions in this Section for Feature Package descriptions and conditions. (T)

Effective: 11/15/15

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – GRANDFATHERED ¹

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 (T)
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of any or all of the following calling features:

Call Waiting, 3 Way Calling, Call Forward, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service (T)

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, 3 Way Calling, Call Forward, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service (T)

(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, 3 Way Calling, Call Forward, Caller ID and any Frontier Communications of the Southwest Inc. Voice Messaging Service (T)

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

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – GRANDFATHERED ¹ (Continued)

(T)

Special Conditions - Continued

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

b. Flexible Telephone System includes the following:

- One (1) Flexible Telephone 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 \ Flexible Telephone System Expansion Lines

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

(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:

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:

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.
- 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.

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

(N)

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

- 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.
- 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.
- 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.
- 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.
- 8) Unlimited B1 and Flexible Telephone System Basic Packages are not available in combination with the following business packages or optional plans:
 - Company Rewards
 - Customized Multi-line Telephone Service
- 10) Unlimited B1 and Flexible Telephone System Basic Packages are not available in combination with other optional calling plans or virtual private network services.
- 11) Unlimited B1 and Flexible Telephone System Basic Packages are not available with services provided under a special contract.

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

(N)

Effective: 03/01/18

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)

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
- 900 and 976 Service
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 Call Return (per activation)

(D)

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.

Effective: 04/26/13

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES –
GRANDFATHERED ¹ (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:

1-year term agreement

\$75

3-year term agreement

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

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the 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.
- 2) Applicable Service Charges as specified in Section 3, Service Charges, will be waived for customers subscribing to a three-year agreement.

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

(N)

Effective: 07/01/26

PACKAGED SERVICES
BUSINESS

5. UNLIMITED BUSINESS ACCESS (B1) LINE AND UNLIMITED FLEXIBLE TELEPHONE SYSTEM PACKAGES – GRANDFATHERED ¹ (Continued)

Rates

	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
a. Unlimited Business Access (B1) Line Basic Package ²	\$ 63.00	\$ 48.00
	<u>Monthly Rate</u>	
1) Expansion Line with Unlimited Calling, per line ³	35.00	
2) Expansion Line without Unlimited Calling, per line ^{3,4}	35.00	
	<u>Monthly Rate</u>	
	<u>One-Year Term</u>	<u>Three-Year Term</u>
b. Flexible Telephone System Basic Package ²	\$ 58.00	\$ 128.00 (l)
	<u>Monthly Rate</u>	
1) Expansion Line with Unlimited Calling, per line ³	45.00	
2) Expansion Line without Unlimited Calling, per line ^{3,4}	106.95 (l)	

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

² 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.

³ 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.

⁴ Usage rates apply in addition to the monthly rate.

Effective: 11/15/15

PACKAGED SERVICES
RESIDENCE

6. BASIC FEATURE PACK - GRANDFATHERED ⁽¹⁾

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 with Name
 - *69 Call Return
 - 3 Way Calling
 - Anonymous Call Block/Rejection
- (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.

(T)

(T)

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.

Effective: 11/15/15

PACKAGED SERVICES
RESIDENCE

7. COMPLETE FEATURE PACK - GRANDFATHERED ⁽¹⁾

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/Cancel Call Waiting	*69 Call Return
Caller ID with Name	Speed Call 30
Distinctive Ring	Anonymous Call Block/Rejection
3 Way Calling	*66 Busy Number Redial
Selective Call Rejection	Priority Call
Basic Call Forward	Selective Call Forward

(T)

(T)

(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

	Monthly Rate <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.

Effective: 11/15/15

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS - GRANDFATHERED ⁽²⁾

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/Cancel Call Waiting	Anonymous Call Block/Rejection	(T)
Basic Call Forward	*66 Busy Number Redial	
3 Way Calling	*69 Call Return	
Speed Call 8 ⁽²⁾	Selective Call Rejection	
Distinctive Ring	Selective Call Forward	
Caller ID with Name	Priority Call	
Call Waiting ID (where available)		(T)

b. Customers who subscribe to Multi Package Residential Offers - Option B will receive the following features:

Call Waiting/Cancel Call Waiting	3 Way Calling	(T)
Basic Call Forward	*69 Call Return	
	Selective Call Rejection	(T)

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.

Effective: 07/20/14

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS - GRANDFATHERED ⁽²⁾ - Continued

(C)

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.

⁽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)

Effective: 07/20/14

PACKAGED SERVICES
RESIDENCE

8. MULTI PACKAGE RESIDENTIAL OFFERS - GRANDFATHERED ⁶ - Continued

(C)

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

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.

⁶ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: 04/26/13

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
– GRANDFATHERED ¹ (T)

Special Conditions

Frontier Local Calling Plan/ Local and Toll Service ^{2/} 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. (T)

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 ^{2/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan
Unlimited / Regional Essentials/ or Regional Calling Value. (T)

Frontier Local Calling Plan/ Local and Toll Service ^{2/} Frontier Local Calling Plan Plus/ Frontier Regional Calling Plan
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:

- 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.

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

² 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)

Effective: 06/30/20

PACKAGED SERVICES
RESIDENCE

RESERVED FOR FUTURE USE

(C)
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(D)

Effective: 06/30/20

PACKAGED SERVICES
RESIDENCE

RESERVED FOR FUTURE USE

(C)
(D)

(D)

Effective: 11/15/15

7

PACKAGED SERVICES
RESIDENCE

12. LOCAL AND TOLL SERVICE – GRANDFATHERED ¹

Special Conditions

Customers who subscribe to Local and Toll Service¹ may choose any of the following features:

Call Waiting/Cancel Call Waiting	Speed Call 30	(T)
3 Way Calling	Caller ID with Name	
Distinctive Ring	Basic Call Forward	
*66 Busy Number Redial	Anonymous Call Block/Rejection	
*69 Call Return	Selective Call Rejection	
Priority Call	Selective Call Forward	
Speed Call 8 ⁷	Home Voice Mail Standard Package	(T)

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.

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.

⁷ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 11/15/15

PACKAGED SERVICES
RESIDENCE

13. REGIONAL CALLING UNLIMITED – GRANDFATHERED ¹

Special Conditions

Customers who subscribe to Regional Calling Unlimited may choose up to three of the following features:

3 Way Calling	Caller ID with Name	(T)
Call Waiting/Cancel Call Waiting	Speed Call 8 ³	
Speed Call 30	*66 Busy Number Redial	
Distinctive Ring	Basic Call Forward	
Anonymous Call Block/Rejection	*69 Call Return	(T)
Selective Call Forward		

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

	Monthly Rate <u>Residential</u>
Regional Calling Unlimited ²	45.00

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

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.

PACKAGED SERVICES
RESIDENCE

RESERVED FOR FUTURE USE

(C)
(D)

(D)

Effective: 04/26/13

PACKAGED SERVICES
RESIDENCE

15. REGIONAL ESSENTIALS BUNDLE DISCOUNTS – GRANDFATHERED ¹

(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.

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:

	<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.

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.

Effective: 04/26/13

PACKAGED SERVICES
RESIDENCE

15. REGIONAL ESSENTIALS BUNDLE DISCOUNTS – GRANDFATHERED ¹ (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):

	<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:

	<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.

PACKAGED SERVICES
RESIDENCE

RESERVED FOR FUTURE USE

(C)
(D)

(D)

Effective: 04/26/13

PACKAGED SERVICES
RESIDENCE

17. FIOS Internet Bundle Discounts – GRANDFATHERED ¹

(T)

Special Conditions

FIOS Internet Bundle Discounts ² 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.

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. Superseding 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: 04/26/13

PACKAGED SERVICES
RESIDENCE

17. FIOS Internet Bundle Discounts – GRANDFATHERED ^{1,2} (Continued)

(T)

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.

- (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: 04/26/13

PACKAGED SERVICES
RESIDENCE

18. FIOS Internet Bundle Discounts II – GRANDFATHERED ¹

(T)

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.

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:

	Monthly Discounts	
	<u>Month-to-Month</u>	<u>24 Months</u>
FIOS Internet, FIOS TV, or both	10.00	15.00

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

(N)

Effective: 04/26/13

PACKAGED SERVICES
RESIDENCE

19. HOME VOICE MAIL PACKAGED OFFERINGS – GRANDFATHERED ¹ (T)

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 ² 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 ³ 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 ² 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.
- d. A choice of Home Voice Mail or Voice Mail Service is available at no additional charge to customers who subscribe to Regional Essentials.

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

² 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)

³ 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)

Effective: 04/26/13

PACKAGED SERVICES
RESIDENCE

20. LOCAL CALLING PLAN LIGHT/LOCAL CALLING PLAN ELITE – GRANDFATHERED ¹

(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.

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.

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
RESIDENCE

21. LOCAL CALLING PLAN LIGHT – GRANDFATHERED ¹

Special Conditions

Customers who subscribe to Local Calling Plan Light may choose any or all of the following features:

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 30

Speed Call 8 ⁷
Caller ID with Name

(T)
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(T)

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}
- (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}

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

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

² Nonrecurring charges from Section 5, Home Voice Mail Services, are not 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 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.

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.

⁷ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 11/15/15

PACKAGED SERVICES
RESIDENCE

22. LOCAL CALLING PLAN ELITE – GRANDFATHERED ¹

Rates

(2) Customers who subscribe to Local Calling Plan Elite may choose any or all of the following features:

Call Waiting/Cancel Call Waiting
3 Way Calling
Distinctive Ring
*66 Busy Number Redial
*69 Call Return
Speed Call 8 ⁷

Speed Call 30
Anonymous Call Block/Rejection
Selective Call Rejection
Basic Call Forward
Selective Call Forward
Caller ID with Name

(T)
|
(T)

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}
- (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}

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

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

² Nonrecurring charges from Section 5, Home Voice Mail Services, are not 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 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.

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.

⁷ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 04/26/13

PACKAGED SERVICES
RESIDENCE

22. LOCAL CALLING PLAN ELITE– GRANDFATHERED ¹ (Continued)

(T)

Regional Essentials / 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

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.:

		Monthly Discounts		
		<u>Regional Essentials</u>	<u>Regional Calling Value</u>	
a.	High Speed Internet	\$10.00	\$13.00 ²	(T)
b.	Direct TV through Frontier Communications of the Southwest Inc.	10.00	13.00 ²	
c.	High Speed Internet and Direct TV through Frontier Communications of the Southwest Inc.	10.00	18.00 ²	

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

(N)

² To be implemented on a full bill period basis on or after November 1, 2009.

(T)

Effective: 07/20/14

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK

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:

Single Line Business Pack 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, 3 Way Calling, Basic Call Forward, Caller ID with Name and a specified non-regulated service. (T)
(T)

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: 11/15/15

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued)

Regulations

Single Line Business Pack is available only where facilities and conditions permit.

1. Single Line Business Pack is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business Pack is available only on a one-year or three-year term agreement.
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.
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.
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.
6. Single Line Business Pack is not available with the following services:
 - Centrex, Flexible Telephone System, Flexible Digital Channel Service or Enhanced Flexible Digital Channel Service
 - ISDN Service
 - Remote Call Forward 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
 - Business Calling Plus
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Price Protection Plan – Small Business
 - Long Distance Calling Plan-Two Point Service
 - Foreign Zone Service
 - Regional Toll Business Plan
 - Pay Telephone Lines

(T)

Effective: 03/01/18

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 (D)
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Directory Assistance Calls/Directory Assistance Call Completion
 - Call Routing Deluxe (D)
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person (D)
 - All other operator Handled Calls
 - 3 Way Calling (per activation) (D)

Effective: 10/16/16

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued)

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.
10. Details on calls made will not be available for this service.
11. Service 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
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued) (T)

Termination Liability

Single Line Business Pack is offered on a one-year or a three-year term agreement. (T)

Early termination of an Single Line Business Pack term agreement by the customer will result in a one-time flat Termination Charge of: (T)

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.

Effective: 06/23/11

PACKAGED SERVICES
BUSINESS

23. SINGLE LINE BUSINESS PACK (Continued)

(T)

Rates

	Monthly Rate		
	<u>3-Year Term</u>	<u>1-Year Term</u>	
Single Line Business Pack	\$58.00	\$58.00	(T)
Broadband Credit	10.00	--	

Effective: 06/01/23

PACKAGED SERVICES
RESIDENCE

24. REGIONAL CALLING VALUE FIXED PRICE BUNDLE – GRANDFATHERED ¹

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	\$19.04	(l)

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

Effective: 06/30/20

PACKAGED SERVICES
RESIDENCE

RESERVED FOR FUTURE USE

(C)
(D)

(D)

Effective: 1/1/2025

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS – Grandfathered*

(T)

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
Call Waiting/Cancel Call Waiting

Unlimited Extended Area Service
Caller ID with Name

Feature Package

3 Way Calling
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Basic or Deluxe Voicemail

Selective Call Forward
Speed Call 8 ⁽¹⁾ or 30
Distinctive Ring
Call Forward Busy
Selective Call Rejection
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.

* This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 01/01/25

PACKAGED SERVICES
RESIDENCE

26. FRONTIER DIGITAL PHONE ESSENTIALS – Grandfathered**

(T)

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 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

- 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 Charges as specified in 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	\$7.49
Stay Connected Seasonal Offering*	\$9.99

(I)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 1/01/2025

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED - Grandfathered*

(T)

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⁾
Unlimited Extended Area Service	*69 Call Return
Busy Number Redial *66	Call Waiting/Cancel Call Waiting
Caller ID with Name	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Basic Call Forward	3 Way Calling
Distinctive Ring	Speed Call 30
Call Forward Busy	Anonymous Call Block/Rejection
Selective Call Rejection	Selective Call Forward

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.

* This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 01/01/25

PACKAGED SERVICES
RESIDENCE

27. FRONTIER DIGITAL PHONE UNLIMITED – Grandfathered** (Continued)

(T)

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 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

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. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
3. Frontier Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$33.99
Feature Package	\$7.49
Stay Connected Seasonal Offering*	\$9.99

(I)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 1/1/2025

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS – Grandfathered*

(T)

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	Speed Call 8 ⁽¹⁾
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Basic Call Forward	3 Way Calling
Anonymous Call Block/Rejection	Distinctive Ring
Call Forward Busy	Basic Call Forward
Selective Call Forward	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 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.

* This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 01/01/25

PACKAGED SERVICES
RESIDENCE

28. FRONTIER DIGITAL PHONE UNLIMITED PLUS - Grandfathered** (Continued)

(T)

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 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

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. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
3. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$33.99
Feature Package	\$7.49
Stay Connected Seasonal Offering*	\$9.99

(I)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 12/20/17

BUNDLED/PACKAGED SERVICES
RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ² – Grandfathered as of December 20, 2017

(C)

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 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

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

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

² This service offering is limited to existing subscribers.

(N)

Effective: 5/1/26

BUNDLED/PACKAGED SERVICES
RESIDENCE

29. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of December 20, 2017

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 Charges as specified in Section 3 apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$88.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

(l)

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 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 Forward 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.

¹ This service offering is limited to existing subscribers.

Effective: 12/20/17

PACKAGED SERVICES
BUSINESS

30. Frontier Business Nationwide Unlimited Service II ² – Grandfathered as of December 20, 2017

(C)

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.

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

² This service offering is limited to existing subscribers.

(N)

Effective: 12/20/17

PACKAGED SERVICES
BUSINESS

30. Frontier Business Nationwide Unlimited Service II ¹ – Grandfathered as of December 20, 2017 (Continued) (C)

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

¹ This service offering is limited to existing subscribers.

Effective: 12/20/17

PACKAGED SERVICES
BUSINESS

31. Frontier Business Local Unlimited II ² – Grandfathered as of December 20, 2017

(C)

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

3 Way Calling

Speed Call 8 ¹ or 30

Distinctive Ring

Multiline Hunt Service

Anonymous Call Block/Rejection

Call Forward No Answer

Priority Call

Basic Voice Mail

Selective Call Acceptance

*69 Call Return

Selective Call Rejection

*66 Busy Number Redial

Basic Call Forward

Call Forward-Busy

Selective Call Forward

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

Monthly Rate

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.

² This service offering is limited to existing subscribers.

(N)

Effective: 1/1/2025

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) – Grandfathered*

(T)

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/Cancel Call Waiting
Caller ID with Name

Feature Package

*66 Busy Number Redial	Selective Call Acceptance
*69 Call Return	Call Forward No Answer
Anonymous Call Block/Rejection	Speed Call 8 ⁽¹⁾ or 30
Basic Call Forward	Distinctive Ring
Selective Call Forward	3 Way Calling
Selective Call Rejection	Call Forward Busy

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.

* This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 01/01/25

BUNDLED/PACKAGED SERVICES
RESIDENCE

32. Frontier Digital Phone Unlimited (Challenger) - Grandfathered** (Continued)

(T)

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	\$7.49
Stay Connected Seasonal Offering*	\$9.99

(I)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 1/1/2025

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) – Grandfathered*

(T)

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/Cancel Call Waiting
Caller ID with Name

Feature Package

Call Waiting	Call Forward No Answer
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾ or 30
*69 Call Return	Distinctive Ring
Anonymous Call Block/Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy Line
Selective Call Forward	Selective Call Acceptance
Selective Call Rejection	

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.

* This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 01/01/25

BUNDLED/PACKAGED SERVICES
RESIDENCE

33. Frontier Digital Phone Unlimited Plus (Challenger) – Grandfathered** (Continued)

(T)

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	\$7.49
Stay Connected Seasonal Offering*	\$9.99

(I)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

** This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 12/20/17

BUNDLED/PACKAGED SERVICES
BUSINESS

34. Frontier Simply Unlimited (Challenger) ² – Grandfathered as of December 20, 2017

(C)

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.
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.

² This service offering is limited to existing subscribers.

(N)

Effective: 5/1/26

BUNDLED/PACKAGED SERVICES
BUSINESS

34. Frontier Simply Unlimited (Challenger) ¹ – Grandfathered as of December 20, 2017 (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.

	<u>Monthly Rate</u>	
Frontier Simply Unlimited (Challenger)	\$78.99	(I)
Additional Bundle (4 to 12 lines)	23.99	
All In Feature Package	4.99	

¹ This service offering is limited to existing subscribers.

Effective: 11/15/15

BUNDLED/PACKAGED SERVICES
BUSINESS

35. Frontier OneVoice

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 with Name	(T)
Call Forwarding Busy/No Answer	Anonymous Call Block/ Rejection	
Unlimited Extended Area Service	Call Forward	(T)
Voice Mail - Basic	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	

Premium Feature Package

*69 Call Return	Priority Call	(T)
Call Transfer	Selective Call Forward	
Distinctive Ring	Selective Call Acceptance	
*66 Busy Number Redial	Selective Call Rejection	(T)
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.

Effective: 5/1/26

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.
- 9. The bundle is offered on a month-to-month, or one year term basis.

E. Rates and Charges

- 1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- 2. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.

	<u>Monthly Rate</u>	
Basic Bundle	\$89.99	(I)
Term Price with a 1 year commitment	\$74.99	(I)
Premium Feature Package	\$9.99	

Effective: 12/20/17

BUNDLED/PACKAGED SERVICES
BUSINESS

36. Frontier Commercial Voice Unlimited ¹ – Grandfathered as of December 20, 2017

(C)

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.

¹ This service offering is limited to existing subscribers.

(N)

Effective: 12/20/17

BUNDLED/PACKAGED SERVICES
BUSINESS

36. Frontier Commercial Voice Unlimited ¹ – Grandfathered as of December 20, 2017 (Continued)

(C)

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.
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.
10. At the end of the one or two 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
Two Year Term	\$28.00

¹ This service offering is limited to existing subscribers.

(N)

BUNDLED/PACKAGED SERVICES
BUSINESS

37. Frontier Residential Unlimited Voice Service

(N)

A. General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications Online and Long Distance, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

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 sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

(N)

BUNDLED/PACKAGED SERVICES
BUSINESS

37. Frontier Residential Unlimited Voice Service (Continued)

(N)

B. Special Conditions (Continued)

- 10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 11. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

C. Rates and Charges

- 1. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
- 3. Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

(N)

Effective: 05/23/21

BUNDLED/PACKAGED SERVICES
BUSINESS

38. Frontier Unlimited Voice and Feature Bundle

(N)

A. General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

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 sections of 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, both mandatory and optional, 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)

BUNDLED/PACKAGED SERVICES
BUSINESS

38. Frontier Unlimited Voice and Feature Bundle (Continued)

(N)

B. Special Conditions (Continued)

- 10. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- 11. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- 12. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

C. Rates and Charges

- 1. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. An Activation charge of \$35.00 will replace the Initial Service Order and CO Connection Charge.
- 3. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00

(N)

Effective: 04/18/14

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.

Simply Unlimited Bundle Promotion

Promotional offering beginning April 18, 2014 and extending until June 30, 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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(N)

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.

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

*Minimum 2 lines;Maximum 30 lines per customer site.

** Up to a maximum of 5 Transparent LAN Service Circuits

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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

*Minimum 2 lines;Maximum 30 lines per customer site.

** Up to a maximum of 5 Transparent LAN Service Circuits

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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 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 Flexible Telephone 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.

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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 Flexible Telephone System Basic Package 36-month term plan; and a new dialtone, Flexible Telephone 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.

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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: 01/16/16

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.

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.

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.

Frontier OneVoice

Beginning January 16, 2016 and extending until March 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 March 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.

(N)

(N)

Effective: 05/19/19

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.

Digital Phone

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

(N)

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(N)

Effective: 10/17/2023

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.

Promotional Pricing

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering.

(N)

(N)

Effective: 04/26/13

COMPETITIVE RESPONSE

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Effective: 04/26/13

COMPETITIVE RESPONSE

I. Voice Discount Plan Offer - Grandfathered ¹

(T)

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 Calling 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 Regional Essentials 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) months⁴. (T)
- 3) Qualifying customers who have or agree to purchase Regional Calling Value bundled with a qualifying unlimited long distance calling plan ³ will receive a credit on their Frontier Communications of the Southwest Inc. bill of:
a) \$23.00 ² per month for twenty-four (24) months-subscribers on or before 3/5/2010 (T)
b) \$18.00 per month for twenty-four (24) months-subscribers on or after 3/6/2010, except existing package ⁵ subscribers will receive a \$13.00 discount. (T)
- 4) Qualifying customers who have or agree to purchase Regional Essentials 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) \$15.00 per month for twenty-four (24) months-subscribers on or before 3/5/2010 (T)
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:³
a) Regional Calling Value \$15.05²
b) Regional Calling Value with a long distance plan 20.00²
c) Regional Essentials with a long distance plan 12.00 (T)
- 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 This service offering is grandfathered and limited to all existing subscribers at their existing locations as of April 26, 2013. (N)

² To be implemented on a full bill period basis on or after November 1, 2009.

³ 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.

⁴ Effective September 15, 2008, the Regional Essentials 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.

⁵ Consists of Frontier Local Calling Plan, Frontier Local Calling Plan Plus, Local Calling Plan Light, Local Calling Plan Elite, Frontier Regional Calling Plan Unlimited, Regional Calling Value and Regional Essentials.

Effective: 04/26/13

COMPETITIVE RESPONSE

I. Voice Discount Plan Offer - Grandfathered ¹ (Continued)

(T)

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 Regional Essentials in order to remain eligible for the monthly credit offered therein.

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

(N)

Effective: 04/26/13

COMPETITIVE RESPONSE

II. Residence Retention and Reconnect Offer - Grandfathered ¹

(T)

General

The Residence Retention and Reconnect Offer provides a one-time incentive of either \$25 or \$50 to residence customers for the purpose of retaining their local service with Frontier Communications of the Southwest Inc. or changing their local service from another provider to Frontier Communications of the Southwest Inc.. The incentives may be provided in the form of a bill credit or gift card.

Conditions

Customers are eligible for the \$50 offer if they are responding to a Frontier Communications of the Southwest Inc. marketing letter offering this benefit that was sent after their disconnection request.

The 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. Bill credit offers mailed to customers must be redeemed prior to the expiration date specified in the mailing.

This offer is limited to one per customer and cannot be combined with other offers except as authorized by Frontier Communications of the Southwest Inc.

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

(N)

Effective: 04/01/13

COMPETITIVE RESPONSE

III. Residence Customer Incentive Program

A. Description

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

B. Terms and Conditions

1. This Customer Incentive Program may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in C.1. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

(N)

(N)

Effective: 04/01/13

COMPETITIVE RESPONSE

III. Residence Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (a) The sales channel through which the products are sold.
 - (b) A specific geographic area.
 - (c) Existing customers who request to have one or more products disconnected.
 - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
 - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

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

(N)

(N)

Effective: 04/01/13

COMPETITIVE RESPONSE

IV. Business Customer Incentive Program

(N)

A. Description

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

B. Terms and Conditions

1. This Custom Incentive Program may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Product Guide and the amount does not exceed the maximum amount set forth in C.1., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

(N)

COMPETITIVE RESPONSE

IV. Business Customer Incentive Program (Continued)

(N)

B. Terms and Conditions (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (a) The sales channel through which the products are sold.
 - (b) A specific geographic area.
 - (c) Existing customers who request to have one or more products disconnected.
 - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
 - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

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

(N)

Effective: 03/01/12

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE and VERSALINE CENTREX SERVICE

(N)

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Effective: 03/01/12

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE and VERSALINE CENTREX SERVICE

(N)

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(N)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

A. Optional Features

The following optional features are available to all Customized Multi-line Telephone Service Customers (Package 1000, 2000, 3000 and Dormitory Service).

(T)

	<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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service Access ² , per PRI	200.00	--	(T)
8. ISDN-PRI Voice over Internet Protocol (VOIP) Customized Multi-line Telephone Service Access ² ,			(T)
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.

Effective: 11/15/15

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>	
8. Single Digit Dialing, per customer group (SEE SPECIAL CONDITION 4.j.)	\$ 35.00	\$ 5.00	
9. Speed Call 30 (SEE SPECIAL CONDITION 4.k.)	5.00	1.50	(T)
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	

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>	
13. Terminations in Customized Multi-line Telephone Service Switching Equipment (SEE SPECIAL CONDITION 4.o.)			(T)
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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

A. Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

A. Optional Features - Continued

17. Expanded Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

A. Optional Features - Continued

17. Expanded Optional Features - Continued

	<u>NRC</u>	<u>Monthly Rate</u>
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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES - Continued

A. Optional Features - Continued

NRC

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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service CCLASS feature package only.

(T)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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.

Effective: 07/01/25

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

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 2}</u>	
2 - 25 lines	\$ 119.43	(l)
26 - 50 lines	48.66	(l)
51 - 100 lines	92.88	(l)
101 + lines	72.11	(l)

¹ End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.

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.

Effective: 03/08/17

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 per line ^{1, 2}</u>	<u>Monthly Rate per line ¹</u>	(T)
b. <u>12 Month Term</u> ^{3, 4, 6}			(T)
2 - 25 lines	16.00	24.79	
26 - 50 lines	15.50	24.01	
51 - 100 lines	15.00	23.24	
101 + lines	14.50	22.46	
c. <u>36 Month Term</u> ^{3, 4, 6}			(T)
2 - 25 lines	14.00	21.69	
26 - 50 lines	13.50	20.91	
51 - 100 lines	13.00	20.14	
101 + lines	12.00	18.59	
d. <u>60 Month Term</u> ^{3, 4, 5, 6}			(T)
51 - 100 lines	10.50	16.27	
101 + lines	9.50	14.72	

- ¹ The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 5, Section 13, will be applied. (T)
- ² 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. (T)
- 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. (T)
- 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. (T)
- 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. (T)
- 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. (T)

Effective: 07/01/26

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)

	Monthly Rate Per Line ¹	
<u>12 Month Term</u> ^{2, 3, 5}		
2 - 25 lines	21.70	
26 - 50 lines	20.95	
51 - 100 lines	65.15	(l)
101 + lines	19.40	
<u>36 Month Term</u> ^{3, 5}		
2 - 25 lines	17.85	
26 - 50 lines	17.05	
51 - 100 lines	16.30	
101 + lines	15.50	
<u>60 Month Term</u> ^{2, 3, 4, 5}		
51 - 100 lines	14.75	
101 + lines	13.20	

- ¹ The End User Common Line Charge in the Frontier Communications of the Southwest Inc. Tariff FCC No. 6, Section 4, will be applied.
- ² 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.
- ³ 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.
- ⁴ 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.
- ⁵ 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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

RATES - Continued

- B. Station Line / Discount Pricing Plan (DPP) - Continued
- 2. Customized Multi-line Telephone Service Calling Solutions - Continued (T)
 - b. Frontier Communications of the Southwest Inc. IntraLATA Toll Usage Rates ¹

	Monthly Rate per minute
(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 Customized Multi-line Telephone Service Line DPP to be eligible for these discounted rates. (T)

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 Customized Multi-line Telephone Service lines only. (T)
A minimum monthly usage charge of \$5.00 per line applies.

Effective: 02/21/26

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES - Continued

B. Station Line / Discount Pricing Plan (DPP) - Continued

3. Customized Multi-line Telephone Service Feature Packages ^{1,2}

		NRC Per Customer Group	Monthly Rate per line	
a.	<u>Month-to-Month</u>			
	(1) Feature Pak 1000	\$ 50.00	\$ 8.00	(I)
	(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	
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	
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	
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	8.25	(I)
	(3) Feature Pak 3000	200.00 ⁷	4.00	
	(4) Customized Multi-line Telephone Service 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 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 Service Order Charge - Subsequent, 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.

(T)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

C. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION/MANAGEMENT
INFORMATION SYSTEM (ACD/MIS) – Continued

(T)

1. Package	Nonrecurring Charge ¹	Monthly Rate
Basic Agent Feature Package per ACD group	\$ 55.00	
per ACD line ³		\$ 24.00
Advanced Agent Feature Package ² per ACD group	25.00	
per ACD line		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	25.00	
per slot		2.50
Super Groups per Super Group	50.00	25.00

(T)
(T)

- 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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

C. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION/MANAGEMENT
INFORMATION SYSTEM (ACD/MIS) – Continued

(T)

	Nonrecurring <u>Charge</u> ¹	Monthly <u>Rate</u>
2. Optional Features ² - Continued		
Call Center Manager ³		
1 st Call Center Manager	\$ 75.00	\$ 200.00
2 nd Call Center Manager	75.00	150.00
3 rd & 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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

D. MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

1. LOCATION CODE/EXTENSION DIALING PLAN

<u>Service Establishment</u> (Per Customer)	Non- Recurring Charge ¹	Monthly Rate Per Customer 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 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.

(T)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

D. MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE – Continued

(T)

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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

D. MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE – Continued

(T)

2. PORTABLE EXTENSION DIALING PLAN

	Non- Recurring Charge ¹	Monthly Rate Per Customer ²
<u>Service Establishment</u>		
(Per Customer)		
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 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.

(T)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

D. MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE – Continued

(T)

2. PORTABLE EXTENSION DIALING PLAN – Continued

	Nonrecurring <u>Charge</u> 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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

D. MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE – Continued

(T)

3. INTERCOM CALLING

	Monthly Rate Per Line ¹
<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 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.

(T)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

RATES – Continued

D. MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE – Continued

(T)

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-HOME ¹

Per Employee Telephone Line Equipped	50.00	5.00
---	-------	------

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.

Effective: 07/01/26

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued

1. 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	\$106.95	(l)	\$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"

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 .
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.
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.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued

2. CUSTOM LINE TELEPHONE SERVICE SELECTABLE FEATURES
(See FEATURE DESCRIPTIONS 26.M)

	<u>Monthly Rate</u>	
Automatic Callback (within system only)	--	
Call Forward Busy	--	(T)
Call Forward No Answer	--	
Basic Call Forward	--	(T)
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 Call	--	(T)

1. These call restrictions are specific to Custom Line Telephone Service .

Effective: 11/15/15

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>	
*66 Busy Number Redial	\$5.00	(T)
Distinctive Ring	3.00	
Call Park	3.00	
Call Park Directed	4.00	
*69 Call Return	5.00	(T)
Caller ID Number Only ⁽³⁾	6.00	(T)
Caller ID with Name	7.00	
Executive Busy Override	4.00	
Selective Call Forward	5.00	
Priority Call	3.00	

Additional features and feature packages available from other Product Guide sections include:

Call Trace ⁽¹⁾	--	
Enhanced Call Forward – Existing Number ⁽¹⁾	--	(T)
Enhanced Call Forward – Existing Number w/Call Manager ⁽¹⁾	--	(T)
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.

Effective: 10/16/16

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

RATES – Continued

E. CUSTOM LINE TELEPHONE SERVICE - Continued

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.

6. SERVICE CHARGES

The following Service Charges are applicable:

Service Order Charge - Subsequent, per Section 3 of this Product Guide
Access Line Work 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

(T)

(T)

If a customer elects to change from a business line or another Customized Multi-line Telephone Service to the Custom Line Telephone Service or from the Custom Line Telephone Service to another Customized Multi-line Telephone Service, a Service Order Charge - Subsequent charge applies.

(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 Service Order Charge - Subsequent and the Minor Software Change charge will apply.

(T)

The Service Order Charge - Subsequent 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.

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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS

1. GENERAL

Customized Multi-line Telephone Service 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.

(T)

A Customized Multi-line Telephone Service station line consists of Direct Inward and Outward Dialing capability and includes the application of either Feature Package 1000, 2000, 3000, or Customized Multi-line Telephone Service CCLASS rates. An Customized Multi-line Telephone Service station line cannot be used in lieu of a DID-DOD trunk or PBX trunk.

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(T)

A customer must have a minimum of two Customized Multi-line Telephone Service station lines in service within the same business group.

(T)

If the Customized Multi-line Telephone Service system falls below two lines it will no longer be considered a Customized Multi-line Telephone Service 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.

(T)

(T)

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 Customized Multi-line Telephone Service to an individual customer.

(T)

A Customer Group associated with the month-to-month term will not incur Basic Termination Liability (BTL).

Customized Multi-line Telephone Service features are offered only in central offices (C.O.s) where facilities and C.O. capabilities exist to provide the service and/or features.

(T)

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.

Effective: 08/21/13

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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.

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.

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)
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(N)

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

2. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE FEATURE PACKAGE LIST

<u>Customized Multi-line Telephone Service Features</u>		<u>Package 1000</u>	<u>Package 2000</u>	<u>Package 3000</u>	
Basic Call Forward	X	X	X		(T)
Call Hold	X	X	X		
Call Pickup	X	X	X		
Call Transfer	X	X	X		
Call Waiting	X	X	X		
3 Way Calling	X	X	X		(T)
Distinctive Ring	X	X	X		I
Speed Call (6 or 8 ⁽¹⁾)	X	X	X		(T)(C)
Station Hunting	X	X	X		
Station-to-Station Dialing	X	X	X		
Call Return *69		X	X		(T)
Call Park		X	X		
Busy Number Redial *66		X	X		(T)
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. Basic 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 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.
- 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.

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

Effective: 11/15/15

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 3 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 (3 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 3 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 and toll charges are applicable in accordance with this Product Guide and other Company tariffs.

Effective: 11/15/15

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.
- 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.
- h. Speed Call (6-8) – allows each station user to place calls to its own previously designated electronic list of either 6 or 8 ⁽¹⁾ (depending on switch type) frequently dialed numbers. (T)
- 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. *69 Call Return - 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. *66 Busy Number Redial - allows the user to redial his/her last manually dialed number by depressing a single key. (T)
- 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.

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

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service system (without attendant intervention) and gain complete access to Customized Multi-line Telephone Service system facilities and outgoing trunk circuits. The caller is required to have a "security access" code.

(T)

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(T)

- 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- Customized Multi-line Telephone Service customer group.

(T)

(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.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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.

- r. 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)
- s. Call Return *69 - 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.

- t. Distinctive Ring - 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. (T)

Effective: 11/15/15

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

3. FEATURES - Continued

- u. Selective Call Rejection - 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. (T)
- 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.
- 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

4. OPTIONAL FEATURE DEFINITIONS

- a. Paging Interface - allows Customized Multi-line Telephone Service 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. (T)
- 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)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE 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 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.
- 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.
- 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 Call 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. (T)
- 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: 03/01/18

CUSTOMIZED MULTI-LINE TELEPHONE 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.

(D)
(D)

- (2) Conference Arrangement (Attendant Control) - allows the attendant to establish a conference between stations and/or outside parties.

(T)

- (3) 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.

(T)

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.
- (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.
- (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.

Effective: 11/15/15

CUSTOMIZED MULTI-LINE TELEPHONE 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, 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.
- (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.
- (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.

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 Customized Multi-line Telephone Service feature package which includes the following standard Customized Multi-line Telephone Service features: Call Forward, Call Waiting, Conferencing (3 Way Calling), and Station-to-Station Dialing.

(T)

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 Customized Multi-line Telephone Service 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: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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.
- 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 ⁽¹⁾ - 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.)

(C)

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

(N)

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- aa. Selective Call Rejection - provides free per-call blocking in exchanges where Caller ID is offered by the Company. (T)
Customers may prevent the delivery of their name and/or telephone number to the called party on a call by call basis. (T)
This is accomplished on a per call basis when the customer dials the Selective Call Rejection - Per Call activation (T)
code prior to placing the call. Selective Call Rejection does not prevent delivery of name and/or telephone numbers (T)
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 with Name provides for the display of an incoming name and telephone number on a customer provided (T)
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 with Name feature (T)
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.
- All customer provided equipment used to interface with Caller ID with must be connected in accordance with the (T)
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 service is prohibited. This service is available only where facilities (T)
and conditions permit.

Effective: 11/15/15

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

4. OPTIONAL FEATURE DEFINITIONS - Continued

- ad. Anonymous Call Block/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 Block/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/Rejection from Section 6 of this Product Guide will apply.

(T)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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

Customized Multi-line Telephone Service 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:

(T)

Caller ID and/or Voice Messaging

ah. Unlimited Local and Toll Usage for Business Feature Package Three

Customized Multi-line Telephone Service 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:

(T)

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.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE 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 Customized Multi-line Telephone Service.

Dormitory lines furnished in this Section require the Customized Multi-line Telephone Service rates and charges shown in B.16.

(1) Dormitory Feature Package includes the following features:

- (a) Basic Call Forward (T)
- (b) Call Waiting
- (c) 3 Way Calling (T)
- (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: 03/01/12

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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.
- (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 apply, or message toll charges as set forth in Section 16 of this Product Guide. (C)
- (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.).

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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-Customized Multi-line Telephone Service customer group.
- f. Message Detail Reporting is furnished at the rate of \$0.30 per line.

(T)

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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service 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.

(T)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service customer group. (T)
(T)
- 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 Customized Multi-line Telephone Service stations and include billable toll, local measured, and calls made over private facilities (FX, WATS, CCSA). (T)
- 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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service 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.

(T)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

20. CUSTOMER MOVES AND CHANGES (CMAC)

- a. Customer Moves and Changes (CMAC) is available to either existing or new Customized Multi-line Telephone Service customers. (T)
(T)
- 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 Customized Multi-line Telephone Service system cannot or should not be rearranged through CMAC (for example, some groups of Customized Multi-line Telephone Service 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. (T)
(T)
- 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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service 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.

(T)

- a. Individual customer requirements may require the provisioning of additional Customized Multi-line Telephone Service features (Toll Restriction, Flexible Route Selection, Automatic Route Selection upgrades, etc.) in connection with this service.

(T)

(T)

- 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.

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: 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)

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

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 Customized Multi-line Telephone Service. (T)
- 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 Customized Multi-line Telephone Service. (T)
- 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 Customized Multi-line Telephone Service Calling Solutions IntraLATA toll only: (T)

Customized Multi-line Telephone Service 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: (T)

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)

Customized Multi-line Telephone Service Calling Solutions customers who discontinue Frontier Communications of the Southwest Inc. Long Distance and keep Customized Multi-line Telephone 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: (T)

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 Customized Multi-line Telephone Service Discount Pricing Plan with a term length equal to or greater than the existing Customized Multi-line Telephone Service Calling Solutions term for all Customized Multi-line Telephone Service lines in that Customized Multi-line Telephone Service system. (T)
- 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 Customized Multi-line Telephone Service Discount Pricing Plan lines. (T)

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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

(T)

SPECIAL CONDITIONS – Continued

24. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION / MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

(T)

A. GENERAL

Customized Multi-line Telephone Service 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.

(T)

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.

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

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.

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

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 Customized Multi-line Telephone Service 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 Customized Multi-line Telephone Service ACD groups.

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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.

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

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).

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

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.

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

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.

Effective: 11/15/15

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 3 Way Conference first.

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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: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

24. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS) - Continued

C. FEATURE PACKAGES

Customized Multi-line Telephone Service 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
 - 3 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

(T)

¹ Customers must subscribe to the Basic Agent Feature Package to be eligible to subscribe to the Advanced Agent Feature Package.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

24. CUSTOMIZED MULTI-LINE TELEPHONE SERVICE 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
 - 3 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
 - 3 Way Calling/Call Transfer to ACD
 - Available with Display Sets
 - Called Name/Number Display
 - Call Source ID
 - Display Agents Summary
 - Display Queue Status

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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

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)
- Super Groups

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¹ The Optional Features are available to customers that have the Basic Agent Feature Package or the Advanced Agent Feature Package.

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)

D. TERMS AND CONDITIONS

Customized Multi-line Telephone Service ACD Service is available only to customers served from central offices equipped with DMS-100 switches. (T)

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.

Customized Multi-line Telephone Service 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. (T)

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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

T. MULTILOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

T. GENERAL

Customers requesting Multilocation Customized Multi-line Telephone Service must have established basic Customized Multi-line Telephone Service out of their serving wire center. (T)
(T)

Multilocation Customized Multi-line Telephone Service allows customers having Customized Multi-line Telephone 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 Customized Multi-line Telephone Service. (T)
(T)

Multilocation Customized Multi-line Telephone 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 Customized Multi-line Telephone Service includes the following features: (T)
(T)

- Dialing Plan
- Interlocation Intercom Calling

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

25. MULTILLOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

B. DEFINITIONS

Access to Private Facilities – Access to Private Facilities gives a Multilocation Customized Multi-line Telephone Service customer access to private one-way or two-way facilities, i.e., T1, Tie Lines, WATS, FX Lines, etc., which are terminated in a Customized Multi-line Telephone Service system. These facilities terminate in a different Customized Multi-line Telephone Service 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. (T)
(T)
(T)

Customer of Record – The Customized Multi-line Telephone Service customer subscribing to Multilocation Customized Multi-line Telephone Service. (T)

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.

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

25. MULTILLOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

B. DEFINITIONS – Continued

Dialing Plan Numbers – Customized Multi-line Telephone Service lines having access to a Location/Extension Code or Portable Extension Dialing Plan. (T)

Interlocation Intercom ¹ - Interlocation intercom uses the public switched network instead of a dedicated private line network to complete calls between Customized Multi-line Telephone Service 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. (T)

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 Customized Multi-line Telephone Service 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. (T)

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 Customized Multi-line Telephone Service customer of record. The Multilocation Work-At-Home may only be ordered by the Customized Multi-line Telephone Service customer of record. Work-At-Home is available only on locations where facilities permit. (T)
(T)

¹ A customer is not required to provide all Customized Multi-line Telephone Service lines in their system with multilocation access capabilities (stations may be limited to intralocation or intra-central office calling). (T)

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

25. MULTILLOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

C. CONDITIONS

All Multilocation Customized Multi-line Telephone 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. (T)

The Multilocation Customized Multi-line Telephone Service customer must subscribe to both Interlocation Intercom and one Dialing Plan (Location Code/Extension or Portable Extension). (T)

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 Customized Multi-line Telephone Service equipped lines at authorized locations. (T)

All Multilocation Customized Multi-line Telephone Service lines must be located at authorized locations of the same Customer of Record. Not every Customized Multi-line Telephone Service line in a customer's business group must be provisioned with Multilocation Customized Multi-line Telephone Service. (T)
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(T)

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 Customized Multi-line Telephone Service 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 Customized Multi-line Telephone Service customer is responsible for the disconnection of the service when the employee leaves the Company. (T)
(T)

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

25. MULTILLOCATION CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

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:

Busy Number Redial *66

(T)

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.

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.

Speed Call

(T)

One Speed Call list per end office is provided for each business group. A Customized Multi-line Telephone Service station can only access the speed Call list of its business group within its home central office.

D. RATE CONDITIONS

Monthly Rates for Multilocation Customized Multi-line Telephone Service 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 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.

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.

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.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE

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.

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.

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.

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.

Custom Line Telephone Service is available only where technically feasible.

B. SERVICE OPTIONS

Basic Standard Services ^{1,2} – Services included with a Custom Line Telephone Service line.

Call Transfer (All Calls)

Call Hold

Consultation Hold

Intercom Dialing

3 Way Calling

Distinctive Ring (Inside/Outside) ³

Assume Dial "9"

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(T)

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 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.

Effective: 07/20/14

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

B. SERVICE OPTIONS – Continued

Selectable Standard Services ¹ – 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:

Busy Number Redial *66	(T)
Call Forward Busy	
Call Forward No Answer	
Basic Call Forward	(T)
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 Call	(T)

¹ Available only where technically feasible.

² These call restrictions are specific to Custom Line Telephone Service. See 26.M, FEATURE DESCRIPTIONS.

Effective: 10/16/16

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
Anonymous Call Block/Rejection	Executive Busy Override
Call Park	Selective Call Forward
Call Park Directed	Priority Call
*69 Call Return	Caller ID Number Only ⁴

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 Charges in Section 3 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.

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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.

Effective: 06/23/11

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE (T)

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued (T)

E. TERMINATION LIABILITY

There is no termination liability for customers who have elected the Custom Line Telephone Service month-to-month payment option. (T)

When a Custom Line Telephone Service customer chooses the 24-month term option, and after 30 days following installation, chooses to disconnect or terminate Custom Line Telephone Service before the term expires, the customer will be liable for any termination charges applicable in Section 2. B.15. of this Product Guide. (T)
(T)

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 Custom Line Telephone Service. (T)
- 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 Custom Line Telephone Service. (T)
- 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 Custom Line Telephone Service charges for the remainder of the term period may be assigned to another customer, provided there is no change of location, and the new customer assumes all outstanding charges. See Section 2. B.15. of this Product Guide, for termination liability terms and conditions. (T)

G. CUSTOM LINE TELEPHONE SERVICE SYSTEM (T)

Custom Line Telephone Service lines sharing a common intercom arrangement and a primary directory listing will be considered a Custom Line Telephone Service System. A system must have a minimum of two lines and may not exceed a maximum of thirty Custom Line Telephone Service lines. Custom Line Telephone Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and services are not offered separately. (T)
|
(T)

Effective: 11/15/15

CUSTOMIZED MULTI-LINE TELEPHONE SERVICE

SPECIAL CONDITIONS – Continued

26. CUSTOM LINE TELEPHONE SERVICE - Continued

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.

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.

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.

K. OPTIONAL CUSTOM LINE TELEPHONE 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 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.

L. FEATURE RESTRICTION

Call Transfer, 3 Way Calling, Basic Call Forward, Call Forward Busy, and Call Forward No Answer may generate local or long distance usage charges. If generated, these charges are the responsibility of the Custom Line Telephone Service customer.

(T)

Effective: 11/15/15

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 3 Way Call. (T)

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 3 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 .

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 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 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).

Basic Call Forward – 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 Forward 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 Forward 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.

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.

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 – Continued (T)

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

Call Pick-Up Group – This feature allows the user to answer (pick-up) any call directed to any other line within the 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 Custom Line Telephone Service 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. (T)

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

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®¹, 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. (T)

¹ 5ESS® is a Registered Trademark of Lucent Technologies, Inc. (N)

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 – Continued (T)

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 Custom Line Telephone Service group (toll or local, including 911). This option allows all incoming calls with no restrictions. (T)

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

Call Restriction 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 Custom Line Telephone Service . (T)

Effective: 11/15/15

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.

***66 Busy Number 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. (T)

Anonymous Call Block/Rejection – 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. (T)

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. (T)

***69 Call Return** – 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: 11/15/15

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. (T)

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 3 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 3 Way Conference call. (T)
(T)

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 forward all calls is activated, it will override this feature.

Enhanced Call Forward – Existing Number & Existing Number With Call Manager – is an AIN-based service. (T)
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 Forward (ECF) is installed with a (T)
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.

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

Effective: 11/15/15

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

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 Forward Busy and Call Forward No Answer features are used for Voice Messaging programming purposes, and are not available for forwarding to other locations. (T)

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.

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.

¹ See Section 6.A. of this Product Guide for rates and descriptions of these services.

Effective: 08/21/13

VERSALINE CENTREX SERVICE

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.
14. 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)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

II. VERSALINE CENTREX SERVICE ARRANGMENTS

1. Subscription Components

A. Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

B. System Size Bands:

- 2 lines and greater

C. Contract Terms:

Contract Periods

- 12 Months
- 24 Months
- 36 Months

D. Optional Add-On Features listed in this tariff apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

(N)

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

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/No Answer (T)
- Caller ID with Name (T)
- 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 Ring (T)
- Selective Call Rejection (T)
- 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.

Effective: 11/15/15

VERSALINE CENTREX SERVICE

II. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

A. System and Station Features (Continued)

System Features (Continued)

- *66 Busy Number Redial
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Speed Call 8 ⁽¹⁾ or 30
- Station-to-station Dialing (4 digit)
- 3 Way Calling
- Touch Tone

(T)

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

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

Effective: 03/01/18

VERSALINE CENTREX SERVICE

II. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

C. Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall

- 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

(D)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

III. TERMS AND CONDITIONS

1. Terms

- A. Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.
- B. Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in this tariff.
- C. A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.
- D. In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.
- E. When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS

1. Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

2. System and Station Features

A. System Features Definitions

Automatic Identification of Outward Dialing (AIOD) - identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing (DID) - allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

Direct Outward Dialing (DOD) - allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

Equal Access - provides the ability to access a long distance carrier of choice.

Intercept Announcements - Common - alerts callers when stations are disconnected with a standard office intercept announcement.

Intercom Dialing (Station to Station) - allows abbreviated (4 digits) dialing between Versaline stations.

Local Exchange Calling - provides a station user exchange network calling to and from a Versaline station.

Off Premises Stations - allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

911 Emergency Service - allows a station to report an emergency by dialing 911.

(N)

Effective: 07/20/14

VERSALINE CENTREX SERVICE

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.

Basic Call Forward - 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.

(T)

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.

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

Call Hold - allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

Call Park - allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

Call Park Directed - allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

Call Park Multiple - allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

Call Pick-Up - allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

Directed Call Pick-Up - allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

Call Pick-Up Directed Any Station - is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

Call Pick-Up Directed Barge-In - allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

Call Pick-Up Directed Exempt - allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

Call Transfer - allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

(N)

Effective: 03/01/18

VERSALINE CENTREX SERVICE

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 to the line while the line is busy. This option protects data calls from interruption.

(T)

Direct Line - Hot Line - allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

Effective: 11/15/15

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.

Selective Call Rejection - 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. (T)

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: 11/15/15

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.

***66 Busy Number Redial** - 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 Forward, Call Transfer, and Call Pick-Up features. (T)

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: 11/15/15

VERSALINE CENTREX SERVICE

IV. DEFINITIONS (Continued)

2. System and Station Features (Continued)

B. Station Features Definitions (Continued)

(D)
(D)

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.

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.

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.

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

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

3. Optional Add-On Features

Authorization Codes (AC) - allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

Automatic Call Distribution (ACD) - provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

Automatic Route Selection (ARS) - allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

Conference Calling - Six Port - allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

Custom Intercept Announcements - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

Customer Data Changes (CDC) - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Delay Announcements for Queued Calls - informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Meet-Me-Conference (Up to 30 ports) - allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

Multiple Appearance Directory Numbers (MADNs) - is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

IV. DEFINITIONS (Continued)

3. Optional Add-On Features (Continued)

Music On Hold - allows a customer group to have music and/or an announcement applied to a calling line while on hold.

Paging Access - provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

Queuing for Multiline Hunt Groups - allows calls to hunt groups with all lines busy to be queued with an announcement or music.

Special Service Facilities Access - allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** - provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

Station Message Detail Recording (SMDR) - provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

(N)

(N)

Effective: 03/01/18

VERSALINE CENTREX SERVICE

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.

(D)

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.

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

IV. DEFINITIONS (Continued)

4. Attendant Feature Package (Continued)

Console Activation of Call Forward - allows attendants to activate, deactivate, and program Call Forwarding for stations.

Console Test - allows attendant to test the functional operations of a console.

Control of Trunk Group Access - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Delayed Operation - allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key - provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - allows an attendant to be alerted to a call requiring attention.

Interposition Calls - allows an attendant to call, speak to, and transfer a call to another attendant.

Locked-Loop Operation - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service.

(N)

Effective: 07/01/26

VERSALINE CENTREX SERVICE

IV. DEFINITIONS (Continued)

4. Attendant Feature Package (Continued)

Recorded Announcement - feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call - allows an attendant to extend a call to more than one station.

Speed Call - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split - allows the attendant to talk privately to either the calling party of the called party.

Wildcard Key - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

V. RATES AND CHARGES

1. Recurring Charges

A. Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in this tariff.

<u>Period</u>	<u>Monthly Recurring Charge</u>
Month to Month	\$45.00
12 Month Contract	\$69.75
24 Month Contract	\$43.00
36 Month Contract	\$42.00

(I)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

V. RATES AND CHARGES (Continued)

1. Recurring Charges (Continued)

B. Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

1. A \$1.00 per month credit will be applied to each Versaline, if the customer selects Frontier Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).
2. A \$1.00 per month Credit will be applied to each Versaline if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.
3. A \$2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (1. and 2. preceding).

C. Optional Add-On Features

<u>Optional Add-On Features</u> ^a	<u>MRC</u> [#]	<u>NRC</u> [*]
Authorization Codes (AC), per group 100	\$ 0.30	\$ 3.00
Automatic Call Distribution (ACD) ¹	ICB	ICB
Automatic Route Selection(ARS) ¹	ICB	ICB
Conference Calling (Six Port)	40.00	100.00
Custom Intercept Announcements, Each	40.00	50.00
Customer Data Changes (CDC) ¹	ICB	ICB
Delay Announcements for Queued Calls, per announcement	40.00	50.00
Meet-Me-Conference (Up to 30 ports)	450.00	100.00
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	6.00	-
Multiple-Call-Arrangement (MCA) Each ²	6.00	-
Music on Hold ³	25.00	4.00

Notes:

- a Optional features are available only were facilities and conditions permit.
Monthly Recurring Charge - MRC
* Non-recurring Charge - NRC
1 Offered on an Individual Case Basis (ICB) arrangement.
2 Available only within a Versaline customer group.
3 Does not include music source.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

V. RATES AND CHARGES (Continued)

1. Recurring Charges (Continued)

C. Optional Add on Features (Continued)

<u>Optional Add-On Features</u> ^a	<u>MRC</u> #	<u>NRC</u> *
Paging Access		
Loudspeaker Access	\$40.00	\$25.00
Code Access	40.00	25.00
Radio Access	40.00	25.00
Queuing for Multiline Hunt Groups	2.50	
Special Service Facilities Access ¹		
FX Facilities Access	Note 1	Note 1
OutWATS Access	Note 1	Note 1
Private Line Facilities Access	Note 1	Note 1
Tie Facility Access	Note 1	Note 1
800 Service Access	Note 1	Note 1
Station Message Detail Recording (SMDR) ²	Note 1	Note 1

Notes:

a Optional features are available only were facilities and conditions permit.

Monthly Recurring Charge - MRC

* Non-recurring Charge - NRC

¹ Refer to other Company Tariffs for mileage and termination charges

² Offered on an Individual Case Basis (ICB) arrangement.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

V. RATES AND CHARGES (Continued)

1. Recurring Charges (Continued)

D. Attendant Feature Package

<u>Attendant Feature Package</u>	<u>MRC</u>
Attendant Feature Package ¹	\$65.00
Per attendant	
See this tariff for package features	ICB

E. PBX and Systems*

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates as specified in Section S3 and the following:

<u>Attendant Feature Package</u>	<u>MRC</u>
Versaline PBX	\$7.95
Add-On Rate - Per Trunk	
Versaline Business Line	\$7.95
Add-On Rate - Per Line	

Notes:

* Rates are subject to volume discounts.

¹ Available where facilities and conditions permit.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

V. RATES AND CHARGES (Continued)

2. Database Modifications

	<u>Nonrecurring Charge</u>
Additions, changes, or deletions per hour, or fraction thereof	\$50.00

VI. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE

1. General

- A. A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.
- B. Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.
- C. The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.
- D. The service is furnished subject to the availability of facilities and telephone numbers.
- E. Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in this tariff.
- F. Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.
- G. Reserved numbers not assigned to a main station as agreed in this tariff will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

(N)

Effective: 06/23/11

VERSALINE CENTREX SERVICE

(N)

VI. TELEPHONE NUMBERS AND FACILITIES RESERVED FOR FUTURE USE (Continued)

2. Rates and Charges

A. Reserved Versaline Telephone Numbers

	<u>Reserved Numbers</u>	<u>MRC #</u>
Month-to-Month		\$15.24
12 Month Contract		14.34
24 Month Contract		13.86
36 Month Contract		13.41

(N)

Effective: 03/01/12

PRIVATE BRANCH EXCHANGE SERVICE

<u>SECTION</u>	<u>SHEET</u>	
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2. System	2	
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B. Centrex Service (AE - SXS 311 Type Equipment)		
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A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment)		
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Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

I. GENERAL

Applicability

Applicable to network services of Centrex and Direct Inward Dialing and subject to the constraints of the Company's Product Guide.

Territory

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

II. SPECIAL CONDITIONS

A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment)

1. Stations (Maximum - Unlimited)

Attendant recall
Conference - 2 stations & 1 trunk
Consultation - hold
Controlled transfer
Direct outward dialing to trunks, tie lines ¹, or private lines ¹

Service groups - 3 classes
Station dialing
Restriction (restricted, semirestricted or nonrestricted)
Universal night answering access

¹ When system is so arranged

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment) - Continued

2. System

Code restriction (level access denial by station or groups of stations)
Direct Inward Dialing to stations
Night answering - Universal or predetermined
Standby power
Standby signaling
Station group hunting - sequential
Trunk groups - unlimited

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 and trunk groups limited only by selector access availability.
- (2) This system is provided by the Company in accordance with the Company's operating conditions and engineering standards, where operating conditions and facilities permit.

4. Switching System Line

- a. The rates include switch arrangement and trunk line facilities except foreign exchange trunk line facilities necessary to furnish basic features of DID service.
- b. The switching system line rate, whether restricted, semi restricted or nonrestricted will be computed by adding the rates for Intrasystem Service and direct inward and outward dialing features.
- c. The above rate treatment for direct inward and outward dialing is applicable only when the Intrasystem Service is provided by the Company and is not applicable in conjunction with customer-provided Intrasystem facilities.

Effective: 10/16/16

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 charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group. (T)

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.

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.

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

A. Inward Dialing Service - DID (AE - SXS 301 Type Equipment) - Continued

5. Supplemental Services Arrangement - Continued

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 DID systems.

This arrangement will prevent access to certain telephone prefixes (or codes), while allowing calling 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 or 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 line associated with the DID 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 herein.

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

B. Centrex Service (AE - SXS 311 Type Equipment)

1. Stations (Maximum - Unlimited)

Attendant Recall on operator handled calls
Conference - 2 stations and trunk
Consultation - hold
Controlled transfer
Direct Outward Dialing to trunks, tie lines 1, or private lines ¹
Distinctive Ring (identifies whether local or incoming call)
Immediate ring
Nuisance trap (provides for "hold and trace" within the centrex system)
Service group - 3 classes
Station Dialing
Restriction: Restricted, semirestricted or nonrestricted
Universal night answering access

2. System

Automatic number identification of outward traffic
Code restriction (level access denial by station or groups of stations)
Direct Inward Dialing to stations
Intercept of unassigned terminals (provided in accordance with operating procedures and standards of the Company)
Night answering - Universal or predetermined Standby power
Standby signaling
Station group hunting - sequential (10 stations max.)
Trunk groups - unlimited

¹ When so arranged

Effective: 03/01/12

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 traffic or local calls in a measured rate area (central office located centrex only) by station line number. (C)

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.

Effective: 10/16/16

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 on in-service central office trunks. The charges and rates for the service are in addition to the applicable trunk service charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group. (T)

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.

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.

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.

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

II. SPECIAL CONDITIONS - Continued

B. Centrex Service (AE - SXS 311 Type Equipment) - Continued

3. Capacity and Limitations - Continued

- e. 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 systems.

This arrangement will prevent access to certain telephone prefixes (or codes), while allowing calling 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.

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 change charge specified herein.

- f. Rotary out-trunk selection arrangement: Permits the customer to maintain the same outgoing call volume, and may utilize fewer trunks or circuits by providing switching equipment which will automatically search all trunks or circuits of a specific group and seize the first idle trunk or circuit available.

- (1) This service arrangement is limited to foreign exchange trunks and private line channels.
- (2) All trunks or channels assigned to rotary selection arrangement must be on the same type, grade, and class of service and must have the same point-to-point terminations. Mixtures of service would defeat the purpose of this service arrangement.
- (3) Private line channels with different alternate-use arrangements, or having different transmission capabilities may not be associated with the same selection arrangement.
- (4) Rearrangement of trunks or channels from one selection arrangement to another, due to change in type, grade, or class of service, or points of termination, will be made at the nonrecurring charge for installation of a new trunk or channel.

- g. When a central office that furnished Centrex Service is converted to common control switching equipment, existing Centrex Service customers will be notified of the planned conversion a minimum of one year in advance and will be required to terminate the Centrex Service within two years after the central Office is converted. Centrex service furnished during the two year service limitation period will continue to be offered under RATES.

Effective: 10/16/16

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 charge and monthly rate and contemplate station, operator, tie line or private line access to a trunk or trunk group. (T)

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.

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.

Effective: 08/21/13

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.

4. 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)
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(N)

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES

A. Inward Dialing Service - DID ¹
(AE - SXS 301 Type Equipment)

	<u>NRC</u>	<u>Monthly Rate</u>
1. Switching System Line (restricted, semi restricted and nonrestricted - See SPECIAL CONDITIONS II.A.2)		
a. Switching System - Capacity Unlimited		
(1) Flat Rate Service		
(a) Intrasystem Service		
1.1 First 400 lines of switching equipment	-	\$ 3,490.00
1.2 Each additional 100 lines of switching	-	825.00
(b) Direct Inward and Outward Dialing Feature		
1.1 First 400 lines of switching equipment	-	1,915.00
1.2 Each additional 100 lines of switching equipment	-	225.00
(2) Message or Measured Rate Service - See Section 4 of this Product Guide for Special Conditions and message or exchange unit charges and exchanges where offered - (message or exchange unit allowance - none)		

¹ Offering limited to services established prior to November 21, 1979.

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

A. Inward Dialing Service - DID ¹
(AE - SXS 301 Type Service) - Continued

1. Switching System Line - Continued

a. (2) Message or Measure Rate Service - Continued

	Basic Termination <u>Charge</u>	<u>NRC</u>	Monthly <u>Rate</u>
(a) Intrasystem Service			
1.1 First 400 lines of switching equipment	-	-	\$ 3,490.00
1.2 Each additional 100 lines of switching equipment	-	-	825.00
(b) Direct Inward and Outward Dialing Feature			
1.1 First 400 lines of switching equipment	-	-	1,072.50
1.2 Each additional 100 lines of switching equipment	-	-	315.00
b. Installed Line Capacity (flat, message or measured rate services)			
(1) First 400 lines	-	\$ 6,600.00	-
(2) Each additional 100 lines	-	1,650.00	-
c. Per Installed Primary Line Capacity, each line	\$ 77.00 ²		

¹ Offering limited to services established prior to November 21, 1979.

² \$70.00 prior to April 7, 1980 - \$77.00 after April 7, 1980.

Effective: 10/16/16

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)		
(1) Arrangement to deny access to toll only		
(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		
(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 charge.

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

B. Centrex Service
(AE - SXS 311 Type Equipment)

<u>NRC</u>	<u>Monthly Rate</u>
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Applicable to Centrex Service furnished to a business
customer exclusive of hotel type -
(SEE SPECIAL CONDITIONS II.B)

(SEE SPECIAL CONDITIONS II.B.g for
service availability) ¹

1. Primary Line
Rates apply to restricted, semirestricted and nonrestricted
(SEE SPECIAL CONDITIONS II.B.3.b)

a. Working Primary Lines

(1) Flat Rate Service

(a) Intrasystem Service

1.1 First 200 or less lines ¹	-	\$ 1,684.50
1.2 Each additional line	-	7.55

¹ Offering limited to service established prior to November 21, 1979. Changes in line capacity (subject to equipment availability) are permitted. Supersedures are limited by Special Condition II.B.g.

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

B. Centrex Service
(AE-SXS 311 Type Equipment) - Continued

1. Primary Line - Continued

a. (1) Flat Rate Service - Continued

Monthly
Rate

(b) Direct Inward and Outward Dialing with automatic
number identification of outward traffic

1.1 First 200 or less lines ¹ \$ 2,687.00

1.2 Each additional line 6.10

(2) Measured Rate Service - See Section 4 of this Product Guide
for Special Conditions and exchange unit charges and
exchanges where offered - (exchange unit allowance -0)

(a) Intrasystem Service

1.1 First 200 or less lines ¹ 1,684.50

1.2 Each additional line 7.55

(b) Direct Inward and Outward dialing with automatic
number identification of outward traffic

1.1 First 200 or less lines ¹ 1,497.00

1.2 Each additional line 4.60

¹ Offering limited to service established prior to March 21, 1979. Changes in line capacity (subject to equipment availability) are permitted. Supersedures are limited by SPECIAL CONDITION II.B.g.

Effective: 07/09/10

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

B. Centrex Service
(AE-SXS 311 Type Equipment) - Continued

1. Primary Line - Continued

	Basic Termination <u>Charge</u>	<u>NRC</u>	Monthly <u>Rate</u>
b. Installed Line Capacity ¹			
(1) First 200 or less lines ¹	-	\$ 4,810.00	-
(2) Each additional line ²	-	24.05	-
c. Per Installed Line Capacity (SEE SPECIAL CONDITIONS II.B.3)	\$ 99.00	-	-

¹ Minimum additions will be in increments of 200.

² Offering limited to service established prior to November 21, 1979. Changes in line capacity (subject to equipment availability) are permitted. Supersedures are limited by SPECIAL CONDITION II.B.g.

Effective: 03/01/12

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 Denial Service and arrangement to permit access to the Traffic Service Position System (TSPS) toll operator (SEE SPECIAL CONDITIONS II.B.3.d)			(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)
(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	

Effective: 03/01/12

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 - <u>Selective</u> . Permits access only to certain preselected dialing prefixes, including toll. Access to all other prefixes is denied. (SEE SPECIAL CONDITIONS II.B.3.e) ¹			(C)
(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	

Effective: 07/09/10

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>
d. Common arrangement for two-digit access to special services (capacity 10 access paths) (SEE SPECIAL CONDITIONS II.B.3.c)	\$ 385.00	\$ 46.75
Each access path arranged ¹	99.00	14.80

C. Supplemental Services Arrangement - Applicable to More Than One Type PBX

	<u>NRC</u>	<u>Monthly Rate</u>
1. Rotary Trunk (Line) control arrangement, each unit (SEE SPECIAL CONDITIONS II.C.1)	\$ 27.50	\$ 4.15

¹ Centrex line rate will not be applicable to two-digit access but may be applicable to access special service features.

Effective: 03/01/12

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 Denial Service and arrangement to permit access to the Traffic Service Position System (TSPS) toll operator (SEE SPECIAL CONDITIONS II.C.2)			(C)
a. Arrangement to deny access to toll only			(C)
b. Arrangement to permit access only to the Traffic Service Position System (TSPS) toll operator			
c. Arrangement that will deny access to toll but will permit access to the Traffic Service Position System (TSPS) toll operator			(C)
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.

Effective: 03/01/12

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 calling. Access to all other prefixes is denied. 1 (SEE SPECIAL CONDITIONS II.C.3) 2			(C)
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

PRIVATE BRANCH EXCHANGE SERVICE

III. RATES - Continued

D. Dial PBX

Dial Private Branch Exchange Service within the Kenwood, Los Gatos, Novato and Morgan Hill Exchanges.

	<u>Basic Termination Charge</u>	<u>Installation Charge</u>	<u>Monthly Rate</u>
1. Direct Inward Dialing Service ¹			
a. Equipment for each direct inward dialing trunk		-	\$ 9.90
2. Toll Diverting Service ¹			
a. Equipment to deny station dial access to all toll calling areas			
(1) Each trunk equipped		\$ 31.00	6.35
3. Automatic Number Identification Service (ANI) ¹			
a. Each ANI trunk connected	400.00	121.00	17.05
b. Station detection equipment ²			
(1) first 100 stations	1,500.00	1,650.00	110.00
(2) Each additional 100 station groups installed	500.00	121.00	15.40

¹ Available only for large central office type systems.

² In addition to station rates.

Effective: 07/15/11

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

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Effective: 7/15/26

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	-	165.00	(l)
4. Central Office Services, per channel			
B Voice	-	2.48	
B Circuit Switched Data (B-CSD) ¹	-	28.88	
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	

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 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: 03/08/17

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

A. ISDN - BASIC RATE INTERFACE SERVICES - Continued

6. Packaged Services - Continued

		<u>Monthly Rates</u>	
Feature Package A ³		\$ 5.40	(T)
Feature Package B ³		17.99	
Feature Package C ³		28.19	
Feature Package O ³		2.80	(T)

	<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 ¹			(T)
a. Basic Rate Interface ²	50.00	30.80	(T)

¹ These rates apply in addition to the rates for Basic Rate Interface and Single Line Services.

² Applies to BRI Single User and Multiple User.

³ This service is limited to existing customers only.

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Effective: 07/09/10

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

A. ISDN-BASIC RATE INTERFACE SERVICES - Continued

	<u>Nonrecurring Charge</u>	<u>Monthly Rates</u>
10. Automatic Call Distribution / Management Information System (ACD/MIS)		
a. Basic ACD Feature Package		
per ACD Group	55.00	
per ACD Line ¹		28.40
Multipoint ACD Line		42.60
b. Advanced ACD/MIS Optional Features		
Additional Queue Slots		
per System	25.00	
per Slot		2.65
Call Prompts, ²		
per step ³	100.00	
per step ³		150.00
Call Vectoring		
per ACD Group	40.00	
per ACD Line		4.00
Direct Agent Access		
per Access Number	N/A	2.00
MIS Data Link		
per link ⁴	25.00	
per link ⁴		80.00

¹ See Section 4 of this Product Guide for applicable Local Calling Usage Rates.

² Customer must subscribe to Call Vectoring to have Call Prompts.

³ The Nonrecurring charges for Call Prompts apply per step. Each arrangement level is a "step", for example: the first step would ask the customer to press "1" for the Accounting Department or press "2" for Engineering. Once the customer responded to the first prompt, the second step would then ask the customer to press "1" for Cost Accounting, "2" for Disbursement Accounting, and so on.

⁴ One MIS Data Link is required for each supervisor's workstation.

Effective: 07/09/10

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

A. ISDN-BASIC RATE INTERFACE SERVICES - Continued

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
11. Exception Provisioning ¹		
(a) Provisioning	\$ -	\$ 40.00 ²
(b) Special Transport Mileage ³ per airline mile	-	6.50

¹ These rates apply in addition to the rates and charges for Basic Rate Interface Services.

² There is no additional charge for Special Transport Termination.

³ This rate applies on a per line basis.

Effective: 07/09/10

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE

ISDN-PRI Service is available on a month-to-month basis or a term commitment plan of 1, 2, 3 or 5 Years. The minimum subscription period for this service is one month. ISDN-PRI Service can be provided from a customer's serving central office or from an alternative central office. If service is provided from an alternative central office, additional Switched Facility charges as specified in II.B.1.f or II.B.2.e, or Out of Calling Scope charges as specified in II.B.2.f will apply.

	<u>NRC</u>	<u>Monthly Rate</u>
1. <u>Month-to-Month Option</u>		
a. PRI Access Interface, per Central Office Termination	¹	\$ 500.00 ²
b. Switched Facility (Customer's Premises to Local Central Office)		
(1) Option 1		
(a) PRI DS1 Switched Facility	525.00	270.00
(b) Special Transport Termination		30.00
(c) Special Transport, per airline mile		11.00
(2) Option 2		
(a) Alternate High Capacity Digital Facilities	³	³

¹ See Database Configuration, II.B.1.d.(1)(a).

² The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Communications of the Southwest Inc. FCC Tariff No. 5 and Frontier Communications of the Southwest Inc. FCC Tariff No. 16.

³ 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.

Effective: 06/23/11

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	3, 4	
per "B" Channel		10.00
per ISDN-PRI (11+ "B" Channels)		100.00
(4) Tie Channel to an Intermediary Customer ⁵	3, 4	
per "B" Channel		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. 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 Customized Multi-line Telephone Service Access or ISDN-PRI VOIP Customized Multi-line Telephone Service 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.

(T)

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) Metro Ethernet Special Transport	--	1	(T)

- ¹ In Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport. (T)
- 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.

Effective: 07/09/10

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>		
a. PRI Access Switched Facility System		
(1) Option 1		
(a) High Capacity Digital Facility (Customer's Premises to Local Central Office) ¹		
1 Year Term	2	\$ 650.00 ^{3,4}
3 Year Term	2	600.00 ⁵
5 Year Term	2	565.00 ^{3,4}

¹ See Special Conditions III.E.1 for termination liability terms and conditions.

² See Database Configuration, II.B.2.c.

³ 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.

⁴ The FCC End User Common Line monthly rate and FCC ISDN Line Port monthly rates are applicable as specified in Frontier Communications of the Southwest Inc. FCC Tariff No. 5 and Frontier Communications of the Southwest Inc. FCC Tariff No. 6 for Option 1.

⁵ The 3-Year Term for PRI Access Switched Facility System is grandfathered and no longer available to new customers as of December 31, 2006. Existing customers on a 3-Year Term may continue their service until their term expires or their service is disconnected, whichever occurs first. Moves, additions or changes will not be permitted.

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	2, 3	
per ISDN-PRI (11+ "B" Channels)		
1 Year Term		100.00
5 Year Term		7 100.00
(4) Tie Channel to an Intermediary Customer ⁴	2, 3	
per ISDN-PRI (7+ "B" Channels)		
1 Year Term		100.00
5 Year Term		7 100.00
(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 Customized Multi-line Telephone Service Access or ISDN-PRI VOIP Customized Multi-line Telephone Service 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. (T)
- 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		
c. Database Configuration		
(1) Initial Service Order, PRI Access Switched Facility System, each	\$ 500.00	--
(2) Subsequent Service Order, PRI Access Switched Facility System, each	\$ 200.00	--
d. Optional Features		
(1) Calling Line Identification (CLID) with Name per PRI Access		
1 Year Term	1	75.00 ₂
5 Year Term	1	65.00
(2) Two B Channel Transfer		
1 Year Term	1	70.00 ₂
(3) PRI Station Detail Billing	1	100.00

¹ Nonrecurring charges for Database Configuration do not apply if optional features are ordered with initial ISDN-PRI installation. If optional features 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.

² 2- or 3-Year Terms are available with the Term & Volume Option in II.B.3.f.

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) Metro Ethernet Special Transport	--	1	(T)

- ¹ See Schedule Cal. P.U.C. No. C-1, Section III, Special Access, for High Capacity Digital Facilities rates. In Metro Ethernet designated serving areas, Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport. (T)
- 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. (T)
- ³ See Sheet 5 for applicable rates.

Effective: 03/01/12

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

B. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

3. **Term & Volume Option**

	Monthly Rate ¹
<u>1 Year Commitment</u>	
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 when in the customer's local exchange . 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.

Effective: 03/01/12

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 when in the customer's local exchange . 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.

(C)

Effective: 06/23/11

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	2, 3	
per ISDN-PRI (11+ "B" Channels)		7
All plans		100.00
		7
(4) Tie Channel to an Intermediary Customer ⁴	2, 3	
per ISDN-PRI (7+ "B" Channels)		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 DS1Switched 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 Customized Multi-line Telephone Service Access or ISDN-PRI VOIP Customized Multi-line Telephone Service 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.

(T)

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>		
j. Optional Features		
(1) Calling Line Identification (CLID) with Name per PRI Access		
2 or 3 Year Term	1	40.00
(2) Two B Channel Transfer		
2 or 3 Year Term	1	65.00
(3) PRI Station Detail Billing	1	100.00
(4) Special Transport		
a) Termination		30.00
b) Per airline mile		11.00

¹ Nonrecurring charges do not apply if Optional Features are ordered with initial ISDN-PRI installation. If Optional Features 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.

Effective: 10/16/16

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 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.

(T)

Effective: 07/09/10

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

II. RATES - Continued

C. DIGITAL (ISDN) SINGLE LINE SERVICES - Continued

	<u>Nonrecurring Charges</u>	<u>Monthly Rate</u>
7. Individual Services. per channel		
a. Data Direct Connect.	-	\$ 1.00
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 ¹		
a. Digital Single Line	50.00	21.50

¹ These rates apply in addition to the rates for Digital (ISDN) Single Line Service.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

A. DEFINITIONS

Automatic Call Distribution-Management Information System (ACD/MIS). A central office based service which allows customers' incoming calls to be equally distributed to their available agents. Distribution of calls is determined by call parameters defined by the customer. The MIS data link passes call event information to the MIS located in the central office. Features are described in III.B.

Basic Rate Interface (BRI) Line. A two-wire facility which extends from a central office to a point of demarcation at a customer location. A BRI Line supports two 64 kilobytes per second (Kbps) B Channels and one 16 Kbps D Channel (2B+D).

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

Call-by-Call Access. Network capability whereby one individual B Channel can be used for any of the services the customer desires. The individual B Channel, when programmed for Call-by-Call Access, can be used, at any one time, for DID, DOD, WATS, or CSD. The channel is not dedicated to a specific service.

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

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

D Channel (Delta Channel). A 64 Kbps PRI channel which carries information used to control PRI Line channels. A 16 Kbps BRI channel primarily used for signaling messages. The bit rate is fixed as a function of the interface used.

Digital (ISDN) Single Line. A Basic Rate Interface (BRI) Line for residence and business customers who require single line service. See definition for Basic Rate Interface.

Effective: 07/20/14

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 with Name. Provides for the display of the incoming call name and station number.

(T)

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.

Effective: 06/23/11

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 Customized Multi-line Telephone Service systems within the same subscriber network (central office-to-central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Customized Multi-line Telephone Service systems served from different central offices. Tie channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Customized Multi-line Telephone Service system and local exchange access for the Customer Premises Equipment (CPE). Intercom calls between an ISDN-PRI arrangement and a Customized Multi-line Telephone Service system do not incur usage charges. Calls to telephone numbers outside of a Customized Multi-line Telephone Service system without intercom capability may incur usage charges.

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(T)

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 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)

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.

Effective: 03/01/18

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.

(D)
(D)

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 - Continued

B. DESCRIPTION OF SERVICES - Continued

CO Attendant Service - Continued

Attendant Direct Station Selection/Busy Lamp Field permits displaying as many as 10,000 telephone numbers in 100 groups of 100 contiguous numbers starting at 00.

Attendant Direct Trunk Group Selection allows the attendant to select an idle trunk for an outgoing call.

Attendant Emergency Override allows the attendant to complete incoming calls to stations that are busy, that have a series completion or multiline hunt arrangement, that are call forwarded, and that have terminating restrictions.

Attendant Incoming Calling Identification allows an attendant to identify the facility over which an incoming call was routed.

Attendant Night Service forwards calls to a selected station.

Fixed Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing uses Call Forwarding-Variable to arrange routing.

Trunk Answer From Any Station is activated by dialing an access code for call pickup.

Attendant Originated Permission Display (Class of Service Display) identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy activates a busy condition at an attendant position.

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls to a preassigned telephone number during a power failure.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group.

Attendant Through Dialing allows an attendant to access an outgoing facility for a caller who has difficulty placing calls.

Attendant Timed Reminder times calls that are camped-on, that are not answered after a transfer, or that are on hold.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

CO Attendant Service - Continued

Attendant Traffic counts aggregate work time for the position, minutes the position has been active, and number of calls handled by the position.

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups.

Attendant Trunk Identification permits displaying the trunk group and number of the trunks in use.

Attendant Trunk Queuing permits queueing of calls when all trunks in a trunk group are busy and provides call-back when a trunk becomes available.

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant.

Dial Access to ISDN Attendant provides dial access from stations within a customer group.

Even Call Distribution (Uniform Call Distribution) distributes calls evenly among multiple attendant positions.

Number of Calls on Queue-ISDN Attendant permits displaying calls on queue.

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) permits queueing calls of a particular type.

Total Number of Calls Handled Display Data for ISDN Attendants provides information about calls processed at an attendant position in the ISDN attendant group. The information includes average length of calls held in queue that are abandoned before being served, average length of calls held in queue that are served, longest time for a call held in queue, number of calls held in queue but abandoned before being served, and number of calls served.

Effective: 03/01/12

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

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.

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.

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 and toll charges are applicable in accordance with this Product Guide.

(C)

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: 07/20/14

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Customized Multi-line Telephone Service 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 Call (6-8 ⁽¹⁾) - 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. (C)

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.

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.

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.

Busy Number Redial *66 - allows the user to redial his/her last manually dialed number by depressing a single key. (T)

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.

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

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INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Customized Multi-line Telephone Service Packages - Continued

(T)

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 Customized Multi-line Telephone Service system (without attendant intervention) and gain complete access to Customized Multi-line Telephone Service system facilities and outgoing trunk circuits. The caller is required to have a "security access" code.

(T)
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(T)

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- Customized Multi-line Telephone Service 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.

(T)

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Circuit Switched Data (CSD) Channel Service Functions

Data 1000 Package

Data Call Forward allows incoming calls to be automatically forwarded to a predetermined telephone number.

Data Multi-Line Hunt Group allows sequential hunting for an idle line.

Data Speed Call-Short List permits speed calling from an individual Circuit Switched Data Channel. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction denies placement of calls attempted from a CSD channel.

Data 2000 Package

Data Call Back allows a caller to be notified when a called line becomes idle. The call is then automatically established.

Data 1000 Package - Continued

Data Circular Hunting permits hunting starting with the first idle line found by the previous hunt and continuing until the hunting starting point is reached.

Data Group Speed Calling 30 permits speed calling on a group of CSD channels for up to thirty stored numbers.

Data Speed Call-Long List provides speed calling on an individual CSD channel for up to thirty stored numbers.

Individual Services

Data Closed User Group permits arranging a Circuit Switched Data Channel so that calls within the group are allowed but calls between groups are denied.

Data Direct Connect - This feature provides an automatic off-hook connection to a predetermined location.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

ISDN Basic Station Service

Analog Shared Telephone Number on all SM Configurations allows analog lines that share telephone numbers with ISDN keysets to be assigned to switching modules that do not contain ISDN software.

Automatic Call-Back on Busy automatically calls a station when it becomes idle.

Bridging allows a party to establish a conference call within a customer group by bridging into a call. Only one party can bridge into a call. Bridging can be inhibited by activating Manual Exclusion.

Call Forward allows a user to forward calls to a specified number.

Call Pickup allows a user to pick up a call directed to another station in the customer group.

Conference Calling allows a user to set up a conference call. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected.

Drop. Allows a user to disconnect the last party added to a conference call.

Hold. Allows a user to place a call on hold, or answer a call.

Intercom Function allows a station set to emulate a dedicated connection to another station for priority conversations while permitting incoming calls or connection of active calls.

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

Effective: 11/15/15

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.)

*66 Busy Number Redial 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. (T)

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.

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.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

ISDN Deluxe Station Service

Delayed and Abbreviated Ringing alerts a station for a predetermined interval before ringing a designate station.

Display for Ringing Call Appearances Only will activate displays on a keyset for ringing call appearances.

Initiated Priority Calling provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals displays information about an active call, a call on hold, or an alerting call. The information includes call appearance identification, called or calling telephone number, incoming call identifier call type, called or calling party name, and originating permissions.

Intercom Alerting provides a distinctive ring indicator or visual indicator of an intercom call.

Originating Priority Calling designates all calls originated from a particular station as priority calls.

Outgoing Called Line Identification for ISDN Terminals provides a caller with facility and call destination information.

Priority Calling Incoming Only allows calls from outside the business group to terminate on a priority call appearance.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Packet Switching Service Features¹

X.25 Basic

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call. This function is activated by a service order.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls. This function is activated by service order.

X.25 Reverse Charge allows a user, on a pre-call basis, to assign billing charges to the called party rather than the calling party.

X.25 Reverse Charge Acceptance permits the data communications equipment to transmit incoming calls requesting reverse charging to the user.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in the call request package for both directions of data transmission. This function is activated by service order.

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

¹ Service is grandfathered and limited to existing customers as of February 13, 2004.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Packet Switching Service Features¹ - Continued

X.25 Deluxe

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

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

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify some number of the logical channels to be used only for calls that they originate. This feature is activated by service order.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

¹ Service is grandfathered and limited to existing customers as of February 13, 2004.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Automatic Call Distribution-Management Information System (ACD/MIS)

Automatic Call Distribution (ACD) is a central office based service which allows customers' incoming calls to be equally distributed to their available agents. Distribution of the calls is determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading, answering time patterns, and answering time frames.

Automatic Call Distribution can be enhanced with the extensive call handling and management capability of the Automatic Call Distribution-Management Information System (ACD/MIS). The Management Information System Data Link contains real-time call information that is forwarded from a Management Information System (MIS) located in the Company's central office. In turn, the MIS provides the customer with 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 the ability to monitor agents, control the origination and destination of incoming calls and rearrange groups in response to incoming customer call demand.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Automatic Call Distribution - Management Information System (ACD/MIS) - Continued

Features

Basic ACD Feature Package (Single or Multipoint)

- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing-Call Transfer Internal/External
- Call Waiting Indicator
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Queue Slots (equal to the number of agents)
- Service Assistant Capabilities
- Standard Announcements

Advanced ACD/MIS Features

- Additional Queue Slots-Call Prompts
- Call Vectoring, which includes:
 - Answer Supervision Control
 - Music on Queue
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
 - Delay Treatment
 - Fold Down
 - Interflow Control
 - Intraflow Control
 - Overload Control
 - Queue Control

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Automatic Call Distribution-Management Information System (ACD/MIS) - Continued

Features - Continued

Access to Switched Network - Outbound call dialing permission ranging from total restriction to unrestricted access to the network.

Activate/Deactivate Position - Allows agents to activate their positions for availability to accept calls (activate or log on) or to deactivate (log off or make busy) their positions to not accept any new incoming calls. Deactivation occurs whenever a headset is unplugged. With this feature, no incoming calls are delivered to unavailable or unattended positions.

Additional Queue Slots - When the required number of Queue Slots needs to exceed the number of customer agents.

Agent Alerting and Call Origination Identification - Upon delivery of an incoming call, this feature provides an audible tone and a 10-character display of the dialed digits and/or the incoming trunk group.

Agent Event Codes - Allows agents, while on a call, to enter an -event code. Event codes are set up to meet customer needs for tracking specific occurrences, such as types of billing questions, effectiveness of various types of advertising, customer demographics, etc. The frequency of the events are tabulated and reported on the Management Information System (MIS).

Agent Monitoring with Interrupt - Allows the supervisor position the ability to monitor agent positions and to interrupt the monitored conversation.

Agent/Supervisor Assignment - Allows the assignment of a log in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - Distributes calls automatically to agents available for the longest period of time.

Call Hold Incoming/Outgoing - Allows the agent to place an incoming call on hold and have full use of the position to consult with another agent or supervisor or make an outside call. Call Hold Outgoing allows the agent to place an outgoing call on hold. If an incoming call is also on hold, the agent can go back and forth between the two parties on hold or the agent can conference all involved parties.

Call Prompts - An enhancement to Call Vectoring that is an announcement to guide incoming callers through a series of steps to route the call to an agent. The incoming caller responds to the steps by depressing a touch call digit on his telephone set.

Call Queuing - When all customer agents are busy, this feature ensures incoming calls are distributed in the order of arrival (first come, first serve) by entering the calls into queues.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Automatic Call Distribution-Management Information System (ACD/MIS) - Continued

Features - Continued

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor within a call center. Call Transfer External allows an agent to transfer a call outside of the call center.

Call Vectoring - Provides the ability to program a series of call handling steps that a call will follow before the call is connected to an agent. The series of steps is referred to as a call vector. The feature includes:

- Answer Supervision Control - Provides the ability to control the point at which answer supervision is returned for calls that are processed using call vectors.
- Music On Queue - Provides additional flexibility for the specification of music and/or other audio treatment of calls in queue.

Call Waiting Indicator - Causes an indication to appear on all agent terminals when the waiting interval of a call in queue exceeds a specified threshold.

Cancel Previous Entry - Allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - Allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.

Direct Agent Access - Provides the ability for an external call to reach an agent directly. The agent position must be assigned an individual directory number.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Automatic Call Distribution-Management Information System (ACD/MIS) - Continued

Features - Continued

Emergency Alert - Provides a single keystroke method of flagging calls of special interest or that require handling.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert of an incoming call even when the agent is not wearing a headset. A visual alert accompanies the audible alert.

Interposition Conference - Allows an agent to conference with another agent or supervisor.

Intraflow - Allows the customer flexibility to increase the number of agents to handle incoming calls. This feature allows the customer to designate one principle serving team and up to eight supporting teams for each call queue.

Management Information System Data Link - Passes call event information to the Management Information System (MIS) located in the central office. This Data Link includes:

- Delay Treatment - Provides various types of alerting to the calling parties when their call cannot be routed immediately to an agent, i.e., the call is put in a queue.
- Fold Down - Provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low incoming traffic.
- Interflow Control - Provides the ability to reroute incoming calls to destinations outside the switch.
- Intraflow Control - Provides a way of increasing the number of agents able to handle calls by specialized serving teams for call queues.

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

B. DESCRIPTION OF SERVICES - Continued

Automatic Call Distribution - Management Information System (ACD/MIS) - Continued

Features - Continued

Management Information System Data Link - Continued

- Overload Control - Promptly detects and properly controls an overload condition.
- Queue Control - Alerts the customer of queuing delays that have exceeded customer designated thresholds; through the MIS the customer can modify the ACD parameters in order to relieve the condition.

Music on Hold - Routes an incoming call placed on "hold" to be routed to an audio source which provides music.

Multipoint ACD - Allows two agents stations to be placed on one ACD line. Each station will use one B channel and share the D channel.

Position Release with Disconnect - Allows an agent to release the position from a call with one keystroke.

Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. The number of queue slots must be equal to the number of agents.

Service Assistant Capabilities - Provides agents single keystroke access for assistance on difficult calls.

Standard Announcements - Provides audio announcement of answering delays to customers in queue. The announcement is provided by the Company and located in the central office.

Effective: 08/21/13

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.
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.
11. 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.

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(N)

Effective: 03/28/22

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES* (C)

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 Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

Effective: 03/28/22

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES* - Continued (C)

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.

¹ Service is grandfathered and limited to existing customers as of February 13, 2004.

² 5ESS® is a Registered Trademark of Lucent Technologies, Inc.

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

Effective: 03/28/22

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES* - Continued

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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.
- 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 Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)
(N)

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES* - Continued (C)

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 Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - Continued

D. ISDN-BASIC RATE INTERFACE (BRI) SERVICES* - Continued (C)

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 Basic Rate Interface is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS

E. ISDN-PRIMARY RATE INTERFACE SERVICE

1. General

Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service provides digital access for integrated services between the customer's premises and the serving central office via a 1.544 Mbps facility. ISDN-PRI denotes an end-to-end digital network capable of supporting a combination of public and private network access services. ISDN-PRI is an alternative for individual access services, such as Two Way, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800 Service, OutWATS Service, and local business trunks.

ISDN-PRI Service is available to customers where facilities permit. Customers must provide compatible premises switching equipment for terminating the D Channel and the 1.544 Mbps high capacity digital services facilities.

ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps B Channels and one 64 Kbps D Channel (23B+D). The D Channel carries the out-of-band signaling required to control its associated B Channels on one or more 1.544 Mbps high capacity digital facilities where technology permits.

When requesting ISDN-PRI Service, the customer must specify the minimum and maximum number of channels to be used for exchange, access and data services as well as any other information needed for the Company to provide service.

The availability and functionality of ISDN-PRI features and capabilities may vary by serving central office.

The minimum subscription period for each ISDN-PRI Service is one month.

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 will apply 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.

If a customer's ISDN-PRI Service interconnects with an Intermediary Customer (Interexchange Carrier or other service provider), PRI Access is permitted only within a single customer's ISDN-PRI Service arrangement. Access to the Telephone Company's exchange network or switched services is not permitted.

A primary telephone number is provided with each activated B Channel. Additional telephone numbers may be ordered for each B Channel. Additional telephone numbers for DID are available at the rates shown in this Section.

Network Usage charges apply to the Term Option of ISDN-PRI Service in the same manner as they apply to the Month-to-Month Option.

Effective: 06/23/11

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 Metro Ethernet Special Transport. (T)

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.

Effective: 06/23/11

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 Company Rewards Plan. Database configuration charges for the Term and Volume Option or the 2- or 3-Year Company Rewards Plan apply to Subsequent Service Orders only, per PRI Access Switched Facility System.

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- d. Optional Features - Nonrecurring charges do not apply if optional features are ordered with initial ISDN-PRI installation. ISDN- 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. 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.

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Effective: 03/01/12

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.

- 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.

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- b. 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.

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- c. 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.

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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

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., Customized Multi-line Telephone Service, Two Way, DID trunk, DOD trunk, or Call-by-Call trunk). 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.

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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 Metro Ethernet designated serving areas, the Metro Ethernet Special Transport rate may be used in lieu of the rate for Special Transport per airline mile.

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INTEGRATED SERVICES DIGITAL NETWORK SERVICES

III. SPECIAL CONDITIONS - continued

E. ISDN-PRIMARY RATE INTERFACE SERVICE - Continued

3. Standard Features

Call-by-Call Access - A customer-specified arrangement of B Channels used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and Call-by-Call Access on the same ISDN-PRI Service. To utilize Call-by-Call Access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service on the ISDN-PRI Service. The B Channels will be assigned and billed the maximum quantity specified. With this feature, separate facilities are not required for individual services, such as DID/DIOD, WATS, 800 Services, and local switched access lines. Call-by-Call Access is included in the Term Option of ISDN-PRI at no additional charge. Intermediary Customer Services will not be provided on a Call-by-Call Access basis. Intermediary Customer Services require subscription to an interLATA Special Access Service.

Clear Channel Capability - Clear Channel Capability allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the "Bipolar with Eight Zero Substitution" method of providing bit sequence independence. A standard B Channel includes Clear Channel Capability.

D Channel Backup - In arrangements of two or more ISDN-PRI's, D Channel Backup provides enhanced continuity of service by allowing a D Channel of one ISDN-PRI to automatically take over for a failed D Channel of another ISDN-PRI. D Channel Backup is included in the Term Option of ISDN-PRI at no additional charge. D Channel Backup is not available with the Month-to-Month Option of ISDN-PRI.

Caller ID - Caller ID provides for the display of the incoming call station number.

Non-Facility Associated Signaling (NFAS) - NFAS allows the D Channel signaling entity to assign calls to channels on more than one interface (including the one containing the D Channel). The collection of these B Channels and the controlling D Channel is called a PRI group. Up to 20 DS1 Facilities can be assigned to a PRI group. NFAS is included in the Term Option of ISDN-PRI at no additional charge. NFAS is not available with the ISDN-PRI Month-to-Month Option of ISDN-PRI.

4. Optional Features

Calling Line Identification (CLID) with Name - CLID with Name allows the customer to have access to the Executive Directory number and name of the calling party. Compatible CPE is required. CLID with Name is available only where facilities and conditions permit. CLID with Name is available on a Month-to-Month basis or on a 1, 2, 3, or 5 Year Term.

Two B Channel Transfer - The Two B Channel feature allows the CPE user to accept a call and to subsequently transfer the call to a user inside or outside the CPE. Both the incoming and outgoing B Channels are then released for another call. Two B Channel Transfer is available only where facilities and conditions permit.

Effective: 03/28/22

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.

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*

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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.

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

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Effective: 08/15/26

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

I. GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

II. RATES

	<u>Monthly Rate</u>
<u>2-Year Term</u> ¹	
ISDN-PRI Bundle	\$1,025.00
ISDN-PRI Bundle with 20 DID Numbers	1,040.00
ISDN-PRI Bundle with 50 DID Numbers	1,045.00
ISDN-PRI Bundle with 100 DID Numbers	1,050.00
<u>3-Year Term</u> ¹	
ISDN-PRI Bundle	\$825.00
ISDN-PRI Bundle with 20 DID Numbers	840.00
ISDN-PRI Bundle with 50 DID Numbers	845.00
ISDN-PRI Bundle with 100 DID Numbers	850.00
<u>5-Year Term</u> ¹	
ISDN-PRI Bundle	\$750.00
ISDN-PRI Bundle with 20 DID Numbers	765.00
ISDN-PRI Bundle with 50 DID Numbers	770.00
ISDN-PRI Bundle with 100 DID Numbers	775.00

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¹ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

Effective: 10/16/16

INTEGRATED SERVICES DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE (Continued)

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 Service Order 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. (T)
- 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.

Effective: 06/23/11

DIGITAL NETWORK SERVICES

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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, Customized Multi-line Telephone Service, foreign exchange line, off premises extensions, voice private lines, tie lines, intrastate 800) (T)
 - 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.

Effective: 07/09/10

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

B. DIGITAL ARCHITECTURE

Digital Channel Service differs in provisioning method and numbering format from end-to-end services. Services listed in I.A.3. will be available from the Company on a link (partial channel) basis rather than on an end-to-end basis. This architecture is intended to promote efficient connectivity of analog and digital networks.

Digital Channel Service will be available on a digital basis at the network interface located on the customer's premises. Digital Channel Service enables traditional analog services, such as tie lines, off-premises stations, and PBX trunks, to be provided on a digital basis when the customer desires them encoded in a DS1 bit stream. These traditionally analog services will be delivered to the customer's premises via DSO channels.

Both the Company and the customer have joint responsibilities to ensure proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by electrical specifications for the 1.544 Mops (DS1) channel. Each DSO channel provided will have identity only as a "time slot" within a DS1 channel.

Compatible digital to analog conversion equipment must be provided to derive analog services, as required. Channelization at the customer premises may be provided by the Company or the customer.

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

C. DEFINITIONS

Digital Channel Capacity is a multifunctional DS1 signal between the customer premises and the serving central office. This digital link can be used to transport switched and dedicated services. Digital Channel Capacity is the transport medium for service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 DS0s.

Digital Channel Activation is the quantity of channels activated at the serving central office. The quantity of Digital Channel activations cannot exceed the Digital Channel Capacity.

Service Activation is the connection between Digital Channel Service and the network service accessed.

Customer Premises Channelization provides the DS1 termination and DS1 demultiplexing to the DS0 level at the customer premises. Customer Premises Channelization utilizes D4 channel banks.

Channel Service Unit (CSU) is network channel terminating equipment used to terminate digital channel facilities at the customer premises.

Optional Service Activation is an enhanced service activation over Digital Channel Service. Optional Service Activations are provided in conjunction with Analog or Digital Service Activations.

Direct Inward/Outward Dialing (DIOD) Optional Service Activation is a central office based service that permits incoming calls to reach customer-provided equipment without the assistance of an attendant and allows the trunk to be used to place outgoing calls. DIOD is provided in conjunction with Analog or Digital Service Activations.

Multi-Jurisdictional Access (Multi-J Intraoffice Channel Access, Multi-J Interoffice Channel Access) Service Activation is an optional service that provides connectivity between the customer's serving central office and other carriers' points-of-presence in conjunction with the Digital Channel 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

I. DIGITAL CHANNEL SERVICE - Continued

C. DEFINITIONS - Continued

DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mops transmission data rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

D. GENERAL

1. Digital Channel Service is furnished subject to the availability of facilities. Special Construction charges may apply.
2. 1.5 Special Transport Facility and mileage rates specified in Schedule Cal. P.U.C. No. C-1, Section III.B will be applicable per Digital Channel Capacity when a customer requested Digital Channel Service must be provisioned in a central office other than the customer's serving central office.
3. The customer may activate any number of digital channels within the limitations set forth in D.6. following. Once activated, a digital channel is subject to a minimum service period.
4. All Digital Channel Service must be channelized in a single equipment location at the customer's premises. Digital Channel Service cannot be split between customer premises or delivered to multiple locations within a customer premises. Tie lines or extensions may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.

Effective: 07/09/10

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

D. GENERAL - Continued

5. Individual digital channels (DSOs) may be activated and furnished on a link (partial channel) basis with services offered in other sections of this guide. Rates, charges, terms and conditions specified in this section are applicable to the Digital Channel Service component of the customer's end-to-end service. Rates, charges, terms and conditions in other sections of this guide are applicable to the customer's interconnected services (i.e., tie lines, private lines, special access lines, etc.), for the non-Digital Channel Service component of the end-to-end service.
6. The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity.
7. Central office channelization, which is a component of Digital Channel Capacity, generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. Channelization is also intended for use at Company or customer locations where different high capacity digital network links terminate in the same central office and must be converted to individual analog or digital channels before individual service links can be cross-connected. Digital Channel Capacities are provided in groups of 24 DSO channels, and are subject to the limits as set forth in D.6 above.
8. Customer Premises Channelization generally provides analog to digital conversion at the customer premises. This allows individual exchange services and private line services to be transported over digital high capacity facilities. The termination of this channelization will be in a single equipment location at the customer premises. When Customer Premises Channelization is provided by the Company, the customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 Hz, AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge on an individual case basis.

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

D. GENERAL - Continued

9. Channelization at the customer premises may be provided by the customer or the Company. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company.

a. Responsibilities of the Company

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

b. Responsibilities of the Customer

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

c. Trouble Resolutions

The Company will assist the customer in resolving any installation or day to day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Premises Visit Charges as set forth in I.G will be applied when an employee is dispatched at the customer's request to the customer's premises for the purpose of locating trouble and the trouble is caused by customer provided equipment.

Effective: 07/09/10

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

D. GENERAL – Continued

10. When the Company provides Digital Channel Service channelization equipment at a customer premises, it is not necessary for the customer to provide Channel Service Units (CSUs) for associated channels.
11. Technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.
12. Certain technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission of tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on individual case basis.
13. When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this section. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.
14. End User common Line Charges as authorized by the FCC and Joint Board will apply to Digital Channel Service. For each channel within a Digital Channel Capacity, an End User Common Line Charge will apply.
15. Switched Data Service, when used in conjunction with DCS, 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 Frontier Communications of the Southwest Inc. 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.
16. Customers must purchase blocks of Direct Inward Dialing (DID) numbers in Section 4, Local Exchange Service.

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

E. APPLICATION OF RATES

1. The following rate elements are applicable to Digital Channel Service:

- Digital Channel Capacity
- Digital Channel Activation
- Service Activation

In addition, rates and charges for Customer Premises Channelization apply where channelization equipment is provided by the Company at the customer premises. Measured Rate Service-Local Calling Rates set forth in Section 4 of this Product Guide, Local Exchange Service apply when exchange and long-distance calling is provided in connection with Digital Channel Service.

2. Digital Channel Capacity

The Digital Channel Capacity rate will apply for transport and central office channelization. Customers will select capacity in increments of 24 digital channels.

Monthly rates and charges for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels actually activated. The minimum service period for Digital Channel Capacity is 12 months.

3. Digital Channel Activation

The Digital Channel Activation rate will apply for each digital channel (DSO) activated within the Digital Channel Capacity.

4. Service Activation

The Service Activation rate will apply on a per channel basis to each network service (switched or dedicated) requested by the customer.

When Digital Channel Service facilities are used to transport DS1 Service, the DS1 Service Activation rate is applied in lieu of the Digital Channel Activation rate. DS1 Service Activation can only be ordered when provided in conjunction with other service activations.

In addition to Service Activation rates, Measured Rate Service Local Calling Rates described in I.E.5 following may apply.

Effective: 06/23/11

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, Custom Calling Service, 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. (T)

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

F. TYPES OF RATES AND CHARGES

There are two basic types of rates and charges that apply to Digital Channel Service; monthly rates and nonrecurring charges.

1. Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof. For billing purposes, each month is considered to have 30 days.

2. Nonrecurring Charges

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

a. Service Ordering Charges

1) Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations and/or Company provided Customer Premises Channelization. This charge includes common centralized testing, coordination and accounting activities.

This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s) and Customer Premises Channelization.

2) Service Change Charge

This charge applies on a per Digital Channel Capacity basis (increments of 24 channels) associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as but not limited to the following:

- Inside Move
- Change name, same customer
- Administrative record changes

3) Configuration Charge

This charge applies on a per occurrence basis to customer requests for modifications to existing service. This includes activities such as, but not limited to, the following:

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

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

F. TYPES OF RATES AND CHARGES - Continued

2. Nonrecurring Charges - Continued

b. Premises Visit Charge

This charge applies on a per visit basis for the termination or rearrangement of facilities at the customer premises. Only one charge applies when more than one channel is terminated or rearranged at the same time.

This charge applies to inside moves as specified in I.F.2.e following.

This charge also applies when a Company representative is dispatched to a customer premises for the purpose of locating trouble and the trouble is caused by customer equipment as stated in I.D.9.c.

c. Installation of Digital Channel Service

These are nonrecurring charges associated with work performed by the Company in connection with physical installation activities involving central office and/or outside plant facilities. These charges apply to initial installation requests and to requests for additional terminations to existing service.

In addition to these charges, the appropriate Service Ordering Charge will apply.

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

F. TYPES OF RATES AND CHARGES - Continued

2. Nonrecurring Charges - Continued

d. Service Rearrangements

Service Rearrangements are changes to existing (installed) services which may be administrative only in nature or involve an actual physical change to the service.

In cases where multiple service rearrangements or an additional termination or a move and a rearrangement are requested by the customer, the total charge will never exceed the full nonrecurring charge for the initial service.

- 1) Changes in ownership or transfer of responsibility from one customer to another requires the discontinuance of service and the start of new service. A new Term Payment Plan will also be applicable. The Service Establishment Charge and any appropriate minimum period charges will apply.
- 2) Changes in the physical location of the point of termination are treated as Moves which are described and charged for as set forth in I.F.2.e following.
- 3) Changes to existing services for the establishment of Digital Channel Service will require a discontinuance of service and establishment of new service. All applicable nonrecurring and recurring charges for the establishment of Digital Channel Service will apply.

e. Moves

A move involves a change in the physical location of the point of termination at the customer premises. The charge for the move depends on whether the move is within the same customer premises (same address and/or same building) or to a different customer premises (different address and different building).

- 1) Inside Move is a move to a new point within the same customer premises. The charge for the move will be the Service Change Charge, Premises Visit Charge, and an amount equal to one half the nonrecurring charge per Digital Channel Capacity (per group of 24 Digital Channels) terminations(s) affected.
- 2) Outside Move is a move to a different customer premises and will be treated as a disconnect and an installation of new service. The Service Establishment Charge will apply in addition to all applicable nonrecurring charges for the service terminations(s) affected. A new Term Payment Plan will be established for the installed service. The customer will remain responsible for all minimum period charges and Termination Liability charges associated with the disconnected service(s).

Effective: 07/09/10

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE

G. RATES

1. Nonrecurring Charges	<u>NRC</u>
a. Service Establishment Charge	
Initial	\$ 150.00
Subsequent	150.00
b. Service Change Charge	
Per Digital Channel Capacity	
Each, increment of 24 channels	108.00
c. Configuration Charge	
Per Occurrence	50.00
d. Premises Visit Charge	
Per Visit, Each	35.00

Effective: 07/09/10

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

G. RATES - Continued

2. Digital Channel Capacity

a. Per System	<u>NRC</u>	<u>Monthly Rate</u>
24 Digital Channels	\$ 300.00	\$ 372.00
48 Digital Channels	550.00	489.00
72 Digital Channels	800.00	606.00
96 Digital Channels	1,050.00	683.00
120 Digital Channels	1,300.00	760.00
144 Digital Channels	1,550.00	837.00
192 Digital Channels	2,050.00	999.00
240 Digital Channels	2,550.00	1,145.00
288 Digital Channels	3,050.00	1,346.00
384 Digital Channels	4,050.00	1,751.00
480 Digital Channels	5,050.00	2,156.00
576 Digital Channels	6,050.00	2,563.00
672 Digital Channels	7,050.00	2,967.00
1344 Digital Channels	14,050.00	5,807.00
2016 Digital Channels	15,500.00	7,608.00

Effective: 03/01/12

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
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 and Frontier Communications of the Southwest Inc. IntraLATA Toll Service calls as set forth in Sections 4 and 16 of this Product Guide.

(C)
(T)

Effective: 07/09/10

DIGITAL NETWORK SERVICES

I. DIGITAL CHANNEL SERVICE - Continued

G. RATES - Continued

5. Measured Rate Service-Local Calling Rates

Applies to Service Activations - Analog Service listed in G.4.a. preceding. Refer to Section 4 of this Product Guide, Local Exchange Service for usage rates.

6. Customer Premises Channelization - Company Provided on Customer Premises

a. Digital Channel Capacity

	<u>NRC</u>	<u>Monthly Rate</u>	<u>Rate Ceiling</u>
24 Digital Channels	N/A	\$ 296.00	\$ 296.00
48 Digital Channels	N/A	332.00	332.00
72 Digital Channels	N/A	477.00	477.00
96 Digital Channels	N/A	514.00	514.00
120 Digital Channels	N/A	658.00	658.00
144 Digital Channels	N/A	694.00	694.00
192 Digital Channels	N/A	1,001.00	1,001.00
240 Digital Channels	N/A	1,183.00	1,183.00
288 Digital Channels	N/A	1,363.00	1,363.00
384 Digital Channels	N/A	1,877.00	1,877.00
480 Digital Channels	N/A	2,365.00	2,365.00
576 Digital Channels	N/A	2,727.00	2,727.00
672 Digital Channels	N/A	3,240.00	3,240.00
1344 Digital Channels	N/A	6,584.00	6,584.00
2016 Digital Channels	N/A	9,724.00	9,724.00

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, Customized Multi-line Telephone Service Station Line		\$20.00	\$ 8.15	(T)
			\$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. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE (T)

A. SERVICE DESCRIPTION

Flexible Digital Channel 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. (T)

Flexible Digital Channel Trunking is comprised of the following components: (T)

Option 1 - Central Office Based Channelization

Flexible Digital Channel Trunk Capacity (T)

Flexible Digital Channel Service Activation (T)

Option 2 - Customer Premises Based Channelization

Flexible Digital Channel Trunk Capacity (T)

Flexible Digital Channel Service Activation (T)

B. SERVICE PROVISIONING

Flexible Digital Channel Trunking is provided in capacity increments of 24 DS0 Channels within a single Flexible Digital Channel Trunk. (T)

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 Flexible Digital Channel Trunking: (T)

Analog Voice Service (exchange line, trunks, Customized Multi-line Telephone Service, Custom Line Telephone Service, foreign exchange, off premises extensions, voice private line, tie lines) (T)

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 Flexible Digital Channel 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. (T)

DIGITAL NETWORK SERVICES

II. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued (T)

B. SERVICE PROVISIONING - Continued

Flexible Digital Channel 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 Flexible Digital Channel Trunk Service, then compatible conversion equipment must be provided by the customer, including any Channel Service Units (CSUs). (T)

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.

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

Permanent Virtual Circuit (PVC) - PVCs are logical circuits that define a specific path for data sent by the customer to another location. (T)

DIGITAL NETWORK SERVICES

II. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued (T)

D. SPECIAL CONDITIONS

1. The Flexible Digital Channel 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. (T)
2. All Flexible Digital Channel Trunk Service arrangements must have at least one Flexible Digital Channel Trunk, 24 DS0 equivalent channel, capacity activated. (T)
3. All Flexible Digital Channel Trunk Service must be channelized in a single equipment location on a customer's premises. The Flexible Digital Channel Trunk Service can be split between multiple customer locations, provided that each location is serviced by one or more separate Flexible Digital Channel Trunk(s). (T)
(T)
4. The total number of Flexible Digital Channel Trunk channels activated by the customer may not at any time exceed the total Flexible Digital Channel 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. (T)
(T)

The Company will notify the customer when the Flexible Digital Channel Trunk Capacity is affected by the choice of Service Activations. (T)
5. Channelization on a customer's premises may be provided by the customer or the Company.
6. When the customer orders Flexible Digital Channel 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. (T)
7. Flexible Digital Channel Trunk Capacity is only provided within the boundary of the local wire center. (T)

DIGITAL NETWORK SERVICES

II. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued (T)

E. APPLICATION OF RATES

1. There are two basic rate elements for Flexible Digital Channel Trunk Service, under two options: (T)

OPTION 1 - Central Office Based Channelization Service

- Flexible Digital Channel Trunk Capacity (T)
Flexible Digital Channel Trunk Service Activation (T)

OPTION 2 - Customer Premises' Based Channelization Service

- Flexible Digital Channel Trunk Capacity (T)
Flexible Digital Channel Trunk Service Activation (T)

2. Under both options, Flexible Digital Channel Trunk Capacity is offered with 12, 24, 36 or 60-month Term Payment Plan periods, 24 DS0 channel increments. (T)

3. Under both options, Flexible Digital Channel Trunk Service Activation is a monthly recurring charge for each digital channel (DS0) activated within the Flexible Digital Channel 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. (T)
(T)

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 Flexible Digital Channel Trunk Capacity apply on a monthly basis for the duration of the entire term payment plan period, regardless of the number of Flexible Digital Channel Trunk channels that are actually activated by the customer at any point in time. (T)
(T)

6. The Customer may order additional Flexible Digital Channel 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. (T)

7. During the term commitment period, the customer may add additional Flexible Digital Channel Trunk Service Activations under Option 1 or Option 2, within the Trunk Capacity limits at the monthly rates specified. (T)

8. Termination Liability

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

DIGITAL NETWORK SERVICES

II. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued (T)

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>	
Flexible Digital Channel Trunk Capacity per Flexible Digital Channel Trunk	Not Available	\$180.00	\$175.00	\$ 170.00	\$ 160.00	(T) (T)
Flexible Digital Channel Trunk Service Activation						(T)
Analog Line / Trunk (DID/DIOD) / Customized Multi-line Telephone Service ³	7.00	7.00	5.50	5.50	4.50	(T) (T)
			<u>Monthly Rate</u>			
Custom Line Telephone Service ^{3, 4}			6.00			(T)
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 Flexible Digital Channel Service.

⁴ The Monthly Rate for Custom Line Telephone Service is in addition to the Analog Line rate. Flexible Telephone System Activation is not available on Trunks.

(T)
(T)

Effective: 06/23/11

DIGITAL NETWORK SERVICES

II. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued (T)

F. RATES - Continued

1. Option 1 - Central Office Based Channelization - Continued

	<u>Monthly Rate</u>	(T)
Flexible Digital Channel 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. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued (T)

F. RATES - Continued

2. Option 2 - Customer Premises 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>	
Flexible Digital Channel Trunk Capacity per Flexible Digital Channel Trunk	Not Available	\$ 290.00	\$ 280.00	\$ 275.00	\$ 265.00	(T) (T)
Flexible Digital Channel Trunk Service Activation						(T)
Analog Line / Trunk (DID/DIOD) / Customized Multi-line Telephone Service ³	8.00	8.00	6.50	6.50	5.50	(T) (T)
			<u>Monthly Rate</u>			
Custom Line Telephone Service ^{3,4}			6.00			(T)
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 Flexible Digital Channel Service.

⁴ The Monthly Rate for Custom Line Telephone Service is in addition to the Analog Line rate. Flexible Digital Channel Telephone System Service Activation is not available on Trunks.

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DIGITAL NETWORK SERVICES

II. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued (T)

F. RATES - Continued

2. Option 2 - Customer Premises Based Channelization - Continued

	<u>Monthly Rate</u>	(T)
Flexible Digital Channel 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.

Effective: 06/23/11

DIGITAL NETWORK SERVICES

II. FLEXIBLE DIGITAL CHANNEL TRUNK SERVICE - Continued

(T)

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 Flexible Digital Channel Trunk Service only.

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DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹

SPECIAL CONDITIONS

A. Description of Service

1. Customer Network Control 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. (T)

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 Control is limited to current customers. No new orders will be accepted for this service. (T)

Effective: 06/23/11

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹- 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).

DSO - "DSO" 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 Control is limited to current customers. No new orders will be accepted for this service.

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DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-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 Control is limited to current customers. No new orders will be accepted for this service.

Effective: 06/23/11

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-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 Control is limited to current customers. No new orders will be accepted for this service.

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DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-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 Control is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-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 Control is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-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 Control is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-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 Control is limited to current customers. No new orders will be accepted for this service.

DIGITAL NETWORK SERVICES

III. CUSTOMER NETWORK CONTROL ¹-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 Control is limited to current customers. No new orders will be accepted for this service.

Effective: 06/23/11

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 Control is limited to current customers. No new orders will be accepted for this service.

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² This charge does not apply to Digital Data Service/DDS-type service and Digital Channel Service terminations.

Effective: 07/09/10

ADVANCED DATA SERVICES

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ADVANCED DATA SERVICES

A. Video Digital Transport Service 270 Mbps

1. General

Video Digital Transport Service 270 Mbps provides for the real time transport, management and control of moving pictures or video frames of information along with associated audio in a digital, uncompressed format, resulting in the highest quality signaling. Video Digital Transport Service 270 Mbps offers the uncompressed digital delivery of high-end film, video, and images via fiber optics.

Video Digital Transport Service 270 Mbps is offered as a switched configuration or a dedicated (non-switched) configuration. The switched configuration may be a point-to-point or multi-point arrangement that terminates on ports of the Company's video switch. The dedicated arrangement is a point-to-point service for the transmission of video without accessing the Company's video switch.

Video Digital Transport Service 270 Mbps is available under a month-to-month arrangement, term commitment plan of 1, 2, 3 or 5 years, or on a daily basis. The month-to-month offering requires a minimum service period of three months. In addition, with the exception of daily rates, for the switched configuration there are two volume tier levels used in determining applicable rates, 1-4 switched access line connections and 5 or more line connections between the same locations. When ordering additional connections, the customer must advise the Company of the number of existing connections at the location.

Video Digital Transport Service 270 Mbps is provided via fiber optic or other compatible facilities. Where appropriate facilities are not available, Special Construction charges may apply as set forth in Schedule Cal. P.U.C. No. C-1, Section IX to provide such facilities required to meet the customer's request.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

2. Rate Elements

The rate elements for Video Digital Transport Service 270 Mbps are described as follows:

(a) Switched Video Access Line (SVAL)

The Switched Video Access Line (SVAL) provides for the Video Digital Transport Service 270 Mbps line connection between the customer designated locations and its serving wire center. The SVAL includes the appropriate video-enabling equipment, circuit equipment, and outside plant facilities to access the customer's serving wire center. The standard SVAL arrangement defines the technical characteristics associated with the type of facilities with which the video service will interconnect and the type of signaling capability, if any. The SVAL includes any video encoding device that may be necessary to provide the service if any is required.

The SVAL is available on a unidirectional or bi-directional basis.

(b) Switched Video Port

The Switched Video Port is the rate element that provides for the connection of an SVAL to the Company's video network switch. The Switched Video Port rate is applied per SVAL on a unidirectional or bi-directional basis as determined by the directionality of the SVAL associated with the port.

(c) Dedicated Video Line (DVL)

The Dedicated Video Line (DVL) provides for non-switched Video Digital Transport Service 270 Mbps line connection between the customer dedicated location and its serving wire center for the purpose of point-to-point video transmission without connecting to a Company video switch.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

2. Rate Elements - Continued

(d) Video Digital Transport Service 270 Mbps Transport

The Video Digital Transport Service 270 Mbps Transport rate element provides for the interoffice transmission facilities for service arrangements where the customer designated locations are not served by the same wire center and/or for switched video arrangements for interoffice transmission facilities between the serving wire center of the customer designated location and the video switch. Where a service is provided by more than one Company, transport will be measured to the meet point. Transport rates are applied under two rate elements, a per airline mile rate component and a fixed mileage component for each 20 miles of transport or fraction thereof.

(e) Optional Features - Video Digital Transport Service 270 Mbps

(1) Audio

Audio channels are offered as an unbundled optional feature for Video Digital Transport Service 270 Mbps, as not all 270 Mbps video service arrangement require audio. Audio is provided in pairs of stereo channels.

(2) Alternate Switching - Manual

Alternate Switching-Manual provides the customer the ability to call the Video Transmission Center (VTC) and request a video technician to establish or switch up a connection to another location. This optional feature applies on a per switching event basis.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

2. Rate Elements - Continued

(d) Video Digital Transport Service 270 Mbps Transport - Continued

(3) Conversion Services - Absolute Video Digital Transport Service 270 Mbps

Conversion services are offered to handle compatibility requirement between the end points of a video circuit. There are two conversion options available, Absolute Video Digital Transport Service 270 Mbps - Format Conversion and Absolute Video Digital Transport Service 270 Mbps - Codec Conversion.

- a. Absolute Video Digital Transport Service 270 Mbps - Format Conversion provides for analog to digital, digital to analog, composite to component, component to composite, serial digital to composite, serial digital to component, composite to serial digital and component to serial digital conversions, as may be required.
- b. Absolute Video Digital Transport Service 270 Mbps - Codec Conversion provides codec compatibility between the end points of the video circuit.

3. Term Commitment Plan (TCP)

(a) Termination Liability

One Year TCP - 50% of any remaining portion of the first year's recurring charges.

Two Year TCP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second year, the customer will be liable for 10% of the total monthly recurring charges in that time period.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

3. Term Commitment Plan (TCP) - Continued

(a) Termination Liability - Continued

Three Year TCP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period.

Five Year TCP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total monthly recurring charges in that time period.

(b) Termination Without Liability

During a TCP period, should the currently effective rate for a customer's service increase, the customer may, at their option, terminate the TCP arrangement without penalty or liability.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

4. Types of Rates and Charges

(a) Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for specific work activity.

(b) Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof that service is provided. For billing purposes, each month is considered to have 30 days.

(c) Weekly Rates

Weekly rates are charges that apply to each seven day usage period or fraction thereof that service is provided, as requested by the customer. In no event will these part-time charges for continuous weekly usage, within the billing period, exceed the monthly rate.

(d) Daily Rates

Daily rates are recurring charges that apply to each 24 hour period or fraction thereof that service is provided. When part-time service is provided for ten or more consecutive days it will be treated as a full-time service and monthly rates will apply. In no event will the charges for continuous part-time service exceed the amount that would be charged in the same billing time period for full-time service.

(e) Hourly Rates

Hourly rate are recurring charges that apply to each 60 minute period, or fraction thereof, that service is provided. The billing period commences when the video circuit is available for the customer's use and ceases when the customer's use is discontinued. The maximum charge during any 30 day period will be that amount equal to 100 hours of use. In no event will the charges for continuous hourly usage exceed the daily rate.

Effective: 07/09/10

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges

(a) Nonrecurring Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC *</u>	<u>Current NRC *</u>
(1) Switched Video Access Line			
<u>Unidirectional</u>			
Volume 1 to 4			
Month-to-Month	per line	\$750.00	\$ 500.00
1 Year Term	per line	375.00	250.00
2 Year Term	per line	375.00	0.00
3 Year Term	per line	375.00	0.00
5 Year Term	per line	375.00	0.00
Volume 5 or More			
Month-to-Month	per line	375.00	250.00
1 Year Term	per line	375.00	0.00
2 Year Term	per line	375.00	0.00
3 Year Term	per line	375.00	0.00
5 Year Term	per line	375.00	0.00
<u>Bi-directional</u>			
Volume 1 to 4			
Month-to-Month	per line	1,125.00	750.00
1 Year Term	per line	750.00	500.00
2 Year Term	per line	750.00	0.00
3 Year Term	per line	750.00	0.00
5 Year Term	per line	750.00	0.00

* Section 3 Service Charges are not applicable.

Effective: 07/09/10

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(a) Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC *</u>	<u>Current NRC *</u>
(1) Switched Video Access Line - Continued			
<u>Bi-directional</u>			
Volume 5 or More			
Month-to-Month	per line	\$ 562.50	\$ 375.00
1 Year Term	per line	562.50	0.00
2 Year Term	per line	562.50	0.00
3 Year Term	per line	562.50	0.00
5 Year Term	per line	562.50	0.00
(2) Switched Video Port			
<u>Unidirectional</u>			
Volume 1 to 4			
Month-to-Month	per port	750.00	500.00
1 Year Term	per port	375.00	250.00
2 Year Term	per port	375.00	0.00
3 Year Term	per port	375.00	0.00
5 Year Term	per port	375.00	0.00
Volume 5 or More			
Month-to-Month	per port	375.00	250.00
1 Year Term	per port	375.00	0.00
2 Year Term	per port	375.00	0.00
3 Year Term	per port	375.00	0.00
5 Year Term	per port	375.00	0.00

* Section 3 Service Charges are not applicable.

Effective: 07/09/10

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(a) Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC *</u>	<u>Current NRC *</u>
(2) Switched Video Port - Continued			
<u>Bi-directional</u>			
Volume 1 to 4			
Month-to-Month	per port	\$ 1,125.00	\$ 750.00
1 Year Term	per port	750.00	500.00
2 Year Term	per port	750.00	0.00
3 Year Term	per port	750.00	0.00
5 Year Term	per port	750.00	0.00
Volume 5 or More			
Month-to-Month	per port	562.50	375.00
1 Year Term	per port	562.50	0.00
2 Year Term	per port	562.50	0.00
3 Year Term	per port	562.50	0.00
5 Year Term	per port	562.50	0.00
(3) Dedicated Video Line (DVL)			
<u>Unidirectional</u>			
Month-to-Month	per line	1,500.00	1,000.00
1 Year Term	per line	750.00	500.00
2 Year Term	per line	750.00	0.00
3 Year Term	per line	750.00	0.00
5 Year Term	per line	750.00	0.00

* Section 3 Service Charges are not applicable.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(a) Nonrecurring Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum NRC *</u>	<u>Current NRC *</u>
(3) Dedicated Video Line (DVL) - Continued			
<u>Bidirectional</u>			
Month-to-Month	per line	\$2,250.00	\$1,500.00
1 Year Term	per line	1,500.00	1,000.00
2 Year Term	per line	1,500.00	0.00
3 Year Term	per line	1,500.00	0.00
5 Year Term	per line	1,500.00	0.00
(4) Optional Feature			
Two Stereo Channels		150.00	100.00
(5) <u>Switched Arrangements - Daily</u>			
Switched Video Port			
Unidirectional	per port	1,200.00	800.00
Bidirectional	per port	1,275.00	850.00
Switched Video Access Line			
Unidirectional	per line	1,200.00	800.00
Bidirectional	per line	1,275.00	850.00
(6) <u>Dedicated Arrangements - Daily</u>			
Dedicated Video Line			
Unidirectional	per line	2,400.00	1,600.00
Bidirectional	per line	2,550.00	1,700.00

* Section 3 Service Charges are not applicable.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(b) Monthly Rates

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rates</u>	<u>Current Monthly Rates</u>
(1) Switched Video Access Line			
<u>Unidirectional</u>			
Volume 1 to 4			
Month-to-Month	per line	\$ 547.50	\$ 365.00
1 Year Term	per line	540.00	360.00
2 Year Term	per line	532.50	355.00
3 Year Term	per line	525.00	350.00
5 Year Term	per line	517.50	345.00
Volume 5 or More			
Month-to-Month	per line	510.00	340.00
1 Year Term	per line	508.00	335.00
2 Year Term	per line	505.00	330.00
3 Year Term	per line	500.00	325.00
5 Year Term	per line	495.00	325.00
<u>Bi-directional</u>			
Volume 1 to 4			
Month-to-Month	per line	1,125.00	750.00
1 Year Term	per line	1,080.00	720.00
2 Year Term	per line	1,050.00	700.00
3 Year Term	per line	1,027.50	685.00
5 Year Term	per line	1,005.00	670.00

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(b) Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rates</u>	<u>Current Monthly Rates</u>
(1) Switched Video Access Line - Continued			
<u>Bi-directional</u>			
Volume 5 or More			
Month-to-Month	per line	\$ 1,110.00	\$ 740.00
1 Year Term	per line	1,065.00	710.00
2 Year Term	per line	1,035.00	690.00
3 Year Term	per line	1,012.50	675.00
5 Year Term	per line	990.00	660.00
(2) Switched Video Port			
<u>Unidirectional</u>			
Volume 1 to 4			
Month-to-Month	per line	577.50	385.00
1 Year Term	per line	537.00	358.00
2 Year Term	per line	530.00	338.00
3 Year Term	per line	525.00	328.00
5 Year Term	per line	520.00	323.00
Volume 5 or More			
Month-to-Month	per line	561.00	374.00
1 Year Term	per line	535.00	348.00
2 Year Term	per line	530.00	328.00
3 Year Term	per line	525.00	318.00
5 Year Term	per line	520.00	313.00

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(b) Monthly Rates - Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rates</u>	<u>Current Monthly Rates</u>
(2) Switched Video Port - Continued			
<u>Bi-directional</u>			
Volume 1 to 4			
Month-to-Month	per line	\$ 766.50	\$ 511.00
1 Year Term	per line	705.00	463.00
2 Year Term	per line	700.00	438.00
3 Year Term	per line	695.00	428.00
5 Year Term	per line	690.00	418.00
Volume 5 or More			
Month-to-Month	per line	717.00	478.00
1 Year Term	per line	705.00	458.00
2 Year Term	per line	700.00	433.00
3 Year Term	per line	695.00	423.00
5 Year Term	per line	690.00	413.00
(3) Dedicated Video Line			
<u>Unidirectional</u>			
Month-to-Month	per line	577.50	385.00
1 Year Term	per line	562.50	375.00
2 Year Term	per line	547.50	365.00
3 Year Term	per line	532.50	355.00
5 Year Term	per line	530.00	345.00

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(b) Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rates</u>	<u>Current Monthly Rates</u>
(3) Dedicated Video Line - Continued			
<u>Bi-directional</u>			
Month-to-Month	per line	\$1,155.00	\$ 770.00
1 Year Term	per line	1,110.00	740.00
2 Year Term	per line	1,080.00	720.00
3 Year Term	per line	1,057.50	705.00
5 Year Term	per line	1,035.00	690.00
(4) Transport			
<u>Per Mile</u>			
Month-to-Month	per line	24.75	16.50
1 Year Term	per line	24.00	16.00
2 Year Term	per line	23.25	15.50
3 Year Term	per line	22.50	15.00
5 Year Term	per line	21.75	14.50
<u>Per Each 20 Mile Increment</u>			
Month-to-Month	per line	72.00	48.00
1 Year Term	per line	69.00	46.00
2 Year Term	per line	68.00	44.00
3 Year Term	per line	67.00	42.00
5 Year Term	per line	66.00	40.00

Effective: 07/09/10

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(b) Monthly Rates – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Monthly Rates</u>	<u>Current Monthly Rates</u>
(5) Optional Features			
Two Stereo Channels		\$ 285.00	\$ 170.00
Alternate Switching Manual, Each Event		35.00	20.00
Absolute Connect, CODEC Conversion		1,971.00	1,314.00

(c) Weekly Rates¹

<u>Service</u>	<u>Unit</u>	<u>Maximum Weekly Rates</u>	<u>Current Weekly Rates</u>
Absolute Connect - CODEC Conversion		\$ 775.00	\$ 475.00

(d) Daily Rates²

<u>Service</u>	<u>Unit</u>	<u>Maximum Daily Rates</u>	<u>Current Daily Rates</u>
(1) Switched Arrangements			
Switched Video Port			
Unidirectional	per port	247.50	165.00
Bi-directional	per port	328.50	219.00

¹ In no event will charges for continuous weekly usage within the billing period, exceed the monthly rate.

² When service is provided for ten or more consecutive days, it will be treated as full-time and monthly rates will apply.

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(d) Daily Rates ¹ – Continued

<u>Service</u>	<u>Unit</u>	<u>Maximum Daily Rates</u>	<u>Current Daily Rates</u>
(1) Switched Arrangements - Continued			
Switched Video Access Line			
Unidirectional	per line	\$ 230.00	\$ 145.00
Bi-directional	per line	435.00	290.00
(2) Dedicated Arrangements			
Unidirectional	per line	352.50	235.00
Bi-directional	per line	600.00	400.00
(3) Transport			
Per Mile	per mile	24.75	16.50
Fixed (Per 20 Mile)		72.00	48.00
(4) Optional Features			
Two Stereo Channels		22.50	15.00
Absolute Connect - CODEC Conversion		300.00	200.00

¹ When service is provided for ten or more consecutive days, it will be treated as full-time and monthly rates will apply.

Effective: 07/09/10

ADVANCED DATA SERVICES

A. VIDEO DIGITAL TRANSPORT SERVICE 270 MBPS - Continued

5. Rates and Charges - Continued

(e) Hourly Rates ¹

<u>Service</u>	<u>Unit</u>	<u>Maximum Hourly Rates</u>	<u>Current Hourly Rates</u>
(1) Optional Features			
Absolute Connect Format Conversion		\$ 132.00	\$ 88.00
Absolute Connect, CODEC Conversion		132.00	88.00

¹ In no event will the charges for continuous hourly usage exceed the daily rate.

Effective: 03/08/17

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.

(T)

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

The major components of ATM CRS are:

- UNI Port With Access Line Connection
- UNI Inverse Multiplexing ATM (IMA) Port With Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuit (PVC)
- Switched Virtual Circuit (SVC)
- Effective Bandwidth

(1) UNI Port With Access Line Connection

UNI Port With Access Line Connections, which are available at the DS1, DS3, OC3c, and OC12c levels, provide dedicated transport between a customer-designated premises and an ATM CRS hub. There are two types of UNIs: Full and Incremental. The Full UNI includes all available bandwidth in one rate, and the Incremental UNI is sold and provisioned with PVC and/or SVC bandwidth increments. The DS1 UNI is not offered in increments.

In order for customer traffic to be carried on the network, each Incremental UNI requires at least one 5 Mbps increment of either PVC or SVC bandwidth. The customer may elect to subscribe to multiple PVCs. This feature is established over the UNI via connection identifiers, which enables the customer to have virtual connections to various locations.

UNIs are provided at nominal data rates of 1.536 Mbps (DS1), 44.21 Mbps (DS3), 149.76 Mbps (OC3c), or 599.04 Mbps (OC12c). OC3c and OC12c are provided as a concatenated signal in STS-3c and STS-12c (Synchronous Transport Signal) formats, respectively. The actual throughput into CRS is less than the line rate for the UNI provided.

The rates and charges for a UNI are differentiated by the capacity of the UNI, the location where the UNI originates (i.e., customer-designated premises) and mileage ranges (expressed as tiers) associated with extending the UNI to the wire center designated as the ATM CRS hub.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

b. Service Components - Continued

(1) UNI Port With Access Line Connection - Continued

The OC3c and OC12c UNI Port With Access Line Connections are provisioned on Protected or Protected Diverse Synchronous Optical Network (SONET) facilities. SONET is a standards-based fiber optic communication network that transports both asynchronous and synchronous digital signals using the Synchronous Transport Signal (STS) format. ATM OC3c and OC12c Protected SONET UNI Port With Access Line Connections are provisioned over SONET as a survivable service with an alternate (not diverse) facility between the central office and the customer premises. ATM OC3c and OC12c Protected Diverse SONET UNI Port With Access Line Connections are provisioned over SONET as a survivable service with an alternate and diverse path between the ATM CRS hub and the customer premises. DS3, OC3c, OC12c and other interfaces, both electrical and optical, are supported and defined to the technical specifications set forth in B.3.c.

(2) UNI Inverse Multiplexing ATM (IMA) Port With Access Line Connection

UNI IMA Port With Access Line Connection permits the provisioning of bandwidth greater than DS1 and less than DS3 by binding together multiple DS1 facilities. The inverse multiplexer at each end of the connection aggregates and de-aggregates multiple parallel DS1 leased lines into a single higher speed link. IMA will be offered as Full bandwidth only. Two to six DS1 facilities will be permitted in an IMA group providing nominal aggregated bandwidth from three to nine megabits per second. IMA allows for all class of service parameters up to the combined nominal line rate of the aggregated DS1s and all PVCs and/or SVCs that will fit within the bandwidth. Ordering of DS1s within an IMA group must be done in ascending order. Disconnecting DS1s within an IMA group must be done in a descending order. Customer must purchase a minimum of two IMA DS1s.

Requests to change existing UNI Port With Access Line Connections to UNI IMA Port With Access Line Connections will be treated as a disconnect and new install. Termination liability charges, as set forth in Section 2.B.15 of this Product Guide, will apply.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

b. Service Components - Continued

(3) UNI Port Only Connection

UNI Port Only Connections can be established as a User Network Interface (UNI) arrangement. The UNI Port Only Connection provides an ATM Cell Relay Network connection based on the port connection speeds of DS1, DS3, OC3c and OC12c. The ATM port speed will be consistent with the channel speed of the access channel. The actual throughput of customer traffic cannot exceed the bandwidth of the access channel and port speed.

UNI Port Only Connections are available as either Incremental or Full. This refers to the bandwidth that is required to provision PVCs on the port. Incremental ports come with no bandwidth and bandwidth is purchased in increments based on customer bandwidth requirements. Full ports come with all bandwidth included up to the maximum rate of the port. Each port can accommodate multiple PVCs or SVCs depending on the bandwidth purchased. UNI Port Only is available on a one-year, three-year and five-year term.

Customers may access Port Only Connections via Company-provided digital access facilities or via facilities provided by another carrier. When access facilities are provided by the Company, the associated regulations, rates and charges under the appropriate Company tariff or Product Guide shall apply in addition to the rates, charges, terms and conditions associated with ATM CRS. Company-provided access facilities may also be provisioned on an Individual Case Basis (ICB) where access facilities are not generally available under the applicable or Product Guide. Interconnection charges to connect access line services provided by the Company or another carrier may apply and will be billed separately. Any special construction or nonstandard charges assessed by the carrier supplying the access facilities will be the responsibility of the customer.

(4) Permanent Virtual Circuit (PVC)

The PVC defines a virtual connection across a UNI between the customer premises and the Company's ATM CRS hub. Each UNI requires at least one PVC in order for customer traffic to traverse the network. Each ATM cell carries a unique tag which identifies that ATM CRS cell as belonging to a particular PVC. A PVC is a logical channel connecting two or more customer-designated premises with virtual connections through a Company-provided ATM CRS switch(es). The PVCs may be provided on a point-to-point or point-to-multipoint basis. When a PVC is provided as a point-to-point virtual connection, transmission is bi-directional allowing for ATM CRS cells to be transmitted or received over the same PVC. For point-to-multipoint virtual connections, transmission is provided as transmit only. The virtual connection is set up by the Company based on information contained on a service order rather than by dial-up signaling.

Effective: 10/16/16

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 Charges. 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.

(T)

(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

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

c. Technical Specifications

The technical specifications for ATM CRS are delineated in Technical References TR-NWT-001112, GR-1110-CORE, GR-1248-CORE, and SR-3330.

The technical specifications for DS1 and DS3 signals are delineated in TR-INS-000342.

The technical specifications for OC3c and OC12c signals are delineated in GR-253-CORE, Issue 2.

The technical specifications for UNIs are delineated in ATM Forum ATM User Network Interface Specifications V3.0, af-uni-0010.001, and V3.1, af-uni-0010.002. Interface specifications for customer-provided ATM CRS compatible premises equipment or devices must also be in accordance with the specifications defined in these documents.

d. Provision of Service

ATM CRS includes:

- (1) A minimum of one UNI Port With Access Line, or UNI Port Only, or two UNI IMA Port With Access Lines, which has a maximum nominal capacity for either DS1 (1.536Mbps), DS3 (44.21 Mbps), OC3c (149.76Mbps), or OC12c (599.04 Mbps). The OC3c and OC12c UNIs are provisioned over Protected or Protected Diverse SONET. The Protected and Protected Diverse SONET facilities provide a backup facility that automatically switches in the event of a failure on the primary facility.
- (2) Unlimited usage on purchased bandwidth.
- (3) Incremental UNIs must have at least one increment of effective bandwidth (either PVC or SVC) in order for traffic to traverse the network. The DS1, DS3, OC3c, and OC12c Full UNIs are equipped with the full effective bandwidth.
- (4) Either one or more PVCs. When PVC bandwidth is purchased, one or more PVCs must be selected for customer traffic to traverse the network.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

d. Provision of Service - Continued

ATM CRS includes: - Continued

(5) Two types of PVCs, (i) Virtual Channel Connections (VCCs) and (ii) Virtual Path Connections (VPCs), which support the following Classes of Service:

- (a) Constant Bit Rate (CBR)
- (b) Variable Bit Rate real time (VBRrt)
- (c) Variable Bit Rate non-real time (VBRnrt)
- (d) Unspecified Bit Rate (UBR)

e. Tier Structure for Local Serving Offices

Locations (wire centers) that provide ATM CRS have been designated as ATM hubs. Each local serving office has been placed in a Tier 1, 2 or 3, based on its location relative to the closest ATM hub.

f. Service Functionality

The ATM CRS functionality consists of transporting 53-byte cells of information from the customer location to a Company ATM hub over a UNI. The traffic is routed in the switch to another UNI, or other suitable network connection.

g. Class of Service Parameters

(1) Constant Bit Rate (CBR)

(a) Peak/Sustained Cell Rate:

Customer-specified in increments of 64 Kbps up to the maximum speed of the UNI.

(b) Non-conforming cells:

Discarded

(c) Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds
DS3 = 600 microseconds
OC3c = 600 microseconds
OC12c = 600 microseconds

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

g. Class of Service Parameters - Continued

(2) Variable Bit Rate (VBR) Real Time/Non-Real Time

(a) Sustained Cell Rate (SCR):

Customer specified in increments of 64 Kbps up to the maximum speed of the UNI.

(b) Peak Cell Rate (PCR):

Customer selectable in increments of 64 Kbps up to line rate. Default is 200% of SCR for PVCs.
(The ratio of PCR to SCR will be signaled by Customer Premises Equipment [CPE] for SVCs.
Therefore there is no default value.)

(c) Non-conforming cells:

Discarded

(d) Cell Delay Variation Tolerance (CDVT):

DS1 = 600 microseconds

DS3 = 600 microseconds

OC3c = 600 microseconds

OC12c = 600 microseconds

h. Special Conditions

- (1) ATM CRS is available where facilities and conditions permit. For locations where the customer requests ATM CRS and digital, or SONET facilities are not available, special construction charges may apply.

(2) Maintenance Window

To meet the customers' requirements, occasional network upgrades must be performed. These network upgrades are needed to provide improved performance and new features. Generally, these upgrades will be performed between the hours of 11 PM and 8 AM. Network upgrades are planned to provide customers reasonable and timely notification in order to minimize any impact on the customers' service.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

i. Responsibility of the Customer

The customer must provide the necessary compatible premises equipment or ATM CRS device capable of interfacing with the Company's ATM CRS.

j. Responsibility of the Company

The Company is responsible for service up to and including the network interface. The Company's responsibility is limited to the furnishing of communications facilities and switches suitable for ATM CRS.

ATM CRS is supported by the Company's Single Point of Contact (SPOC) center, which provides continuous support for ATM CRS 24 hours per day, seven days per week (24x7) with the ability to manage all of the customer's ATM CRS as a single network. The SPOC performs maintenance, trouble resolution and network management functions on a 24x7 basis. Service order processing and network installation functions are performed only during normal business hours.

k. Application of Rates and Charges

(1) Rate Elements

The following rate elements are applicable to ATM CRS:

- UNI Port With Access Line Connection
- UNI Inverse Multiplexing ATM (IMA) Port With Access Line Connection
- UNI Port Only Connection
- Permanent Virtual Circuits (PVCs)
- Effective Bandwidth for Incremental UNIs
- Closed User Groups (CUG)
- Administrative Charge

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

k. Application of Rates and Charges - Continued

(1) Rate Elements - Continued

(a) UNI Port With Access Line Connection

A monthly rate applies on a per Port With Access Line basis, based on the speed (i.e., DS1, DS3, OC3c or OC12c) and/or type (i.e., Full or Incremental, SONET - Protected or Protected Diverse) of the access connection. UNI Port and Access is offered as a one year, two year, three year or five year Extended Service Plan (ESP) only. Nonrecurring charges from this Product Guide or any other tariff of the Company do not apply.

(b) UNI Inverse Multiplexing ATM (IMA) Port With Access Line Connection

A monthly rate applies on a per DS1 basis for each sequential DS1 ordered up to the desired bandwidth (i.e., 3 Mbps, 4.5 Mbps, 6 Mbps, 7.5 Mbps, or 9 Mbps). IMA is offered as a one year, two year, three year or five year Extended Service Plan (ESP). DS1s within an IMA group added subsequent to the initial installation of the first two DS1s will have their own term period. Nonrecurring charges from this Product Guide or any other tariff of the Company do not apply.

(c) UNI Port Only Connection

A monthly rate applies on a per Port Only basis, based on the speed (i.e., DS1, DS3, OC3c or OC12c) and/or type (i.e., Full or Incremental) of the port only connection. UNI Port Only is offered as a one year, two year, three year or five year Extended Service Plan (ESP) only. Nonrecurring charges from this Product Guide or any other tariff of the Company do not apply.

(d) Permanent Virtual Circuits (PVCs)

A nonrecurring charge applies per order for Virtual Channel Connection (VCC) or Virtual Path Connection (VPC). PVCs are ordered per UNI. If multiple UNIs are involved, a nonrecurring charge will apply to each UNI Port on which the virtual connections will reside. The nonrecurring charge does not apply when PVCs are installed at the same time as the respective UNIs.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

k. Application of Rates and Charges - Continued

(1) Rate Elements - Continued

(e) Effective Bandwidth for Incremental UNIs

A monthly rate applies for incremental UNIs for CBR or VBR PVC and SVC bandwidth at 5 Mbps for DS3 or OC3c and at 15 Mbps for OC12c. A monthly rate also applies for incremental UNIs for UBR PVC and SVC bandwidth for DS3, OC3c and OC12c. Nonrecurring charges from this Product Guide or any other tariff of the Company do not apply.

The monthly rate for PVC and/or SVC UBR bandwidth will be waived when the combined VBR and CBR effective bandwidth purchased (either SVC or PVC or any combination) is equal to at least 50% of the effective bandwidth capacity of the UNI. When UBR bandwidth is made available, it is available for both PVCs and SVCs. Nonrecurring charges from this Product Guide or any other tariff of the Company do not apply.

(f) Closed User Groups (CUG)

A nonrecurring charge applies per order and per UNI for each CUG established and for each subsequent CUG member added to a CUG. The nonrecurring charge does not apply when a CUG is installed at the same time as the respective UNI.

(g) Administrative Charge

A nonrecurring charge applies (per order, per UNI) when the customer initiates a change to one or more of the following: UNI bandwidth, PVCs, class of service parameters, and/or other service parameters that do not require changes in physical facilities and that can be provisioned by the Company without the dispatch of a technician to the customer location. For each service order issued, the charge will be one Administrative Charge regardless of the number of changes made. The Administrative Charge does not apply for those items ordered on the same service order with the installation of a UNI.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

3. Terms and Conditions - Continued

k. Application of Rates and Charges - Continued

(2) Minimum Charge

The minimum charge for ATM CRS will not be less than one Monthly Recurring Charge (MRC) for the applicable service and term selected, plus Termination Liability as described in B.3.k.(3)(a) below.

(3) Extended Service Plan

The ATM CRS UNI Port With Access Line Connection, UNI IMA Port With Access Line Connection and UNI Port Only Connection rate elements are available under an ESP.

Term commitments of one-, two-, three- and five-years are available to ATM CRS UNI Port With Access Line Connection, UNI Port Only, or UNI IMA Port With Access Line Connection customers at the applicable rates set forth in B.4, regardless of when they subscribe to an ESP arrangement.

(a) Termination Liability

If ATM CRS is terminated by the customer prior to the anniversary date of the initial term commitment period, termination liability charges, as set forth in Section 2.B.15 of this Product Guide, will apply.

(4) Moves

When the customer requests a move or relocation of the UNI, the move or relocation will be treated as a termination of the existing service and the establishment of a new service.

(5) Special Facilities Routing

The customer may request that the facilities used to provide ATM CRS be specially routed. Additional charges will apply based on cost.

(6) Acceptance Testing

At the customer's request, the Company will cooperatively test at the time of installation at no additional charge. Acceptance tests will include tests for the parameters applicable to the service as specified in the order for service.

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges

a. UNI Port with Access Line Connection

	<u>Monthly Rate</u>
(1) DS1, each	
Full	
Tier 1 (0 to 5 Miles)	
One Year	\$ 805.00
Two Year	765.00
Three Year	684.00
Five Year	644.00
Tier 2 (Over 5 to 25 Miles)	
One Year	805.00
Two Year	765.00
Three Year	684.00
Five Year	644.00
Tier 3 (Over 25 to 50 Miles)	
One Year	805.00
Two Year	765.00
Three Year	684.00
Five Year	644.00

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges - Continued

a. UNI Port with Access Line Connection - Continued

	<u>Monthly Rate</u>
(2) DS3, each	
Full	
Tier 1 (0 to 5 Miles)	
One Year	\$ 4,060.00
Two Year	3,857.00
Three Year	3,451.00
Five Year	3,247.00
Tier 2 (Over 5 to 25 Miles)	
One Year	4,776.00
Two Year	4,538.00
Three Year	4,060.00
Five Year	3,821.00
Tier 3 (Over 25 to 50 Miles)	
One Year	5,731.00
Two Year	5,444.00
Three Year	4,872.00
Five Year	4,585.00
Incremental	
Tier 1 (0 to 5 Miles)	
One Year	\$ 3,407.00
Two Year	3,235.00
Three Year	2,895.00
Five Year	2,725.00
Tier 2 (Over 5 to 25 Miles)	
One Year	4,007.00
Two Year	3,807.00
Three Year	3,407.00
Five Year	3,205.00
Tier 3 (Over 25 to 50 Miles)	
One Year	4,808.00
Two Year	4,568.00
Three Year	4,088.00
Five Year	3,847.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges - Continued

a. UNI Port with Access Line Connection - Continued

Monthly Rate

(3) OC3c, each - Continued

SONET

Full, Protected

Tier 1 (0 to 5 Miles)

One Year	\$ 7,659.00
Two Year	7,277.00
Three Year	6,511.00
Five Year	6,127.00

Tier 2 (Over 5 to 25 Miles)

One Year	9,011.00
Two Year	8,561.00
Three Year	7,659.00
Five Year	7,209.00

Tier 3 (Over 25 to 50 Miles)

One Year	10,813.00
Two Year	10,272.00
Three Year	9,192.00
Five Year	8,650.00

Full, Protected Diverse

Tier 1 (0 to 5 Miles)

One Year	\$ 9,353.00
Two Year	8,886.00
Three Year	7,951.00
Five Year	7,482.00

Tier 2 (Over 5 to 25 Miles)

One Year	11,003.00
Two Year	10,453.00
Three Year	9,353.00
Five Year	8,803.00

Tier 3 (Over 25 to 50 Miles)

One Year	13,204.00
Two Year	12,544.00
Three Year	11,224.00
Five Year	10,563.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) – Continued

4. Rates and Charges - Continued

a. UNI Port with Access Line Connection – Continued

Monthly Rate

(3) OC3c, each – Continued

SONET - Continued

Incremental, Protected

Tier 1 (0 to 5 Miles)

One Year	\$ 5,336.00
Two Year	5,070.00
Three Year	4,536.00
Five Year	4,269.00

Tier 2 (Over 5 to 25 Miles)

One Year	6,278.00
Two Year	5,964.00
Three Year	5,336.00
Five Year	5,023.00

Tier 3 (Over 25 to 50 Miles)

One Year	7,534.00
Two Year	7,158.00
Three Year	6,403.00
Five Year	6,027.00

Incremental, Protected Diverse

Tier 1 (0 to 5 Miles)

One Year	\$ 7,030.00
Two Year	6,679.00
Three Year	5,976.00
Five Year	5,624.00

Tier 2 (Over 5 to 25 Miles)

One Year	8,271.00
Two Year	7,856.00
Three Year	7,030.00
Five Year	6,617.00

Tier 3 (Over 25 to 50 Miles)

One Year	9,924.00
Two Year	9,428.00
Three Year	8,436.00
Five Year	7,940.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges - Continued

a. UNI Port with Access Line Connection - Continued

Monthly Rate

(4) OC12c, each - Continued

SONET

Full, Protected

Tier 1 (0 to 5 Miles)

One Year	\$ 23,668.00
Two Year	22,484.00
Three Year	20,118.00
Five Year	18,934.00

Tier 2 (Over 5 to 25 Miles)

One Year	27,844.00
Two Year	26,452.00
Three Year	23,668.00
Five Year	22,275.00

Tier 3 (Over 25 to 50 Miles)

One Year	33,413.00
Two Year	31,742.00
Three Year	28,401.00
Five Year	26,730.00

Full, Protected Diverse

Tier 1 (0 to 5 Miles)

One Year	\$ 25,604.00
Two Year	24,323.00
Three Year	21,764.00
Five Year	20,483.00

Tier 2 (Over 5 to 25 Miles)

One Year	30,121.00
Two Year	28,615.00
Three Year	25,604.00
Five Year	24,098.00

Tier 3 (Over 25 to 50 Miles)

One Year	36,146.00
Two Year	34,339.00
Three Year	30,724.00
Five Year	28,917.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) – Continued

4. Rates and Charges - Continued

a. UNI Port with Access Line Connection – Continued

Monthly Rate

(4) OC12c, each – Continued

SONET - Continued

Incremental, Protected

Tier 1 (0 to 5 Miles)

One Year	\$ 15,730.00
Two Year	14,944.00
Three Year	13,371.00
Five Year	12,584.00

Tier 2 (Over 5 to 25 Miles)

One Year	18,505.00
Two Year	17,580.00
Three Year	15,730.00
Five Year	14,805.00

Tier 3 (Over 25 to 50 Miles)

One Year	22,207.00
Two Year	21,097.00
Three Year	18,876.00
Five Year	17,765.00

Incremental, Protected Diverse

Tier 1 (0 to 5 Miles)

One Year	\$ 17,666.00
Two Year	16,783.00
Three Year	15,016.00
Five Year	14,133.00

Tier 2 (Over 5 to 25 Miles)

One Year	20,783.00
Two Year	19,744.00
Three Year	17,666.00
Five Year	16,627.00

Tier 3 (Over 25 to 50 Miles)

One Year	24,940.00
Two Year	23,693.00
Three Year	21,199.00
Five Year	19,952.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) – Continued

4. Rates and Charges - Continued

b. UNI Inverse Multiplexing ATM (IMA)

Monthly Rate

(1) First DS1, each (1.5 Mbps total bandwidth)
Full

Tier 1 (0 to 5 Miles)

One Year	\$ 828.00
Two Year	788.00
Three Year	704.00
Five Year	663.00

Tier 2 (Over 5 to 25 Miles)

One Year	828.00
Two Year	788.00
Three Year	704.00
Five Year	663.00

Tier 3 (Over 25 to 50 Miles)

One Year	828.00
Two Year	788.00
Three Year	704.00
Five Year	663.00

(2) **Second DS1**, each (3 Mbps total bandwidth)
Full

Tier 1 (0 to 5 Miles)

One Year	\$ 787.00
Two Year	747.00
Three Year	684.00
Five Year	644.00

Tier 2 (Over 5 to 25 Miles)

One Year	787.00
Two Year	747.00
Three Year	684.00
Five Year	644.00

Tier 3 (Over 25 to 50 Miles)

One Year	787.00
Two Year	747.00
Three Year	684.00
Five Year	644.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) – Continued

4. Rates and Charges - Continued

b. UNI Inverse Multiplexing ATM (IMA) – Continued

Monthly Rate

(3) Third DS1, each (4.5 Mbps total bandwidth)
Full

Tier 1 (0 to 5 Miles)

One Year	\$ 757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 2 (Over 5 to 25 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 3 (Over 25 to 50 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

(4) **Fourth DS1**, each (6 Mbps total bandwidth)
Full

Tier 1 (0 to 5 Miles)

One Year	\$ 757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 2 (Over 5 to 25 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 3 (Over 25 to 50 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) – Continued

4. Rates and Charges - Continued

b. UNI Inverse Multiplexing ATM (IMA) – Continued

Monthly Rate

(5) Fifth DS1, each (7.5 Mbps total bandwidth)
Full

Tier 1 (0 to 5 Miles)

One Year	\$ 757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 2 (Over 5 to 25 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 3 (Over 25 to 50 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

(6) **Sixth DS1**, each (9 Mbps total bandwidth)
Full

Tier 1 (0 to 5 Miles)

One Year	\$ 757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 2 (Over 5 to 25 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Tier 3 (Over 25 to 50 Miles)

One Year	757.00
Two Year	718.00
Three Year	642.00
Five Year	605.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges - Continued

c. UNI Port Only Connection

Monthly Rate

(1) DS1, each

Full

One Year	\$ 420.00
Two Year	399.00
Three Year	358.00
Five Year	337.00

(2) **DS3, each**

Full

One Year	\$ 1,481.00
Two Year	1,407.00
Three Year	1,258.00
Five Year	1,185.00

Incremental

One Year	\$ 712.00
Two Year	677.00
Three Year	605.00
Five Year	570.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges - Continued

c. UNI Port Only Connection - Continued

Monthly Rate

(3) OC3c, each

Full

One Year	\$ 3,872.00
Two Year	3,678.00
Three Year	3,291.00
Five Year	3,098.00

Incremental

One Year	\$ 1,139.00
Two Year	1,081.00
Three Year	968.00
Five Year	911.00

(4) OC12c, each

Full

One Year	\$ 13,609.00
Two Year	12,929.00
Three Year	11,568.00
Five Year	10,888.00

Incremental

One Year	\$ 4,270.00
Two Year	4,057.00
Three Year	3,630.00
Five Year	3,417.00

Effective: 07/09/10

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges - Continued

d. Permanent Virtual Circuits (PVCs), per order

	Nonrecurring Charge ¹
(1) Virtual Channel Connections (VCCs)	
Constant Bit rate (CBR)	\$ 75.00
Variable Bit Rate real time (VBRrt)	75.00
Variable Bit Rate non-real time (VBRnrt)	75.00
Unspecified Bit Rate (UBR)	75.00
(2) Virtual Path Connections (VPCs)	
Constant Bit Rate (CBR)	75.00
Variable Bit Rate real time (VBRrt)	75.00
Variable Bit Rate non-real time (VBRnrt)	75.00
Unspecified Bit Rate (UBR)	75.00

¹ Applies per order and in lieu of service charges found elsewhere in this section or in Section 3, Service Charges. If multiple UNIs are involved, a nonrecurring charge will apply to each UNI Port on which the virtual connections will reside. The nonrecurring charge does not apply when PVCs are installed at the same time as the respective UNIs.

ADVANCED DATA SERVICES

B. ASYNCHRONOUS TRANSFER MODE (ATM) CELL RELAY SERVICE (CRS) - Continued

4. Rates and Charges - Continued

e. Effective Bandwidth for Incremental UNIs

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
(1) CBR or VBR PVC Bandwidth		
DS3 or OC3c - 5 Mbps	--	\$ 97.00
OC12c - 15 Mbps	--	242.00
(2) CBR or VBR SVC Bandwidth		
DS3 or OC3c - 5 Mbps	--	97.00
OC12c - 15 Mbps	--	242.00
(3) UBR PVC and SVC Bandwidth, Bandwidth up to the UNI line rate		
DS3	--	484.00
OC3c	--	1,452.00
OC12c	--	4,840.00
f. Closed User Groups (CUG) ¹ , per order, per UNI		
(1) Each CUG	\$ 75.00	--
(2) Each subsequent CUG member added to a CUG	75.00	--
g. Administrative Charge ¹ , per order, per UNI	75.00	--

¹ Applies per order, per UNI, and in lieu of service charges found elsewhere in this section or in Section 3, Service Charges. The nonrecurring charge does not apply for those items ordered on the same service order with the installation of a UNI.

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. 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.

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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

C. FRAME RELAY SERVICE (FRS) - Continued

2. DEFINITIONS - Continued

Maximum Burst Rate (MBR) - The maximum information rate at which customer traffic will be admitted to the network. Traffic rates in excess of MBR will automatically be discarded on ingress to the network. The Maximum Burst Rate is equal to the sum of the Committed Information Rate (CIR) and Excess Burst Size B(e).

Network-to-Network Interface (NNI) - A standard interface used to connect two frame relay services, and includes elements such as bi-directional polling to assist the network services providers in gaining information on the status of the networks being connected.

Permanent Virtual Circuit (PVC) - A logical channel, defined in software that establishes a path from one customer port to another.

Port - The entry point on the switch to which the customer is connected. Ports are available which allow connection to the Frame Relay network at speeds of 56 Kbps to 44.736 Mbps.

Statistical Multiplexing - A multiplexing technique in which time slots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

Term Payment Plan (TPP) - The length of time for which a customer agrees to pay for Frame Relay Service. Payment periods of one year, three years and five years are available for the UNI Port and Access Line, UNI Port Only and Private NNI Port Only rate elements. PVC CIR and PVC CIR Optional Features are not offered under a TPP.

User-to-Network Interface (UNI) - A standard interface used to connect the end user to the Frame Relay Service network. It receives the data frame from the customer's Local Area Network (LAN) or other customer-provided equipment (CPE) devices and verifies that the Data Link Connection Identifier (DLCI) is valid before relaying the frame to the destination end point. The DLCI is a Frame Relay term defining a 10-bit field of the address field, and it identifies data links and their service parameters.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS

The rates, terms and conditions specified herein are in addition to the applicable rates, terms and conditions specified in other sections of this Product Guide and other Tariffs of the Company.

a. Description of Service

- (1) Frame Relay Service (FRS) is a data communications service that provides for data connectivity between/among widely distributed locations. This connectivity is provided via Permanent Virtual Circuit (PVC) connections implemented over access facilities utilizing a switch dedicated to high-speed data services.
- (2) FRS is a transport service that facilitates the exchange of variable length information units (frames) between end user connections by way of PVCs. Each frame is passed to the Frame Relay network with an address that specifies the permanent virtual circuit.
- (3) Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. FRS is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.
- (4) In operation of FRS, Customer Premises Equipment (CPE), such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The CPE then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC path.
- (5) The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.
- (6) The Committed Information Rate (CIR) and Excess Burst Size B(e) are traffic management parameters that allow the customer to fine tune implementation of FRS.
- (7) FRS, as provided for in this Section, is offered for intrastate use only.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

b. Service Components

The major components of FRS are:

User-to-Network Interface (UNI) Port and Access Line

Port Only

- UNI Port Only

- Private Network-to-Network (NNI) Port Only

Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

PVC CIR Optional Features

- Backup UNI

(1) User-to-Network Interface (UNI) Port and Access Line

The UNI Port and Access Line forms the component which provides the customer access to the customer's serving wire center and interoffice transport from the customer's serving wire center to the Frame Relay switch. The UNI Port and Access Line is provided for use only with FRS and where facilities and conditions permit.

(2) Port Only

Customers may access Port Only connections via Company-provided digital access facilities or via facilities provided by another carrier. The channel speed of the access channel must be sufficient to accommodate the Frame Relay port speed. When access facilities are provided by the Company, the associated regulations, rates and charges under the appropriate Company Tariff or Product Guide shall apply in addition to the regulations, rates and charges associated with FRS. Company-provided access facilities may also be provisioned on an Individual Case Basis (ICB) where access facilities are not generally available under the applicable tariff or Product Guide. Interconnection charges to connect access line services provided by the Company or another carrier may apply and will be billed separately. Any special construction or nonstandard charges assessed by the carrier supplying the access facilities will be the responsibility of the customer.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

b. Service Components - Continued

(2) Port Only - Continued

(a) UNI Port Only

The UNI Port Only provides for a user to carrier connection (i.e., end user customer to the Company).

(b) Private Network-to-Network (NNI) Port Only

The Private NNI port configuration is used for connecting two networks together for bi-directional messaging and is available on a private basis only. A Private NNI is a NNI port sold for the exclusive use of the customer.

(3) Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

(a) Permanent Virtual Circuits (PVCs) are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple paths (PVCs) to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.

(b) Since multiple PVCs may be defined on one physical port, it is possible for the cumulative Committed Information Rates (CIRs) to exceed the physical bandwidth of that port. This is referred to as over-subscription and when this occurs, the aggregate CIR defined for that port and PVC will not be available at any point in time.

(c) The following types of PVC CIR are available:

i) Intrazone - An Intrazone PVC is a logical channel path between two customer Frame Relay ports within the same zone. Frame Relay zones are found in j.(1)(f). following.

ii) Multi-jurisdictional - A Multi-jurisdictional PVC is a logical channel path between two customer Frame Relay ports, one being an interstate port and the other an intrastate port both located within the same Frame Relay zone. A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations from the appropriate Company Tariff are applicable.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

b. Service Components - Continued

(3) Permanent Virtual Circuit (PVC) Committed Information Rate (CIR) - Continued

(c) The following types of PVC CIR are available: - Continued

- iii) Public NNI – A Public NNI PVC is a logical channel path between a customer Frame Relay port and a Public NNI port, both located within the same Frame Relay zone. A Public NNI Port is a Frame Relay Port provided to serve multiple users and is owned and controlled by the Company.

(4) PVC CIR Optional Features

- (a) Interzone Transport – Interzone transport provides the mapping of a Frame Relay Intrazone PVC across one or more Frame Relay zone boundaries. Interzone Transport is available only with Intrazone PVC CIR at the rates set forth in 4.e.(1).
- (b) Frame Relay to ATM Service Interworking - Frame Relay to ATM Service Interworking provides for the conversion of Frame Relay packets to ATM cells and the conversion of ATM cells to Frame Relay Packets. Frame Relay to ATM Service Interworking is available with Intrazone and Multi-jurisdictional PVC CIR at no additional charge.

(5) Backup UNI

Backup UNI service is a disaster avoidance and disaster recovery feature that consists of a Primary UNI and a Backup UNI, and incorporates PVC remapping capabilities of the Frame Relay network. The Primary UNI is terminated at the primary customer host location and in normal operation serves PVCs between the primary host location and various customer remote locations. A second UNI, which is designated by the customer as a Backup UNI, is installed and terminated at the customer's backup host location. During normal operations no PVCs are mapped to the Backup UNI. The customer will be required to purchase both UNIs. In the event of a Primary UNI, primary digital access line or, customer primary host location failure, the predefined PVC configuration can be remapped to the Backup UNI at the customer's request. Upon restoral of the Primary UNI service the customer must contact the Company to initiate remapping of PVCs from the Backup UNI back to the Primary UNI. A Backup UNI, which may serve as a backup to one or more Primary UNIs, can only backup one Primary UNI at a time. A Backup UNI must be the same port speed or greater than the Primary UNI(s).

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

c. Technical Specifications

FRS conforms to the transmission specification standards in the following references:

ANSI T1.602 Integrated Services Digital Network (ISDN) – Data Link Layer Signaling Specification for Application at the User-Network Interface – Issued 1989

ANSI T1.606 Frame Relay Bearer Service, Architectural Framework and Service Description – Issued 1990

ANSI T1.617 Integrated Services Digital Network (ISDN) – Digital Subscriber Signaling Specification for Frame Relay Bearer Service – Issued 1991.

ANSI T1.618 Integrated Services Digital Network (ISDN) – Core Aspects of Frame Relay Bearer Service – Issued 1991

d. Provision of Service

- (1) FRS is provided to the customer in the form of the UNI Port and Access Line, UNI Port Only, Private NNI Port Only and CIR based PVCs. The UNI Port and Access Line forms the local access component to the customer's serving central office. The UNI Port Only and Private NNI Port Only include the electronic equipment necessary to interface the access line to the Frame Relay switch.
- (2) PVCs are provisioned on a specified speed and CIR basis, depending upon the customer's request. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.
- (3) The maximum CIR allowed is determined by the lower of the two port speeds connected by the PVC. The maximum CIR allowed for port speeds at 1.536 Mbps and below is 75% of the lower of the two port speeds. For port speeds above 1.536 Mbps to 44.736 Mbps, the maximum CIR allowed is 50% of the lower of the two port speeds.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

d. Provision of Service - Continued

- (4) The PVC must be associated with at least one Frame Relay port. A Frame Relay port can be associated with multiple PVCs.
- (5) The customer subscribing to a Port Only or Port and Access Line will be referred to as the controller of the Frame Relay port. A separate entity may, with written authorization from the controller, subscribe to a PVC that allows communication between entities. A disconnect of a PVC does not result in the disconnect of the underlying access line and port. Only the controller may order the disconnect of the FRS.
- (6) The Frame Relay port with PVC CIR capacity may be ordered and billed separately from an associated Frame Relay port and PVC, and can have different customers as controllers.
- (7) 4 Mbps, 6 Mbps, 10 Mbps and 22 Mbps speeds are provisioned utilizing 44.736 Mbps of transport bandwidth; no other service(s) may utilize the remaining bandwidth.
- (8) FRS is available where facilities and conditions permit.

e. Special Conditions

(1) Maintenance Window

- (a) Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the Frame Relay switch out of service, during the predetermined maintenance window of 11:00p.m. to 8:00 a.m. In these cases, all attempts will be made to notify the customer in advance as to the time and duration of these outages. The Company reserves the right to temporarily interrupt the FRS at other times in emergency situations.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

f. Obligations of the Customer

- (1) Where FRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of the Company's employees or the public; damage, harm, require change in or alteration of the equipment or other services of the Company; interfere with the proper operation of the Company's equipment or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.
- (2) The customer, upon request, shall furnish such information as may be required to permit the Company to design and maintain the FRS it offers and to assure that the service arrangement is in compliance with the terms and conditions contained herein.
- (3) It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment that is used in conjunction with the FRS. The CPE shall be in compliance with the terms and conditions specified in this section.
- (4) The customer shall be responsible for obtaining permission for the Company's agents or employees to enter the premises of the customer at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of the Company.
- (5) At service subscription, the customer must specify the CIR and is expected to provide the DLCI and the B(e) for each PVC ordered.
- (6) Error correction is the responsibility of the customer's terminal equipment and/or applications. If the FRS network experiences congestion or failures, customer data may be discarded. In addition, frames that are received in excess of the Maximum Burst Rate (MBR), with bad addresses, or other errors will be discarded on ingress to the network. The customer's Frame Relay terminal equipment has the responsibility for retransmitting frames that are discarded due to errors or network congestion.
- (7) The customer is responsible for provisioning the inside wire from the network interface to the Frame Relay compatible equipment.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

f. Obligations of the Customer - Continued

(8) A customer ordering Backup UNI service is responsible for the following:

- Determining network configuration before and after the activation of Backup UNI service.
- Providing the Company with the appropriate information required for joint development of the Backup UNI database.
- Maintaining its own port configurations and router tables (for seamless changes from the Primary UNI to the Backup UNI, the customer must use the same addressing scheme on routers connected to the primary and backup sites).
- Contacting the Company to request all activations and deactivations of Backup UNI service.

g. Obligations of the Company

- (1) The responsibility of the Company shall be limited to furnishing network equipment suitable for FRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
- (2) The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting FRS to the technological requirements of any specific customer equipment.
- (3) When a customer orders FRS which is relayed to Frame Relay networks of other carriers, the Company will provide advisory assistance as a part of the establishment of this service.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

g. Obligations of the Company - Continued

- (4) The Company shall not be responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of FRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.
- (5) The Company undertakes the responsibility to maintain and repair the service that it furnishes. Network equipment installed by the Company on the customer's premises shall be and remain the property of the Company. The customer or user may not rearrange, disconnect, remove, attempt to repair, remote test, or interface with any network equipment installed by the Company without prior written consent by the Company.
- (6) The Company has the service responsibility up to and including the network interface.

h. Special Facilities Routing

The customer may request that the facilities used to provide FRS be specially routed. Additional charges will apply based on cost.

i. Acceptance Testing

At the customer's request, the Company will cooperatively test at the time of installation at no additional charge. Acceptance tests will include tests for the parameters applicable to the service as specified in the order for service.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

j. Application of Rates

(1) Rate Elements

The following rate elements are applicable to FRS:

UNI Port and Access Line

Port Only

- UNI Port Only

- Private NNI Port Only

PVC CIR

PVC CIR Optional Features

Subsequent PVC CIR Charge

Backup UNI

Software Change Charge

(a) UNI Port and Access Line

A monthly recurring charge based on the speed of the port connection applies per port for each physical connection to the network supporting FRS. In addition, a nonrecurring charge applies to the month-to-month plan. Nonrecurring charges do not apply to UNI Port and Access Line offered on a Term Payment Plan (TPP). UNI Port and Access Line is offered on a month-to-month basis or as a TPP of one year, three years, or five years.

(b) Port Only – UNI Port Only and Private NNI Port Only

A monthly recurring charge based on the speed of the port connection applies per port for each Port Only interface. In addition, a nonrecurring charge applies to the month-to-month plan. Nonrecurring charges do not apply to Port Only offered on a TPP. Port Only is offered on a month-to-month basis or as a TPP of one year, three years, or five years.

Refer to 3.b.(2) for the terms and conditions associated with Port Only digital access facilities.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

j. Application of Rates - Continued

(1) Rate Elements (Continued)

(c) Permanent Virtual Circuit (PVC) Committed Information Rate (CIR)

- i) Intrazone - A monthly recurring charge, based on CIR capacity, applies for each PVC requested by the customer. Frame Relay zones are found in (f) following.
- ii) Multi-jurisdictional - A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations from the Frontier Communications of the Southwest Inc. FCC Tariff No. 8 are applicable.
- iii) Public NNI – A monthly recurring charge, based on CIR capacity, applies for each PVC requested by the customer.

(d) PVC CIR Optional Features

- i) Interzone Transport – A monthly recurring charge, based on CIR capacity, applies for each application of Interzone Transport and is in addition to the applicable charges for Intrazone PVC CIR. Interzone Transport is available only with Intrazone PVC CIR.
 - ii) Frame Relay to ATM Service Interworking - Frame Relay to ATM Service Interworking is available with Intrazone and Multi-jurisdictional PVC CIR at no additional charge.
- (e) Subsequent PVC CIR Charge – A nonrecurring charge applies when a customer orders additional PVC CIR subsequent to the initial port installation.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

j. Application of Rates - Continued

(1) Rate Elements - Continued

(f) Backup UNI

A nonrecurring charge applies when a customer requests an activation of the Backup UNI service. No additional charges are applied upon deactivation of Backup UNI service.

(g) Software Change Charge

A nonrecurring charge applies per order when a customer requests a PVC parameter change (i.e., CIR, burst, DLCI re-map to a different host or remote). For each service order issued per UNI or Private NNI, the charge will be one Software Change Charge regardless of the number of changes made.

¹ Interzone transport optional feature not available.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

j. Application of Rates - Continued

(2) Service Charges

Unless otherwise stated in this Section, nonrecurring charges applicable to FRS are in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

(3) Minimum Period

The minimum period for FRS is one month except when the customer subscribes to a TPP. When PVCs are added to existing FRS, the minimum period for the PVC is one month.

(4) Term Payment Plan (TPP)

(a) The UNI Port and Access Line, UNI Port Only and Private NNI Port Only rate elements are available under a TPP. PVC CIR and PVC CIR Optional Features are not offered under a TPP.

(b) Payment periods of one year, three years and five years are available to all customers at the applicable rates set forth in 4.RATES following, regardless of when they subscribe to a TPP arrangement.

(c) Changes to a TPP period

Prior to the completion of the selected TPP period, the customer may elect to convert to a new TPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original TPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the value of the new TPP is less than the remaining value of current TPP, the change to the new TPP period constitutes a disconnect of the existing TPP service and termination liability charges, as set forth in Section 2.B.15 of this Product Guide, will apply.

Conversion to a different TPP or to a month-to-month option will require the customer to submit an order. If no other changes are requested, no nonrecurring charges will apply.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

j. Application of Rates - Continued

(4) Term Payment Plan (TPP) - Continued

(d) Termination Liability

In the event FRS is terminated by the customer prior to completion of the initial term commitment period, Termination Liability Charges as set forth in Section 2.B.15 of this Product Guide, will apply.

(5) Service Rearrangements

(a) Additions to Service

- i) With the exception of PVCs, when service elements are added to an existing service, the added elements must meet the minimum period requirements associated with the service to which they are added. When PVCs are added to an existing FRS, the minimum period for the added PVCs is one month.
- ii) Nonrecurring charges will apply for all additions to existing services or optional features for which nonrecurring charges normally apply at installation.
- iii) Related monthly rates and nonrecurring charges for addition(s) to service are the rate and charges in effect at the time of the addition(s).

(b) Administrative Changes

Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes may include but are not limited to the following:

- Change of customer name, i.e., the customer or record does not change but rather the customer of record changes its name, e.g., XYZ Company to XYZ Communications,
- Change of customer premises address when the change of address is not a result of a physical relocation of facilities,
- Change in billing data (name, address, or contact name or telephone number), and
- Change of customer contact name or telephone number.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

3. TERMS AND CONDITIONS - Continued

j. Application of Rates - Continued

(5) Service Rearrangements - Continued

- (c) Conversion of service to another jurisdiction will be treated as a disconnect of service and establishment of new service. However, if no other changes are ordered, nonrecurring charges will apply.

(d) Moves

When the customer requests a move or relocation of the UNI Port and Access Line, UNI Port Only or Private NNI Port Only, the move or relocation will be treated as a termination of the existing service and the establishment of a new service.

(e) Upgrade to Higher Speed Service

The customer may elect to upgrade service(s) to a higher speed during a TPP period without incurring termination liability, subject to the following conditions:

- Both the existing and the new service are provided solely by the Company.
- The order to discontinue service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time.
- The new service will provided at the same customer location as the discontinued service.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES

a. UNI Port and Access Line, each

	Nonrecurring <u>Charge</u> ¹	Monthly <u>Rate</u>
56 Kbps		
Month-to-Month	\$ 595.00	\$ 206.00
One Year	0.00	200.00
Three Years	0.00	188.00
Five Years	0.00	169.00
128 Kbps		
Month-to-Month	595.00	387.00
One Year	0.00	375.00
Three Years	0.00	351.00
Five Years	0.00	321.00
256 Kbps		
Month-to-Month	595.00	496.00
One Year	0.00	484.00
Three Years	0.00	454.00
Five Years	0.00	424.00
384 Kbps		
Month-to-Month	695.00	503.00
One Year	0.00	484.00
Three Years	0.00	454.00
Five Years	0.00	424.00
1.536 Mbps		
Month-to-Month	695.00	714.00
One Year	0.00	678.00
Three Years	0.00	636.00
Five Years	0.00	581.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

a. UNI Port and Access Line, each - Continued

	Nonrecurring <u>Charge</u> ¹	Monthly <u>Rate</u>
4 Mbps		
Month-to-Month	\$ 795.00	\$3,872.00
One Year	0.00	3,751.00
Three Years	0.00	3,630.00
Five Years	0.00	3,509.00
6 Mbps		
Month-to-Month	795.00	3,993.00
One Year	0.00	3,872.00
Three Years	0.00	3,751.00
Five Years	0.00	3,630.00
10 Mbps		
Month-to-Month	795.00	4,235.00
One Year	0.00	4,114.00
Three Years	0.00	3,993.00
Five Years	0.00	3,751.00
22 Mbps		
Month-to-Month	795.00	4,598.00
One Year	0.00	4,356.00
Three Years	0.00	4,114.00
Five Years	0.00	3,872.00
44.736 Mbps		
Month-to-Month	795.00	5,082.00
One Year	0.00	4,719.00
Three Years	0.00	4,356.00
Five Years	0.00	3,993.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

b. UNI Port Only ¹, each

	Nonrecurring <u>Charge ²</u>	Monthly <u>Rate</u>
56 Kbps		
Month-to-Month	\$ 150.00	\$ 61.00
One Year	0.00	58.00
Three Years	0.00	51.00
Five Years	0.00	45.00
128 Kbps		
Month-to-Month	150.00	107.00
One Year	0.00	101.00
Three Years	0.00	94.00
Five Years	0.00	83.00
256 Kbps		
Month-to-Month	150.00	167.00
One Year	0.00	160.00
Three Years	0.00	152.00
Five Years	0.00	140.00
384 Kbps		
Month-to-Month	150.00	212.00
One Year	0.00	204.00
Three Years	0.00	189.00
Five Years	0.00	172.00
1.536 Mbps		
Month-to-Month	295.00	327.00
One Year	0.00	315.00
Three Years	0.00	297.00
Five Years	0.00	276.00

¹ Refer to 3.B.2. for the terms and conditions associated with Port Only digital access facilities.

² Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

b. UNI Port Only ¹, each - Continued

	Nonrecurring <u>Charge</u> ²	Monthly <u>Rate</u>
4 Mbps		
Month-to-Month	\$ 395.00	\$ 1,059.00
One Year	0.00	999.00
Three Years	0.00	920.00
Five Years	0.00	847.00
6 Mbps		
Month-to-Month	395.00	1,089.00
One Year	0.00	1,029.00
Three Years	0.00	938.00
Five Years	0.00	878.00
10 Mbps		
Month-to-Month	395.00	1,120.00
One Year	0.00	1,059.00
Three Years	0.00	968.00
Five Years	0.00	908.00
22 Mbps		
Month-to-Month	395.00	1,150.00
One Year	0.00	1,089.00
Three Years	0.00	999.00
Five Years	0.00	938.00
44.736 Mbps		
Month-to-Month	395.00	1,210.00
One Year	0.00	1,120.00
Three Years	0.00	1,059.00
Five Years	0.00	968.00

¹ Refer to 3.B.2. for the terms and conditions associated with Port Only digital access facilities.

² Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES

c. NNI Port Only ¹, each

	Nonrecurring <u>Charge</u> ²	Monthly <u>Rate</u>
384Kbps		
Month-to-Month	\$150.00	\$ 212.00
One Year	0.00	204.00
Three Years	0.00	189.00
Five Years	0.00	172.00
1.536 Mbps		
Month-to-Month	295.00	327.00
One Year	0.00	315.00
Three Years	0.00	297.00
Five Years	0.00	276.00
44.736 Mbps		
Month-to-Month	395.00	1,210.00
One Year	0.00	1,120.00
Three Years	0.00	999.00
Five Years	0.00	968.00

¹ Refer to 3.B.2. for the terms and conditions associated with Port Only digital access facilities.

² Applies in lieu of service charges found elsewhere in the Product Guide or other Company Tariffs.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

d. PVC CIR, per PVC

(1) Intrazone

	<u>Monthly Rate</u>
4 Kbps	\$ 5.00
8 Kbps	7.00
16 Kbps	8.00
28 Kbps	9.00
32 Kbps	10.00
42 Kbps	13.00
48 Kbps	15.00
64 Kbps	19.00
96 Kbps	26.00
128 Kbps	33.00
192 Kbps	44.00
256 Kbps	51.00
288 Kbps	58.00
384 Kbps	65.00
512 Kbps	73.00
576 Kbps	79.00
768 Kbps	85.00
1152 Kbps	97.00
1536 Kbps	109.00

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

d. PVC CIR, per PVC - Continued

(1) Intrazone - Continued

	<u>Monthly Rate</u>
2 Mbps	\$ 116.00
3 Mbps	121.00
4 Mbps	145.00
5 Mbps	172.00
6 Mbps	198.00
7 Mbps	226.00
8 Mbps	251.00
9 Mbps	277.00
10 Mbps	303.00
11 Mbps	322.00
12 Mbps	341.00
13 Mbps	361.00
14 Mbps	380.00
15 Mbps	399.00
16 Mbps	419.00
17 Mbps	438.00
18 Mbps	458.00
19 Mbps	476.00
20 Mbps	496.00
21 Mbps	516.00
22 Mbps	535.00

(2) Multi-jurisdictional ¹

¹ A Multi-jurisdictional PVC falls under federal jurisdiction and the PVC CIR rates, rules and regulations from the Frontier Communications of the Southwest Inc. Telephone Companies FCC Tariff No. 8 are applicable.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

d. PVC CIR, per PVC - Continued

(3) Public NNI

	<u>Monthly Rate</u>
4 Kbps	\$ 17.00
8 Kbps	19.00
16 Kbps	20.00
28 Kbps	21.00
32 Kbps	22.00
42 Kbps	25.00
48 Kbps	28.00
64 Kbps	31.00
96 Kbps	36.00
128 Kbps	43.00
192 Kbps	48.00
256 Kbps	61.00
288 Kbps	67.00
384 Kbps	73.00
512 Kbps	85.00
576 Kbps	91.00
768 Kbps	97.00
1152 Kbps	109.00
1536 Kbps	128.00

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES

d. PVC CIR, per PVC - Continued

(3) Public NNI - Continued

	<u>Monthly Rate</u>
2 Mbps	\$ 140.00
3 Mbps	152.00
4 Mbps	164.00
5 Mbps	194.00
6 Mbps	224.00
7 Mbps	254.00
8 Mbps	285.00
9 Mbps	315.00
10 Mbps	345.00
11 Mbps	375.00
12 Mbps	406.00
13 Mbps	436.00
14 Mbps	466.00
15 Mbps	496.00
16 Mbps	520.00
17 Mbps	545.00
18 Mbps	569.00
19 Mbps	593.00
20 Mbps	617.00
21 Mbps	641.00
22 Mbps	666.00

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

e. PVC CIR Optional Features, per PVC

(1) Interzone Transport ¹

	<u>Monthly Rate</u>
4 Kbps	\$ 14.00
8 Kbps	15.00
16 Kbps	17.00
28 Kbps	18.00
32 Kbps	19.00
42 Kbps	22.00
48 Kbps	28.00
64 Kbps	33.00
96 Kbps	42.00
128 Kbps	47.00
192 Kbps	65.00
256 Kbps	80.00
288 Kbps	90.00
384 Kbps	100.00
512 Kbps	121.00
576 Kbps	127.00
768 Kbps	138.00
1152 Kbps	160.00
1536 Kbps	176.00

¹ The monthly rate applies in addition to applicable rates for Intrazone PVC CIR.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

e. PVC CIR Optional Features, per PVC

(1) Interzone Transport ¹

	<u>Monthly Rate</u>
2 Mbps	\$ 198.00
3 Mbps	215.00
4 Mbps	226.00
5 Mbps	267.00
6 Mbps	315.00
7 Mbps	362.00
8 Mbps	410.00
9 Mbps	458.00
10 Mbps	506.00
11 Mbps	552.00
12 Mbps	598.00
13 Mbps	645.00
14 Mbps	691.00
15 Mbps	737.00
16 Mbps	774.00
17 Mbps	812.00
18 Mbps	849.00
19 Mbps	887.00
20 Mbps	924.00
21 Mbps	956.00
22 Mbps	988.00

(2) Frame Relay to ATM Service Interworking

No Charge

¹ The monthly rate applies in addition to applicable rates for Intrazone PVC CIR.

Effective: 07/09/10

ADVANCED DATA SERVICES

C. FRAME RELAY SERVICE (FRS) - Continued

4. RATES - Continued

	<u>Nonrecurring Charge</u> ¹
f. Subsequent PVC CIR Charge, per PVC CIR	\$ 40.00
g. Backup UNI, Per Activation	200.00
h. Software Change Charge, Per Order for UNI or Private NNI	40.00

¹ Applies in lieu of service charges found elsewhere in this Product Guide or other Company Tariffs.

Effective: 03/08/17

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.

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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

2. DEFINITIONS - Continued

Optical Carrier Rate, (OC #) - a SONET transmission signal/speed, line rate, or service. The rates are in multiples of an OC1, which is equivalent to a STS1 (51.84 Mbps), SONET's basic rate.

<u>OC(#) Rate</u>	<u>Bandwidth Capacity</u>
3	155.52 Mbps
12	622.08 Mbps
48	2.488 Gbps
192	9.952 Gbps

Optical Carrier Rate Concatenated (OC#c) - a "clear channel" SONET transmission using only one framing format. Generally, an OC3 signal provides three STS1 frame formats with 3 overheads for a total capacity of 2268 bytes per Synchronous Payload Envelope (SPE) frame. For example, in an OC3c signal, one STS3c frame format is used with one overhead, increasing the total payload capacity to 2340 bytes per SPE frame.

DSR Port (Port) - a DSR rate element that denotes the interface at which a lower speed service terminates or originates at a DSR node. The port charge applies both at the entrance to and the exit from the ring.

Port Node - An arrangement on a DSR that interconnects the main DSR ring with a subtending DSR ring.

Subtending Ring - A DSR service that subtends (interconnects with) a DSR main ring.

Synchronous Optical Network (SONET) - an international standard for the transmission of high capacity bandwidth over optical facilities. This synchronous transmission platform utilizes a modular multiplexing approach. Because of the large bandwidth, some of the payload is used to monitor, protect, manage and improve the transmission of the signal.

Synchronous Transport Signal Level (STS1) - a 51.84 Mbps signal that is the electrical equivalent of the OC1 or a DS3 with additional Mbps devoted to SONET overhead information. An STS1 can carry a DS3 or 28 DS1s when specifically formatted (mapped). These DS1s may be accessed off-ring using the tariffed DS3 to DS1 multiplexing optional service or via a DS3 Transmux port.

Transmuxing - the function of a DSR DS3 Transmux port that performs a DS3 to DS1 conversion at a DSR Node. The DS3 to DS1 conversion allows a single DSR DS3 Transmux port to be associated with up to twenty-eight (28) VT1.5 mapped DSR DS1 ports. Transmuxing within the DSR network retains DS1 visibility, allowing for proactive maintenance capability of DS1 signals.

Virtual Tributary (VT) - a SONET structure designed for transport of sub-STS1 payloads. A DS1 is mapped into the SONET format using a VT1.5 as a packaging mechanism that is internal to the SONET signal.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS

a. Description of Service

Dedicated SONET Ring (DSR) is an optical high-capacity service using SONET-based technology.

DSR provides the customer a dedicated, high-capacity customized network. The network is a ring architecture that provides connectivity to multiple customer locations. Full rings may subtend (interconnect with) each other as described in D.3.c.(2) following.

A full ring must have a minimum of three nodes. At least one of the nodes must be located in a Company Central Office (CO) and one at a customer premises. The fiber path is such that when traversing the ring, the starting node and the end node are the same.

DSR is an alternative to basic High Capacity point-to-point service between multiple customer locations. Monthly rate elements include ports, nodes, mileage and optional features (e.g., Customer Network Management capabilities). Rates are specified in Section D.4 following.

b. Technical Specifications

Technical specifications are delineated in the following publications:

- Telcordia Document GR-253-CORE; Issue 2, December 1995; Revision 1, December 1997
"Synchronous Optical Network (SONET) Transport Systems: Common Generic Criteria;"
- Telcordia Document GR-1374-CORE; Issue 1, December 1994; "SONET Inter-Carrier Interface Physical Layer Generic Criteria for Carriers;"
- American National Standard, ANSI T1.105-1995; "Synchronous Optical Network (SONET) - Basic Description including Multiplex Structure, Rates and Formats;"
- Telcordia Document GR-1377-CORE; Issue 5, December 1998; "SONET OC192 Transport System Generic Criteria;"
- American National Standard, ANSI X3.802.3, Telecommunications and information exchange between systems-Local and Metropolitan Areas Networks-Specific Requirements-Part 3, Released 1998; and,
- American National Standard, ANSI X3.802.3z, Supplement to Standard for Information Technology-Local and Metropolitan Area Networks, Part 3, Released 1998.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service

(1) All Rings

When a customer premises node is located in the same building as a Central Office node, there may not be diversity between the two nodes.

Generally, a transmission of twenty (20) or more miles or a transmission through six (6) or more COs will be subject to loss of signal integrity. Additional nodes may be added to maintain signal integrity.

The customer specifies the ring capacity in terms of optical carrier rates. DSR is available in capacities of OC3, OC12, OC48 and OC192. Lower speed services are provided between nodes via ports.

DSR is deployed upon customer request, and is available based on negotiated installation intervals. Where suitable SONET facilities are not available, Special Construction rates and charges may apply.

The customer must provide, at no cost to the Company, suitable and secure space, suitable environmental conditions, and uninterrupted power supply, building entrance facilities, and conduit for placement of the facilities and network equipment at its locations as necessary to provide the service.

The customer will be billed additional charges for any charges levied to the Company for space and power required to place ADMs on the Company's side of the network interface.

The customer may provide a single node and associated port equipment at one of its premises subject to compatibility with the Company's equipment in the COs. This compatibility requires that the customer, at its own expense, uses matching vendor's equipment and maintains the same vintage in software release as the Company. Upon written notification from the Company, the customer has 60 days in which to complete the change out of software. In addition, the customer must configure the node to limit access to the data communications channel of the node.

The Company cannot ensure the performance monitoring of the ring when it is equipped with customer provided nodes.

One or more lower speed node(s) may subtend a higher speed node (e.g., an OC12 node may subtend an OC192 node). Rates and charges apply for both the higher speed node and for each subtending lower speed node provided. Additionally, the appropriate port charge will apply to connect the higher speed node to the subtending lower speed node.

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ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service

(1) All Rings- Continued

More than one lower speed enhanced node may subtend the same higher speed enhanced node.

The connection between the higher and lower speed nodes is a SONET facility (Subtending Node Facility) between an OCn port on the higher speed node and the lower speed node. OCn ports arranged in this asymmetrical configuration are provided in accordance with D.3.c(2) following and must be of the same optical carrier rate as the OCn port on the higher speed node.

When the higher speed enhanced node is located at a customer designated premises, the subtending node(s) must be located at the same customer designated premises

When the higher speed enhanced node is located at a Company wire center, the subtending node(s) may be located within that same wire center or extended to a customer designated premises that is served by that wire center or by a different wire center. When extending the subtending node to a customer designated premises, the SNF is subject to a channel extension charge. When the customer designated premises is not served by the same wire center where the higher speed enhanced node is located, mileage applies between the wire centers involved. Mileage applies in addition to the channel extension charge.

When High Capacity DS1 and DS3 services from Schedule Cal. P.U.C. No. C-1, or the Company's FCC Tariffs No. 14 or No. 16, are connected to a DSR from an off-ring location, applicable port charges will be assessed in lieu of SALs for the on-ring portion of the circuit. The off-ring portion of the circuit will be covered by the applicable rates, terms and conditions of Schedule No. C-1, FCC No. 14 or FCC No. 16. The applicable rates, terms and conditions are based on the tariff jurisdiction of the circuit.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(1) All Rings - Continued

Ethernet services are provided on a point-to-point basis between two suitably equipped DSR nodes.

Connection of ethernet or optical private line services to a DSR will be provided on an Individual Case Basis (ICB). When connected to a DSR, such services will be charged as ports and will be subject to terms and conditions in Section D.3.c.(5) following.

When DSR is ordered under a meet point billing arrangement in which the Company acts as an intermediate carrier as set forth in the Company's FCC Tariff No. 14, at least one node of the DSR ring must be in a Company central office.

The rates, terms and conditions contained in this section for the provision of DSR are applicable to customers whose interstate traffic on the service constitutes 10% or less of the total traffic on that service.

With the order for DSR service, the customer will provide to the Company an estimate of whether the interstate traffic will comprise more than 10%, or less than 10% of total traffic. For existing services, the Company will ask the customer to provide the data the customer uses to determine the percentages of the jurisdiction of their services. See Schedule Cal. P.U.C. No. C-1, Section VI for conditions.

If the customer's estimate of the interstate traffic on the service involved constitutes more than 10% of the total traffic on that service, the service will be provided in accordance with the applicable rules and regulations of the appropriate interstate tariff.

The facilities for intrastate access provided under this section shall be maintained by the Company. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities for intrastate access provided by the Company, other than by connection or disconnection to any interface means used, except with the written consent of the Company.

(2) Subtending Rings

The customer may interconnect two or more full rings in a subtending ring configuration subject to the following:

- (a) One of the DSR full rings must be designated as the main ring from which the other DSR full ring(s) will subtend. The main ring must be of equal or greater capacity than each DSR full ring that subtends the main ring. For example, a main ring that is an OC12 DSR can have an OC3 and/or OC12 subtending ring but cannot have an OC48 subtending ring. The number of rings that can subtend a main ring may be limited by the type and capacity of the nodes and port configuration specific to the customer's overall DSR service configuration.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(2) Subtending Rings - Continued

- (b) Interconnection between the main ring and the subtending ring requires a port node. A port node provides high speed interconnection between an enhanced node on the main ring and the high speed facilities of the subtending ring. Each subtending ring requires one port node where the subtending ring is interconnected to an enhanced node on the main ring. Interconnection between the main ring and a subtending ring may occur at a customer designated premises or within a Company wire center where such nodes are located. A maximum of two (2) interconnection points with the main ring are allowed per subtending ring.
- (c) Only DSR full rings that utilize suitably equipped enhanced nodes can be arranged in subtending ring configurations. DSR full rings that utilize nodes that are not enhanced will not be arranged in a subtending ring configuration(s).
- (d) Each DSR full ring included in a subtending ring configuration must be arranged as a unidirectional path switched ring (UPSR) and must use nodes that are enhanced. Bidirectional path switched rings (BLSR) may not be arranged in subtending ring configurations.
- (e) Where two (2) points of interconnection between the subtending ring and the main ring are provided, circuits originating on the main ring may be mapped to the subtending ring and circuits originating on the subtending ring may be mapped to the main ring. Channels mapped across the two interconnecting nodes are subject to Dual Node Cross-connect Channel Mapping charges as described in (l) following.
- (f) The main ring and any subtending rings associated with the main ring must individually meet the minimum requirement of three nodes. However, only one node for the entire service configuration must be located in a Company wire center. For example, if the main ring has one node located in a Company wire center and two nodes located at customer designated premises, the subtending ring(s) need not have a node that is located in a Company wire center.
 - i. When determining if the minimum number of nodes on a subtending ring has been met, the port node providing interconnection to the main ring is included in the count.
 - ii. When determining if the minimum number of nodes on a subtending ring has been met, the enhanced node on the main ring that interconnects with the subtending ring is not included in the count.

ADVANCED DATA SERVICES

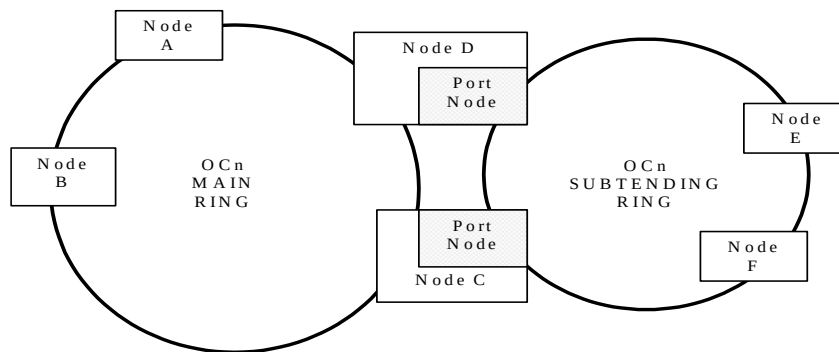
D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(2) Subtending Rings - Continued

- (g) Each subtending ring may only interconnect with one main ring.
- (h) Subtending ring configurations may be established using new DSR full rings, existing DSR full rings, or a combination of new and existing DSR full rings.
- (i) All DSR rings in the same subtending ring configuration must be for the same customer of record.
- (j) An example of a subtending ring configuration with two (2) points of interconnection to the main ring is diagrammed below:



Applicable rate elements:

- Nodes (6)
- Port Node (2)
- Mileage for circumference of Main Ring
- Mileage for circumference of Subtending Ring

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(2) Subtending Rings - Continued

- (k) Lower speed services provided over DSR must ingress at a node on either ring (the main ring or the subtending ring) and egress DSR at a node on either ring (the subtending ring or the main ring). A single port charge applies at the point of ingress and a single port charge applies at the point of egress, unless the ingress and/or egress occurs via an asymmetrical port facility, in which case a separate port charge will not apply for each such ingress or egress.
- (l) At the customer's option, a lower level service may interconnect the main and one or more of the subtending rings through two separate points of interconnection with each subtending ring. In this case, a Dual Node Cross-connect Charge applies per lower level service provided across the two interconnecting port nodes, regardless of the number of subtending rings involved. The Dual Node Cross-connect Charge does not apply when a lower level service interconnects the main and subtending rings through a single point of interconnection.
- (m) In the event that the customer elects to remove the subtending arrangement ring configuration and make the subtending ring a full DSR that is independent from the main ring, the independent ring must meet all of the requirements for a DSR full ring as set forth in D.3.c.(1) preceding. This may require the addition of an additional node in order to satisfy the minimum node requirement for a single, independent ring.

(3) Mileage

DSR Mileage on a full ring is the total of airline miles between nodes rounded up to the nearest mile.

The mileage rate is based on total ring capacity and not on individual services between nodes. For example, the mileage charge for a four-node OC3 ring with 5.1 miles between each node (20.4 total miles) would be calculated by multiplying the OC3 mileage rate by 21 miles. This mileage calculation applies regardless of the number of services (e.g., DS3s) on the ring.

(4) Port Node

A port node allows interconnection between two full DSR rings. One of the rings will be designated as the main ring and the other ring is designated as a subtending ring.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(5) DSR Ports

When a lower capacity service is provided between two separate asymmetric port facilities (APF) on the same DSR, the Company must map the facility assignment on the first APF to the facility assignment on the second APF for which an Asymmetrical Port Mapping Nonrecurring Charge applies per lower capacity service mapped.

When a customer transmits STS1, the mapping feature must be designated. The customer must indicate mapping of either individual STSs or concatenated STSs on the ASR.

Ethernet services are provided on a point-to-point basis between two suitably equipped DSR nodes.

Extended Superframe Format (ESF) is required on all DS1 circuits.

Ports may be ordered in a symmetrical arrangement (e.g., DS3 Port to DS3 Port), an asymmetrical arrangement (see table following) or in certain transmuxing arrangements as specified following.

When DS3 transmuxing arrangements are ordered, the following conditions apply:

- The DS3 Transmux Port may connect to Special Access DS3 service as specified in Schedule Cal. P.U.C. No. C-1, FCC No. 14, and FCC No. 16 for Special Access.
- The DS3 Transmux Port performs a DS3 to a DS1 conversion at a DSR node. The DS3 to DS1 conversion allows a single DSR DS3 Transmux port (which includes a DS3 Transmux Facility to which the DS1 circuits are mapped) to be a facility associated with up to twenty-eight (28) VT1.5 mapped DSR DS1 circuits.
- A DS1 port associated with a DS3 Transmux port may not coexist as a separate DS1 port within the same DSR node.
- An end-to-end DS1 service provided over DSR may not be associated with more than one DS3 Transmux port.
- DS3 Transmux ports are available at customer premises nodes only.
- DS3 Transmux Ports utilize a DS3 Transmux Facility to which VT1.5 mapped DS1 services are associated. Such DS1 services will be provisioned after ordering the associated DS3 Transmux port facility. Transmuxing is only available where suitable facilities and equipment exist to provide the DS3 Transmux Port.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(5) DSR Ports - Continued

Asymmetrical ports allow lower level services to be added to, and dropped from DSR, using ports with different transmission rates. For example, a DS1 channel can be added to the ring via a DS3 port and dropped from the ring via a DS1 port. These lower level services may originate and/or terminate at locations that are on or off of the DSR.

For OCn ports, the port with the higher transmission rate provides a facility (Asymmetrical Port Facility or APF, also referred to as a Stub Hub) which is channelized to individual services requiring lower capacity facilities and lower capacity ports. Only one such higher transmission rate OCn port applies per asymmetrical port facility. The number of lower capacity services that can utilize the same APF is limited by the total STS1 capacity of the connecting services. Available transmission rates for the APF are dependent on the capacity of the port to which it is connected. For example, an OC12 APF cannot be established on an OC3 Port. Additionally, the capacity of the port is dependent on the capacity of the node involved.

The APF provides a two-point channelized facility between a customer designated premises or Expanded Interconnection arrangement and the higher transmission rate port of the asymmetrical port combination. Such port may be associated with a node that is located at either the customer designated premises or within a Company wire center.

- (a) When the APF is located at the customer's designated premises, the APF facility is provided between the customer's designated premises and the port on the associated node located at that same premises. Rates and charges for the port apply in accordance with the terms and conditions set forth in D.3.e., following.
- (b) When the APF is located in a Company wire center and the APF connects to a customer designated premises that is served by the same wire center, an asymmetrical port channel extension applies to extend the APF to the customer designated premises. Rates and charges for the asymmetrical port channel extension apply in addition to the rates and charges for the port under D.4, following.
- (c) When the APF is located in a Company wire center and the APF connects to a customer designated premises that is served by a different wire center, an asymmetrical port channel extension and mileage applies to extend the APF to the customer designated premises. Rates and charges for the asymmetrical port channel extension and mileage apply in addition to the rates and charges for the port under D.4, following.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(5) DSR Ports - Continued

Asymmetrical ports are available in the following combinations:

<u>Ring Capacity</u>	<u>Node Speeds</u>	<u>APF Rate</u>	<u>Asymmetrical Port Combination</u>
OC3 DSR Ring	OC3 – OC3	STS1	STS1 – DS3 STS1 – DS1
OC12 DSR Ring	OC12 – OC12	OC3	OC3 – STS1 OC3 – DS3 OC3 – DS1 OC3 – GigE3 OC3 – GigE1
OC48 DSR Ring	OC48 – OC48	OC12	OC12 – OC3 OC12 – OC3c OC12 – STS1 OC12 – DS3 OC12 – DS1 OC12 – GigE12* OC12 – GigE9* OC12 – GigE6* OC12 – GigE3* OC12 – GigE1*
		OC3	OC3 – STS1 OC3 – DS3 OC3 – DS1 OC3 – GigE3* OC3 – GigE1*

* For Ethernet (GigE) port options, the associated Ethernet Service must be SONET mapped.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(5) DSR Ports - Continued

Asymmetrical ports - Continued

<u>Ring Capacity</u>	<u>Node Speeds</u>	<u>APF Rate</u>	<u>Asymmetrical Port Combination</u>
OC192 DSR Ring	OC192 – OC192	OC48	OC48 – OC12
			OC48 – OC12c
			OC48 – OC3
			OC48 – OC3c
			OC48 – STS1
			OC48 – DS3
			OC48 – DS1*
			OC48 – GigE24*
			OC48 – GigE12*
			OC48 – GigE9*
			OC48 – GigE6*
			OC48 – GigE3*
			OC48 – GigE1*
		OC12	OC12 – OC3
			OC12 – OC3c
			OC12 – STS1
			OC12 – DS3
			OC12 – DS1*
			OC12 – GigE12*
			OC12 – GigE9*
			OC12 – GigE6*
			OC12 – GigE3*
			OC12 – GigE1*
		OC3	OC3 – STS1
			OC3 – DS3
			OC3 – DS1*
			OC3 – GigE3*
			OC3 – GigE1*

* For Ethernet (GigE) port options, the associated Ethernet Service must be SONET mapped.

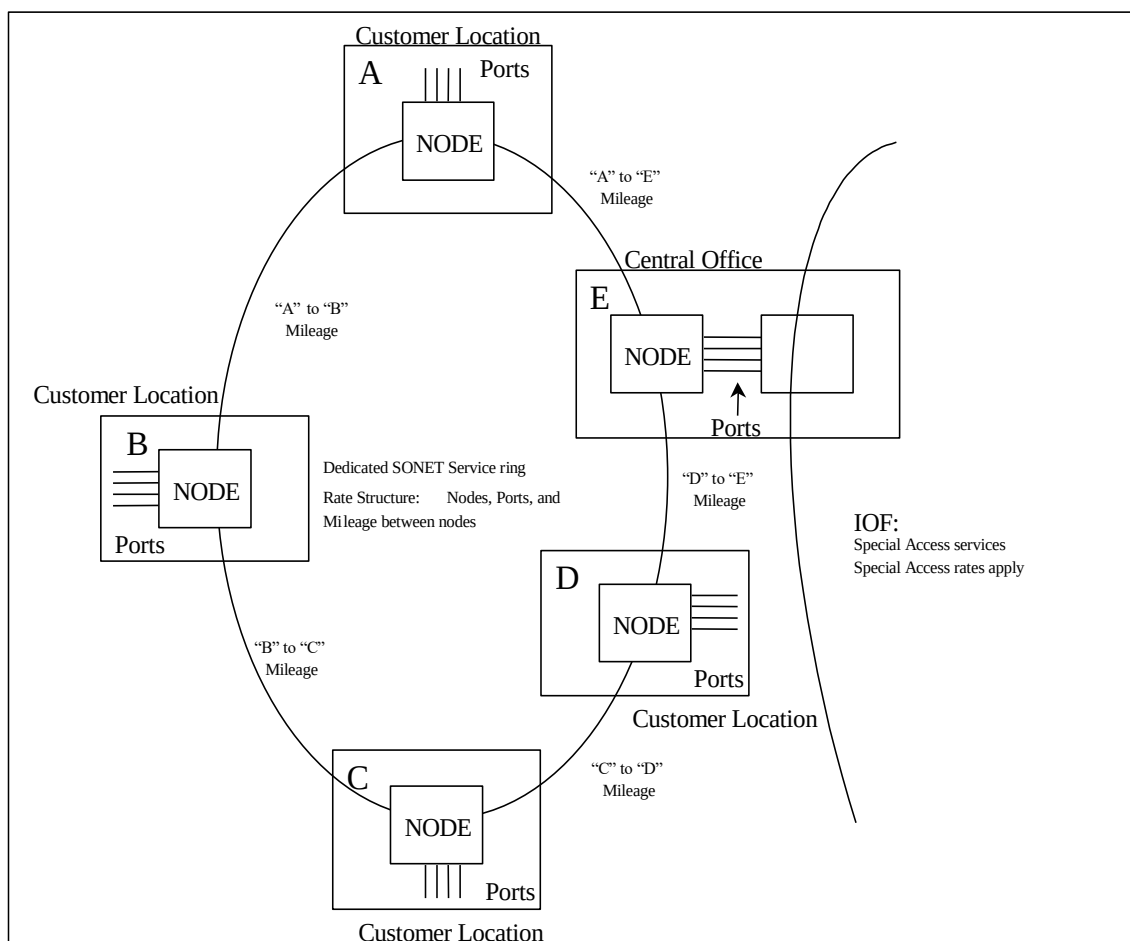
ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Provision of Service - Continued

(6) An example of a Dedicated SONET Ring (DSR) ring is diagrammed below:



ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

d. Optional Feature - Customer Network Management

(1) Description of Service

The customer has the option of purchasing Customer Network Management for use with DSR service provided by the Company. In order to purchase an Optional Feature, the customer must be subscribed to a DSR service and must use such DSR service in conjunction with the selected Optional Feature.

Optional Feature Customer Service Management (CSM) provides a customer with real-time information about the operational status of its DSR network and the ability to reconfigure lower level services riding the DSR ring. Three (3) Service Levels of support are offered for CSM. Each Service Level provides different functionalities to which the customer may gain access. These functionalities are described in the following paragraphs, and include access to real-time information about the customer's DSR network, the ability to generate reports, and the ability to reconfigure lower level services riding the DSR ring.

(2) Provision of Service

The customer must utilize Internet web access to connect its customer-provided terminal equipment to the Company'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 the Company utilizes to provide CSM. The Company will work cooperatively with the customer to determine compatibility of its communications software.

CSM may be installed at the same time as the associated DSR ring or may be added to an existing ring, subject to the provisions set forth in D.3.d(3), Application of Rates and Charges.

The customer may subscribe to CSM only if the Company provides all nodes on the ring.

When ordering CSM, the customer must specify the level of CSM support as one of the following three (3) Service Levels.

Level 1 support provides a network view of real-time detection and reporting of network alarm conditions within the customer's DSR network.

Level 2 support provides the same support described in Level 1 along with the ability for the customer to generate basic network performance reports for its DSR network. Basic reports are available at no additional charge to the customer. The customer may also request network performance reports that are customized to meet their specific needs. Rates and charges for customized reports are provided on an individual case basis (ICB) only.

Effective: 06/23/11

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 pre-planned 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 Customized Multi-line Telephone Service-CO or Primary Rate ISDN service; or (T)

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

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

d. Optional Feature - Customer Network Management - Continued

(3) Application of Rates and Charges - Continued

Monthly Recurring Charges

A CSM Service Level rate applies for each DSR ring provided with CSM.

For customers subscribing to Service Level 3 support, a preplanned port rate applies in addition to the DSR port rate for each preplanned port location established.

Nonrecurring Charges

A Node Setup charge applies for each node that is equipped with CSM at the time that CSM is initially established on the ring.

An Initial CSM Setup charge applies for establishment of the customer's initial CSM database partition. The initial CSM database partition includes setup for up to six (6) users. A database partition is a dedicated portion of the CSM platform that can only be accessed by a specific set of users designated by the customer.

A Setup of Additional Partition or Change in CSM Service Level charge applies for the setup of an additional CSM database partition created for the same customer or to change from one CSM service level to another (e.g., change Service Level 2 to Service Level 3). Each additional CSM database provides for the setup of up to six (6) additional users.

A Setup of Additional Users charge applies for the setup of up to six (6) additional users beyond those provided with the initial database setup when CSM is initially established on the ring.

An Add/Remove Node charge applies for each node that is subsequently added to, or removed from, a ring that has already been equipped to provide CSM.

A Company Performed Reconfiguration charge applies for Service Level 3 customers only when the customer requests that the Company perform a reconfiguration based on its pre-mapping instructions.

A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the customer requests Company consultation and support of its CSM network. This charge does not apply during initial setup of CSM on the ring.

A Preplanned Port charge applies for Service Level 3 customers only for each preplanned port location that is established during the initial establishment of CSM on the ring.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

d. Optional Feature - Customer Network Management - Continued

(3) Application of Rates and Charges - Continued

CSM Service Level is provided under a term plan of 3 years or 5 years.

The duration of the term plan for CSM Service Level must be the same duration as the term plan for the DSR nodes provided with CSM.

The customer has the option of subscribing to Preplanned Ports on a month-to-month basis or under a term plan of 3 or 5 years. At the expiration of its 3- or 5-Year term plans for CSM Service Levels or Preplanned Ports, the customer has the option of extending CSM Service Level or Preplanned Ports with a coterminous end date.

The expiration date of each CSM Service Level added subsequent to the initial installation must be coterminous to the expiration date of the associated DSR service, provided that the addition is prior to the 21st month for a 3-Year plan, or prior to the 36th month for a 5-Year plan. A CSM added after the aforementioned periods requires extension of the commitment period for the associated DSR service. Such extension results in the establishment of a new plan that includes both the DSR and the CSM under the same plan with the same expiration date.

CSM is subject to termination liability if CSM is removed prior to completion of the existing commitment period. The terms and conditions in D.3.e(3) following, apply to removal of CSM prior to completion of the existing commitment period.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

e. Application of Rates and Charges

(1) Commitment Periods

DSR is available for 3 or 5-year term commitment periods. Ports and asymmetrical port facilities are also available on a month-to-month basis. Ports, nodes, port nodes, optional features, subtending node facilities, and asymmetrical port facilities added subsequent to the initial installation may be coterminous to the expiration date of the DSR provided the addition is prior to the 21st month for a 3-year plan, or prior to the 36th month for a 5-year plan. Ports, nodes, port nodes, optional features, subtending node facilities, and asymmetrical port facilities added after the aforementioned periods require extending the commitment period for an additional one-year for a 3-year plan, or an additional 2 years for a 5-year plan. Ports and asymmetrical port facilities in a month-to-month plan may be added at anytime. The added nodes must be at the same or lower speed as the existing nodes.

Monthly recurring rates apply for the ports, port nodes, nodes, mileage, optional features, subtending node facilities and asymmetrical port facilities. Once a term period expires, the rates of the customer's existing plan will continue until the customer cancels service or requests a new term plan.

(2) Nonrecurring charges for DSR apply as follows:

- (a) First and Additional charges apply for the initial installation of ports provided on a Month-to-Month term. The First Nonrecurring Charge applies to the first of each port type and speed installed at a node. The Additional Nonrecurring Charge applies for each additional port of the same type and same speed added at the same node on the same order. For example, if a customer places an order for (10) GigE3 Ports at the same OC48 node, one First Nonrecurring Charge and nine Additional Nonrecurring Charges will apply for the GigE3 Ports. A port is charged at each location.
- (b) First and Additional charges apply for the subsequent installation of all ports (whether on a Month-to-Month term or a term pricing plan).
- (c) Subsequent installation of a node or port node.
- (d) Installation of a CSM optional feature. These charges are described in D.3.d(3).
- (e) An Asymmetrical Port Mapping nonrecurring charge applies for each channel which the Company must map across two separate asymmetrical port facilities on the same DSR. These charges are set forth in D.4 following.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

e. Application of Rates and Charges - Continued

(2) Nonrecurring charges - Continued

- (f) A Dual Node Cross-connect Charge applies per lower level service provided across the interconnecting port nodes of a subtending ring(s) configuration, regardless of the number of subtending rings involved. Dual Node Cross-connect charges as set forth in D.4 following apply for each channel, which the Company must cross-connect between the two port nodes of the interconnecting ring(s).

Changes in Month-to-Month billed ports, port nodes, and asymmetrical port facilities are treated as disconnects and subsequent installations.

When a lower capacity service is dropped from a DSR, the associated ports will be billed to the lower capacity service. Lower capacity services may not be dropped at locations utilizing a pass-through interface. However, a Channel Mapping charge will apply for each lower capacity service that originates at and terminates to devices that are not within the partial ring provided by the Company. The Channel Mapping Charge is billed to the lower capacity service.

When a lower capacity service is provided between two separate asymmetric port facilities (APF) on the same DSR, the Company must map the facility assignment on the first APF to the facility assignment on the second APF for which an Asymmetrical Port Mapping Nonrecurring Charge applies per lower capacity service mapped.

For Storage Interface Ports purchased on a month-to-month basis, nonrecurring charges apply to the installation of ports on a first and additional basis regardless of whether the installation of such Storage Interface Port is in connection with the initial or subsequent installation of DSR.

Where an Ethernet signal is mapped to a SONET service, and that SONET service is provided in a symmetrical port arrangement, two OCn ports apply (one where the mapped signal enters the ring and one where the mapped signal exits the ring).

Where one or more Ethernet signals are mapped to a SONET service, and that SONET service utilizes an asymmetrical port combination (e.g., the signals enter the ring mapped to an OC12 SONET service and exit the ring via an OC48 port associated with an asymmetrical port facility), only one OCn port applies per mapped signal to enter the ring and the signal exits the ring over the asymmetrical port facility. The total number of such mapped Ethernet signals that can be associated with the OCn Port of the asymmetrical port facility is limited by the STS1 capacity required to map each signal into the SONET service. For example, assume that an OC48 APF is ordered for which an OC48 port, OC48 mileage, and, when applicable, an OC48 Extension applies (an OC48 has a capacity of 48 STS1s).

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

e. Application of Rates and Charges - Continued

(3) Termination Liability

Unless otherwise set forth in this section, termination liability will apply if the customer terminates DSR service or a Customer Network Management Optional Feature prior to the expiration of the selected term commitment period. Termination liability, as set forth in Section 2.B.15 of this Product Guide, is charged per monthly rate element on all nodes, ports (other than month-to-month billed ports for which the one month minimum service charge applies), port nodes, optional features, subtending node facilities, and asymmetrical port facilities. A separate termination liability charge is assessed for each rate element associated with the disconnected DSR or Customer Network Management Optional Feature.

DSR service or a Customer Network Management Optional Feature may be canceled without termination liability when cancellation of the service occurs within thirty (30) days of the effective date of a Company initiated rate increase of eight percent (8%) or more on any rate applicable to DSR service or a Customer Network Management Optional Feature.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

e. Application of Rates and Charges - Continued

(3) Termination Liability - Continued

Termination liability will not apply for any DSR service or Customer Network Management Optional Feature if a customer changes to a longer-term commitment period for the same service, or upgrades to a higher capacity DSR service ¹, if all of the following conditions are met: ²

- a) A new commitment period commences with the upgrade.
- b) The new expiration date must extend beyond the discontinued plan date.
- c) The upgrade consists of either one (1) DSR being upgraded to a higher capacity DSR, or two (2) existing DSR being upgraded into a single, higher capacity DSR.
- d) The new DSR has at least one customer premises node and one CO node in common with the discontinued DSR.
- e) When two (2) existing DSR are being upgraded into a single, higher capacity DSR, the aggregate amount of all monthly charges for the nodes and ports included under the new commitment period is at least 25% greater than the aggregate amount of the monthly charges remaining in the commitment period for the nodes and ports being disconnected.

(4) Moves of Service

A customer can move a node (customer node or CO node) from one location to another location without incurring termination liability providing that all of the following conditions are met:

- a) A new commitment period commences with the move.
- b) The new expiration date must extend beyond the discontinued plan date.
- c) The customer accepts a temporary interruption of the existing service in order to establish the new service.
- d) The new service is ordered at the same time as the order for disconnection is received.
- e) A nonrecurring charge will apply to install the node at each new location added to the DSR.

¹ Upgrades are further subject to the terms and conditions set forth in D.3.e.1 preceding.

² These conditions do not apply to Customer Network Management Optional Features.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

e. Application of Rates and Charges - Continued

(5) Conversions of Service

Customers who wish to convert existing point-to-point services (e.g. High Capacity DS1 and DS3 services, Custom Connect services) to the Company's DSR may do so without conversion charges (termination liability for the existing service) as long as the total capacity of services purchased by the customer does not decrease.

(6) Extension of a Commitment Period

For DSR, the customer also has the option, within sixty (60) days prior to the expiration date of the commitment period, to extend the expiring term plan to a plan with a longer commitment period. The commitment period selected for the extended plan must be longer than the commitment period of the expiring plan, i.e., an expiring 3-Year Term may be extended to a 5-Year Term Plan.

Time-in-service credit on the expiring plan will be granted and applied towards the new extended plan. For example, an expiring 3-Year term plan will allow for 3 years of time-in-service credit towards a 5-Year extended plan.

The discount associated with the extended plan will apply effective with the first bill date following expiration of the commitment period for the existing plan and will continue through the remainder of the commitment period associated with the extended plan. No adjustment for the increased discount percentage associated with the extended plan will be made to the monthly rates on the expiring plan.

For DSR with a commitment period extended under these terms and conditions, termination liability is calculated as the difference between the monthly rates for the highest commitment period that could have been satisfied prior to disconnection of the service or cancellation of the plan and the monthly rates for the extended commitment period for the period of time the service was in effect.

(7) Service Interruption

a) Credit Allowance Application

Dedicated SONET Ring (DSR) is interrupted when it becomes unusable to the customer because of a failure of a component used to furnish service as set forth in this section, or when the service is preempted as a result of invoking National Security Emergency Preparedness (NSEP Treatment) or when the application of protective controls interrupt all transmission paths as set forth in Cal. P.U.C. No. C-1, Section A.9.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

e. Application of Rates and Charges - Continued

(7) Service Interruption - Continued

a) Credit Allowance Application - Continued

An interruption period starts when Company personnel are notified by the customer that the service is inoperable. The credit allowance(s) for an interruption or for a series of interruptions will be computed based upon the billing method, which applies to the service being credited. In no case will the credit allowance for service interruptions exceed the applicable charges for the billing period during which the interruption occurred.

For DSR, any outage greater than one (1) minute and due solely to a Company facility failure will result in a credit of 100% of the monthly rate for the applicable rate elements of the affected service. Only one such credit is allowed in a single month's billing period.

b) A Credit Allowance Does Not Apply for Service Interruptions:

- of less than one minute;
- caused by the negligence of the customer or authorized user;
- resulting from the failure of equipment or systems provided by the customer or authorized user;
- during any period in which the Company is not afforded access to a premises for testing and/or repair of service;
- for a negotiated time period during which the customer has released the service to the Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service. Should the time to perform the maintenance, rearrangement or order for change extend beyond the agreed upon time period, credit allowance will apply for the extended time;
- which continue due to the failure of the customer to authorize replacement of any element of Special Construction. The period during which no credit allowance will be made begins on the seventh day after the customer receives the Company's notification of the need for replacement and ends on the day after the Company receives the customer's authorization for replacement; or
- during periods when the customer elects not to release the service for testing and/or repair, and continues to use it on an impaired basis.

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

3. TERMS AND CONDITIONS - Continued

e. Application of Rates and Charges - Continued

(8) Cancellation Charges

- a) The order date for DSR is the date on which the customer provides the Company with a complete and accurate Access Service Request (ASR) for the service. In the event that the customer cancels the request, or part of the request, for construction of the ring, cancellation charges as set forth below will apply.

- b) Cancellation Charges Which Apply After Issuance of the order: per Node or Port Node

	Within the first 30 days of ordering	31 st to 60 th day after ordering	61 st day after ordering to completion of construction
Per OC3 Node	None	\$565.00	\$1,130
Per OC12 Node	None	962.00	1,924
Per OC48 Node	None	2,159	4,318
Per OC192 Node	None	7,010	14,020

- c) Termination Liability as set forth in D.3.e.(3) preceding will apply after the customer has received notification that construction is complete, and the ring has been turned up and accepted by the customer.

Effective: 07/09/10

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES

a. DSR Node, each

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>	
OC3			
Three Years	\$ 2,660.00	\$ 1,330.00	
Five Years	2,580.00	1,290.00	
OC12			
Three Years	\$ 5,800.00	\$ 2,900.00	
Five Years	5,400.00	2,700.00	
OC48			
Three Years	\$ 9,600.00	\$ 4,800.00	
Five Years	9,208.00	4,604.00	
OC192			
Three Years	\$ 20,000.00	\$ 10,000.00	
Five Years	18,400.00	9,200.00	
			Nonrecurring Charge <u>w/ Term Plans</u>
Subsequent Installations, per node or port node		\$ 1,599.00	

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

b. Subtending Node Facility (SNF)

(1) Monthly rate, per port node	Maximum Monthly Rate	Current Monthly Rate
Port Node Type -		
OC3 at OC3 Node		
Three Years	\$ 1,200.00	\$ 600.00
Five Years	1,000.00	500.00
OC3 at OC12 Node		
Three Years	\$ 1,200.00	\$ 600.00
Five Years	1,000.00	500.00
OC3 at OC48 Node		
Three Years	\$ 1,200.00	\$ 600.00
Five Years	1,000.00	500.00
OC3 at OC192 Node		
Three Years	\$ 1,200.00	\$ 600.00
Five Years	1,000.00	500.00
OC12 at OC12 Node		
Three Years	\$ 1,700.00	\$ 850.00
Five Years	1,500.00	750.00
OC12 at OC48 Node		
Three Years	\$ 1,700.00	\$ 850.00
Five Years	1,500.00	750.00
OC12 at OC192 Node		
Three Years	\$ 1,700.00	\$ 850.00
Five Years	1,500.00	750.00
OC48 at OC48 Node		
Three Years	\$ 3,600.00	\$ 1,800.00
Five Years	3,200.00	1,600.00
OC48 at OC192 Node		
Three Years	\$ 3,600.00	\$ 1,800.00
Five Years	3,200.00	1,600.00
OC192 at OC192 Node		
Three Years	\$ 9,000.00	\$ 4,500.00
Five Years	7,600.00	3,800.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

b. Subtending Node Facility (SNF) - Continued

(2) Monthly rate, per SNF extended	Maximum Monthly Rate	Current Monthly Rate
SNF Type -		
OC3 SNF		
OC3 Mileage, per mile		
Three Years	\$ 750.00	\$ 375.00
Five Years	675.00	337.50
OC3 Channel Extension, each		
Three Years	\$ 5,700.00	\$ 2,850.00
Five Years	5,130.00	2,565.00
OC12 SNF		
OC12 Mileage, per mile		
Three Years	\$ 1,500.00	\$ 750.00
Five Years	1,350.00	675.00
OC12 Channel Extension, each		
Three Years	\$ 11,000.00	\$ 5,500.00
Five Years	9,000.00	4,500.00
OC48 SNF		
OC48 Mileage, per mile		
Three Years	\$ 5,250.00	\$ 2,625.00
Five Years	4,724.00	2,362.50
OC48 Channel Extension, each		
Three Years	\$ 15,000.00	\$ 7,500.00
Five Years	12,700.00	6,350.00
(3) Dual Node Cross-Connect Charge, per lower capacity channel provided through two interconnecting nodes in a subtending ring arrangement		Nonrecurring Charge
All Channel Types		\$ 500.00

Effective: 07/09/10

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

c. DSR Mileage, per mile

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
OC3		
Three Years	\$ 650.00	\$ 325.00
Five Years	600.00	300.00
OC12		
Three Years	\$ 670.00	\$ 335.00
Five Years	640.00	320.00
OC48		
Three Years	\$ 900.00	\$ 450.00
Five Years	840.00	420.00
OC192		
Three Years	\$ 2,780.00	\$ 1,390.00
Five Years	2,558.00	1,279.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
DS1 at OC3 Node		
Month-to-Month	\$ 110.00	\$ 55.00
Three Years	110.00	55.00
Five Years	110.00	55.00
DS1 at OC12 Node		
Month-to-Month	\$ 110.00	\$ 55.00
Three Years	110.00	55.00
Five Years	110.00	55.00
DS1 at OC48 Node		
Month-to-Month	\$ 110.00	\$ 55.00
Three Years	110.00	55.00
Five Years	110.00	55.00
DS1 at OC192 Node		
Month-to-Month	\$ 110.00	\$ 55.00
Three Years	110.00	55.00
Five Years	110.00	55.00
DS3 or STS1 at OC3 Node		
Month-to-Month	\$ 230.00	\$ 115.00
Three Years	230.00	115.00
Five Years	230.00	115.00
DS3 or STS1 at OC12 Node		
Month-to-Month	\$ 230.00	\$ 115.00
Three Years	230.00	115.00
Five Years	230.00	115.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port - Continued

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
DS3 or STS1 at OC48 Node		
Month-to-Month	\$ 230.00	\$ 115.00
Three Years	230.00	115.00
Five Years	230.00	115.00
DS3 or STS1 at OC192 Node		
Month-to-Month	\$ 230.00	\$ 115.00
Three Years	230.00	115.00
Five Years	230.00	115.00
DS3 Transmux at OC3 Node		
Month-to-Month	\$ 800.00	\$ 400.00
Three Years	800.00	400.00
Five Years	800.00	400.00
DS3 Transmux at OC12 Node		
Month-to-Month	\$ 800.00	\$ 400.00
Three Years	800.00	400.00
Five Years	800.00	400.00
DS3 Transmux at OC48 Node		
Month-to-Month	\$ 800.00	\$ 400.00
Three Years	800.00	400.00
Five Years	800.00	400.00
DS3 Transmux at OC192 Node		
Month-to-Month	\$ 800.00	\$ 400.00
Three Years	800.00	400.00
Five Years	800.00	400.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port - Continued

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
OC3c at OC12 Node		
Month-to-Month	\$ 548.00	\$ 274.00
Three Years	548.00	274.00
Five Years	548.00	274.00
OC3c at OC48 Node		
Month-to-Month	\$ 548.00	\$ 274.00
Three Years	548.00	274.00
Five Years	548.00	274.00
OC3c at OC192 Node		
Month-to-Month	\$ 548.00	\$ 274.00
Three Years	548.00	274.00
Five Years	548.00	274.00
OC3 at OC12 Node		
Month-to-Month	\$ 686.00	\$ 343.00
Three Years	686.00	343.00
Five Years	686.00	343.00
OC3 at OC48 Node		
Month-to-Month	\$ 686.00	\$ 343.00
Three Years	686.00	343.00
Five Years	686.00	343.00
OC3 at OC192 Node		
Month-to-Month	\$ 686.00	\$ 343.00
Three Years	686.00	343.00
Five Years	686.00	343.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port - Continued

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
OC12c at OC48 Node		
Month-to-Month	\$ 1,028.00	\$ 514.00
Three Years	1,028.00	514.00
Five Years	1,028.00	514.00
OC12c at OC192 Node		
Month-to-Month	\$ 1,028.00	\$ 514.00
Three Years	1,028.00	514.00
Five Years	1,028.00	514.00
OC12 at OC48 Node		
Month-to-Month	\$ 1,284.00	\$ 642.00
Three Years	1,284.00	642.00
Five Years	1,284.00	642.00
OC12 at OC192 Node		
Month-to-Month	\$ 1,284.00	\$ 642.00
Three Years	1,284.00	642.00
Five Years	1,284.00	642.00
OC48c at OC192 Node		
Month-to-Month	\$ 2,400.00	\$ 1,200.00
Three Years	2,400.00	1,200.00
Five Years	2,400.00	1,200.00
OC48 at OC192 Node		
Month-to-Month	\$ 2,800.00	\$ 1,400.00
Three Years	2,800.00	1,400.00
Five Years	2,800.00	1,400.00

Effective: 07/09/10

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port - Continued

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
GigE1 at OC3 Node		
Month-to-Month	\$ 610.00	\$ 305.00
Three Years	610.00	305.00
Five Years	610.00	305.00
GigE1 at OC12 Node		
Month-to-Month	\$ 610.00	\$ 305.00
Three Years	610.00	305.00
Five Years	610.00	305.00
GigE1 at OC48 Node		
Month-to-Month	\$ 610.00	\$ 305.00
Three Years	610.00	305.00
Five Years	610.00	305.00
GigE1 at OC192 Node		
Month-to-Month	\$ 610.00	\$ 305.00
Three Years	610.00	305.00
Five Years	610.00	305.00
GigE3 at OC12 Node		
Month-to-Month	\$ 690.00	\$ 345.00
Three Years	690.00	345.00
Five Years	690.00	345.00
GigE3 at OC48 Node		
Month-to-Month	\$ 690.00	\$ 345.00
Three Years	690.00	345.00
Five Years	690.00	345.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port - Continued

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
GigE3 at OC192 Node		
Month-to-Month	\$ 690.00	\$ 345.00
Three Years	690.00	345.00
Five Years	690.00	345.00
GigE6 at OC12 Node		
Month-to-Month	\$ 910.00	\$ 455.00
Three Years	910.00	455.00
Five Years	910.00	455.00
GigE6 at OC48 Node		
Month-to-Month	\$ 910.00	\$ 455.00
Three Years	910.00	455.00
Five Years	910.00	455.00
GigE6 at OC192 Node		
Month-to-Month	\$ 910.00	\$ 455.00
Three Years	910.00	455.00
Five Years	910.00	455.00
GigE9 at OC12 Node		
Month-to-Month	\$ 1,070.00	\$ 535.00
Three Years	1,070.00	535.00
Five Years	1,070.00	535.00
GigE9 at OC48 Node		
Month-to-Month	\$ 1,070.00	\$ 535.00
Three Years	1,070.00	535.00
Five Years	1,070.00	535.00

Effective: 07/09/10

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port - Continued

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
GigE9 at OC192 Node		
Month-to-Month	\$ 1,070.00	\$ 535.00
Three Years	1,070.00	535.00
Five Years	1,070.00	535.00
GigE12 at OC48 Node		
Month-to-Month	\$ 1,290.00	\$ 645.00
Three Years	1,290.00	645.00
Five Years	1,290.00	645.00
GigE12 at OC192 Node		
Month-to-Month	\$ 1,290.00	\$ 645.00
Three Years	1,290.00	645.00
Five Years	1,290.00	645.00
GigE24 at OC48 Node		
Month-to-Month	\$ 1,760.00	\$ 880.00
Three Years	1,760.00	880.00
Five Years	1,760.00	880.00
GigE24 at OC192 Node		
Month-to-Month	\$ 1,760.00	\$ 880.00
Three Years	1,760.00	880.00
Five Years	1,760.00	880.00

Effective: 07/09/10

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

d. DSR Port - Continued

	Maximum Monthly <u>Rate</u>	Current Monthly <u>Rate</u>
1Gbps Fibre Channel at OC48 Node		
Month-to-Month	\$ 2,000.00	\$ 1,000.00
Three Years	2,000.00	1,000.00
Five Years	2,000.00	1,000.00
1Gbps Fibre Channel at OC192 Node		
Month-to-Month	\$ 2,000.00	\$ 1,000.00
Three Years	2,000.00	1,000.00
Five Years	2,000.00	1,000.00
1 Gbps FICON at OC48 Node		
Month-to-Month	\$ 2,000.00	\$ 1,000.00
Three Years	2,000.00	1,000.00
Five Years	2,000.00	1,000.00
1 Gbps FICON at OC192 Node		
Month-to-Month	\$ 2,000.00	\$ 1,000.00
Three Years	2,000.00	1,000.00
Five Years	2,000.00	1,000.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

e. DSR Port, Initial Installation - Nonrecurring Charges

	<u>First</u>	<u>Additional</u>
DS1 Port		
Month-to-month	\$ 525.00	\$ 210.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
DS3 or STS1 Port		
Month-to-month	\$ 805.00	\$ 343.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
DS3 Transmux		
Month-to-month	\$ 805.00	\$ 343.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
OC3c Port		
Month-to-month	\$ 805.00	\$ 343.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
OC3 Port		
Month-to-month	\$ 805.00	\$ 343.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
OC12c Port		
Month-to-month	\$ 767.00	\$ 327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
OC12 Port		
Month-to-month	\$ 767.00	\$ 327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

e. DSR Port, Initial Installation - Nonrecurring Charges - Continued

	<u>First</u>	<u>Additional</u>
OC48c Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
OC48 Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
GigE1 Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
GigE3 Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
GigE6 Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
GigE9 Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

e. DSR Port, Initial Installation - Nonrecurring Charges - Continued

	<u>First</u>	<u>Additional</u>
GigE12 Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
GigE24 Port		
Month-to-month	\$ 767.00	\$327.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
1 Gbps Fibre Channel		
Month-to-month	\$ 767.00	\$578.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A
1Gbps FICON		
Month-to-month	\$ 767.00	\$578.00
3 Year Term	N/A	N/A
5 Year Term	N/A	N/A

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES

f. Asymmetrical Port Facility (APF)

(1) Monthly rate, per APF	Maximum Monthly Rate	Current Monthly Rate
APF Type -		
OC3 APF		
OC3 Mileage, per mile		
Month-to-Month	\$ 1,000.00	\$ 500.00
Three Years	750.00	375.00
Five Years	675.00	337.50
OC3 Channel Extension, each		
Month-to-Month	\$ 7,600.00	\$ 3,800.00
Three Years	5,700.00	2,850.00
Five Years	5,130.00	2,565.00
OC12 APF		
OC12 Mileage, per mile		
Month-to-Month	\$ 2,000.00	\$ 1,000.00
Three Years	1,500.00	750.00
Five Years	1,350.00	675.00
OC12 Channel Extension, each		
Month-to-Month	\$ 14,000.00	\$ 7,000.00
Three Years	11,000.00	5,500.00
Five Years	9,000.00	4,500.00
OC48 APF		
OC48 Mileage, per mile		
Month-to-Month	\$ 7,000.00	\$ 3,500.00
Three Years	5,250.00	2,625.00
Five Years	4,725.00	2,362.50
OC48 Channel Extension, each		
Month-to-Month	\$ 22,000.00	\$ 11,000.00
Three Years	15,000.00	7,500.00
Five Years	12,700.00	6,350.00
(2) APF Mapping Charge, per lower capacity channel mapped between two APFs on the same DSR		Nonrecurring Charge
All Channel Types		\$ 1,068.00

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

g. Optional Feature - Customer Network Management

Monthly Rates

	<u>Maximum Monthly Rate</u>	<u>Current Monthly Rate</u>
Service Level 1 - Network View only		
Month-to-Month	N/A	N/A
Three Years	\$ 500.00	\$ 250.00
Five Years	500.00	250.00
Service Level 2 - Network View & Basic Reports		
Month-to-Month	N/A	N/A
Three Years	\$ 900.00	\$ 450.00
Five Years	900.00	450.00
Service Level 3 - Network View, Basic Reports & Reconfiguration		
Month-to-Month	N/A	N/A
Three Years	\$ 1,700.00	\$ 850.00
Five Years	1,700.00	850.00
Pre-planned Port Rates		
see D.4.d. for applicable corresponding DSR Port speeds & rates		

ADVANCED DATA SERVICES

D. DEDICATED SONET RING (DSR) - Continued

4. RATES - Continued

g. Optional Feature - Customer Network Management - Continued

Nonrecurring Charges

Nonrecurring
Charge

Node Setup, per node on the ring equipped during initial establishment	\$ 345.00
Initial CSM Setup, first partition with up to six (6) users	\$ 500.00
Setup of additional partition, or change in CSM Service Level, each	\$ 500.00
Setup of additional users, up to six (6) additional users	\$ 350.00
Add/Remove Node, per node	\$ 1,500.00
Company performed reconfiguration, per mapping	\$ 300.00
Consultation and Support, each thirty (30) minutes or fraction thereof	\$ 100.00
Preplanned Port, per port location see D.4.e. for nonrecurring charges for corresponding DSR Port speeds - Initial Installation	

Effective: 03/08/17

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.

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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

3. TERMS AND CONDITIONS - Continued

b. Network Design

The Company is responsible for the overall design and configuration of the DWR. Construction of the ring will not begin until such design and configuration are mutually agreeable to both the customer and the Company.

The customer is responsible to ensure that its facilities and equipment meet any applicable technical requirements or limitations for the protocol being transmitted over the optical transport channels.

The technical specifications for DWR are delineated in Technical Publications GR-2918- CORE, Issue 4, GR-2979- CORE, Issue 3, GR-1312- CORE, Issue 3, ITU G.959.1, and ITU G.692.

c. Connection to a Dedicated Wavelength Ring (DWR)

Connection of SONET Connects to a DWR occurs via a protected or unprotected SONET transport channel of an equal speed as follows:

SONET Connects <u>Capacity</u>	Single Port <u>Channel</u>	Multi-port 2.5 Gbps <u>Facility</u>	Multi-port 10 Gbps <u>Facility</u>
OC3/OC3c	SONET OC3/OC3c	SONET OC3/OC3c	
OC12/OC12c	SONET OC12/OC12c	SONET OC12/OC12c	
OC48/OC48c	SONET OC48/OC48c		SONET OC48/OC48c
OC192/OC192c	SONET OC192/OC192c		

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

3. TERMS AND CONDITIONS - Continued

c. Connection to a Dedicated Wavelength Ring (DWR) - Continued

Connection of Dedicated SONET Ring (DSR) to a DWR is provided over an equal speed, unprotected optical transport channel (e.g. a 155.52 Mbps unprotected channel would connect to an OC3 DSR node). Each node on the DSR ring must be located at the same customer designated premises or in the same Company CO as its corresponding DWR node.

Connection of Custom Connect Service to a DWR is provided over an equal speed OC3/OC3c, OC12/OC12c, OC48/OC48c, or OC192/OC192c protected SONET optical transport channel with a 2-fiber or 4-fiber interface or using an equal speed or unprotected optical transport channel with a 2-fiber interface as described in the following section. Protected 4-fiber interfaces are available with single port interfaces only.

Connection of a Frontier Communications of the Southwest Inc. Optical Networking to a DWR is provided over an equal speed protected optical transport channel as follows. These services are transported over the DWR using a 2-fiber protected interface or a 4-fiber protected interface.

The Company's Optical Networking Service	Single Port Channel	Multi-port 2.5 Gbps Facility	Multi-port 10 Gbps Facility
OC3c Ethernet to SONET mapped Service	SONET OC3c	SONET OC3c	
GigE12/600 Mbps Ethernet mapped to OC12c Ethernet to SONET mapped	SONET OC12c	SONET OC12c	
1 Gbps Ethernet full rate	Gigabit Ethernet	Gigabit Ethernet	Gigabit Ethernet
1 Gbps FICON	1 Gbps FICON	1 Gbps FICON	1 Gbps FICON
Fiber Channel	1 Gbps Fiber	1 Gbps Fibre	1 Gbps Fibre

Connection of a Frontier Communications of the Southwest Inc. Optical Networking Gigabit Fibre Channel and/or Gigabit FICON service is provided over a Gigabit Fibre channel and/or Gigabit FICON optical transport channel.

The use of a multi-port interface card requires that all channels on a single card be interrupted during periods when the Company is performing maintenance on that card. No credit for such periods of interruption will apply.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

4. SERVICE COMPONENTS

a. Nodes

Nodes are Dense Wave Division Multiplexing (DWDM) devices located at customer designated premises or Company wire centers from which optical transport channels are multiplexed on or off of the DWR. The type of node that is deployed at each location is determined by the number of optical transport channels that will be multiplexed on or off of the DWR at that location.

(1) 4-Channel Node

Placement of a 4-channel node at a location enables up to 4 protected optical transport channels to be deployed. Each protected optical channel may be replaced by two unprotected optical channels up to a maximum of 8 possible channels on the node. A 4-channel node may be utilized as the primary node at a location or as an expansion node to expand the capacity of a 16-channel primary node. 4-channel nodes are subject to the availability of suitable facilities and equipment to provide such device. No more than one 4-channel node will be provided at a location.

(2) 16-Channel Node

Placement of a 16-channel node at a location enables up to 16 protected optical transport channels to be deployed. Each protected optical channel may be replaced by two unprotected optical channels up to a maximum of 32 possible channels on the primary node.

The capacity of a 16-channel primary node may be increased through the addition of an expansion node at the same location. A 4-channel expansion node enables up to 20 protected optical transport channels (i.e., 16 on the primary node and 4 on the expansion node) to be deployed at a single location. Each protected optical channel may be replaced by 2 unprotected optical channels up to a maximum of 40 possible channels at that location. A 16-channel expansion node enables up to 32 protected optical transport channels (i.e., 16 on the primary node and 16 on the expansion node) to be deployed at a single location. Each protected optical channel may be replaced by two unprotected optical channels up to a maximum of 64 possible channels at that location.

The maximum number of optical transport channels that can be deployed at a single location is dependent upon the specific configuration of the DWR and the type of optical transport channels being deployed from that location.

The customer will be billed additional charges for any charges levied the Company for space and power required to place nodes on the Company's side of the network interface.

When two nodes are located in the same building there will be no diversity between the two nodes.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

4. SERVICE COMPONENTS - Continued

b. Mileage

For full ring service configurations, DWR Mileage is the total of airline distances between devices (nodes and amplifiers) rounded up to the nearest mile. The mileage rate is based on total ring capacity and not on individual services between devices. For example, the mileage charge for a five device ring with two mid-span amplifiers and a distance of 4.3 miles between each device (21.5 total miles) would be calculated by multiplying the mileage rate by 22 miles.

c. Network Optimization/Amplification

Network Optimization provides for amplification of the signal to ensure acceptable optical levels. When required, amplification is performed in a Company CO when mid-span amplification of the signal is required between nodes. Node amplification occurs in one or two directions (East to West and/or West to East). Mid-span amplification occurs simultaneously in both directions (East to West and West to East). The Company shall have sole responsibility in determining when amplification is required and the quantity and type of amplification necessary to maintain acceptable optical levels.

d. Optical Transport Channels

Optical transport channels allow for optical services to be multiplexed on to or off of the DWR at locations equipped with a DWR node. An optical interface at the node allows for connection of the applicable protocol to the customer's equipment. Optical transport channels are provided on a node-to-node (i.e., point-to-point) basis.

A Channel Mapping nonrecurring charge applies in lieu of the rates and charges for a point-to-point transport channel. Optical Transport Channels are available on a protected or unprotected basis depending on the protocol being transmitted and the level of redundancy required for the optical channel. These channels may be ordered using a single-port interface (each a single channel per interface card) or using a multi-port interface. A multi-port interface is a facility capable of supporting up to 4 multi-port channels of ESCON, Fibre Channel, FDDI, Fast Ethernet, D1 Video, or any combination of these multi-port channels. A multi-port optical transport channel provides a two-point facility over the DWR for the purpose of aggregating multiple optical channels over a single wavelength.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

4. SERVICE COMPONENTS - Continued

d. Optical Transport Channels - Continued

Some protocols have facility distance limitations and may affect the design or availability of the DWR or its optical transport channels. The multi-port interface is provided with a short reach, 2-fiber interface with a 1310nm signal. A protected optical channel allows for a single signal from the customer to be duplicated and sent over separate diverse routes (working and protect) within the DWR network. An unprotected optical channel provides minimum protection of the signal from the customer. End-to-end protection is provided by the protection inherent in the connecting service provided by Frontier Communications of the Southwest Inc. (e.g., DSR), as applicable.

Optical transport channels are delivered over a single-port interface or multi-port optical transport channel unless otherwise specified. The use of a multi-port optical transport channel and the type of optical transport channels that can be provided over a single-port or multi-port optical transport channel are subject to the availability of suitable equipment to provide the requested service. Multi-port facilities are offered in capacities of 2.5 Gbps or 10 Gbps and are capable of supporting the following channel types, in any combination up to the maximum capacity of the multi-port facility.

2.5 Gbps Multi-port Facility

- ESCON
- 1 Gbps Fibre Channel
- FDDI
- 1 Gbps FICON
- Fast Ethernet
- D1 Video
- SONET OC3/OC3c
- SONET OC12/OC12c
- Gigabit Ethernet

10 Gbps Multi-port Facility

- 1 Gbps Fibre Channel
- 2 Gbps Fibre Channel
- Gigabit Ethernet
- 1 Gbps FICON
- 2 Gbps FICON
- SONET OC48/OC48c

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

4. SERVICE COMPONENTS - Continued

e. Protocols

All signals generated by customer provided equipment and delivered to the Company for multiplexing on to DWR must meet industry standards and specifications for the underlying protocol. The customer is responsible to perform any error detection and error correction of the data generated by its equipment. The Company assumes no responsibility for the quality of the signal generated by the customer or any customer provided equipment and will deliver the signal to the receiving location in the same format and condition as generated by the customer. The Company will transmit the following protocols over DWR optical transport channels:

SONET OC3 – for transmission of 155.52 Mbps synchronous optical data transmission capability. SONET OC3 is delivered over a 2-fiber or 4-fiber single-port channel or a 2.5 Gbps multi-port channel.

SONET OC3c – for transmission of concatenated 155.52 Mbps synchronous optical data transmission capability. SONET OC3c is delivered over a 2-fiber or 4-fiber single-port channel or a 2.5 Gbps multi-port channel.

SONET OC12 – for transmission of 622.08 Mbps synchronous optical data transmission capability. SONET OC12 is delivered over a 2-fiber or 4-fiber single-port channel or a 2.5 Gbps multi-port channel.

SONET OC12c – for transmission of concatenated 622.08 Mbps synchronous optical data transmission capability. SONET OC12c is delivered over a 2-fiber or 4-fiber single-port channel or a 2.5 Gbps multi-port channel.

SONET OC48 – for transmission of 2.488 Gbps synchronous optical data transmission capability. SONET OC48 is delivered over a 2-fiber or 4-fiber single-port channel or a 10 Gbps multi-port channel.

SONET OC48c – for transmission of concatenated 2.488 Gbps synchronous optical data transmission capability. SONET OC48c is delivered over a 2-fiber or 4-fiber single-port channel or a 10 Gbps multi-port channel.

SONET OC192 – for transmission of 9.953 Gbps synchronous optical data transmission capability. SONET OC192 is delivered over a 2-fiber or 4-fiber single-port channel only.

SONET OC192c – for transmission of concatenated 9.953 Gbps synchronous optical data transmission capability. SONET OC192c is delivered over a 2-fiber or 4-fiber single-port channel only.

ESCON* – for transmission of one 200 Mbps Enterprise Service Connection channel between the same two DWR nodes used for computer-to-computer data exchange. An ESCON signal is limited to a maximum distance of 43km (physical route kilometers) between the locations involved. ESCON is delivered over a 2.5 Gbps multi-port channel only.

FICON* – for transmission of 1 Gbps and 2 Gbps Fiber Connection among mainframes, storage devices and peripherals on a single channel. A FICON signal is limited to a maximum distance of 100km (physical route kilometers) between the locations involved. FICON is delivered over a single-port channel, a 2.5 Gbps multi-port channel or a 10 Gbps multi-port channel.

* Denotes a data optical transport channel.

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/Digital Channel Service 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. (T)

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

E. DEDICATED WAVELENGTH RING (DWR) - Continued

4. SERVICE COMPONENTS - Continued

e. Protocols - Continued

Fast Ethernet* – for 100 Mbps transmission of Ethernet. Fast Ethernet is delivered over a single-port or multi-port channel.

Gigabit Ethernet* – for 1.0 Gbps transmission of Ethernet. Gigabit Ethernet is delivered over a single-port channel, a 2.5 Gbps multi-port channel, or a 10 Gbps multi-port channel.

10 Gigabit Ethernet LAN-PHY – 10GBASE-R (LAN PHY) interfaces offer an effective line rate of 10.3125 Gbps (10 Gbps of data traffic encoded in a 64B/66B protocol compared to the traditional 8B/10B protocol of Gigabit Ethernet). 10 Gigabit Ethernet LAN-PHY is delivered over a single-port channel only.

10 Gigabit Ethernet WAN-PHY – 10GigE data rate and format compatible with the SONET OC192c transmission format defined by ANSI. 10 Gigabit Ethernet WAN-PHY is delivered over a single-port channel only.

D1 Video* – for uncompressed digital transmission of video signals operating at 270 Mbps. D1 Video is delivered over a single-port channel or 2.5 Gbps multi-port channel.

* Denotes a data optical transport channel.

f. Channel Interface Codes

The following channel interface codes are used for the DWR:

NCI

02FMF.4 for 4 Channel Node (Primary or Expansion)
02FMF.16 for 16 Channel Node (Primary or Expansion)

The following channel interface codes are used for channels using wavelengths on the DWR:

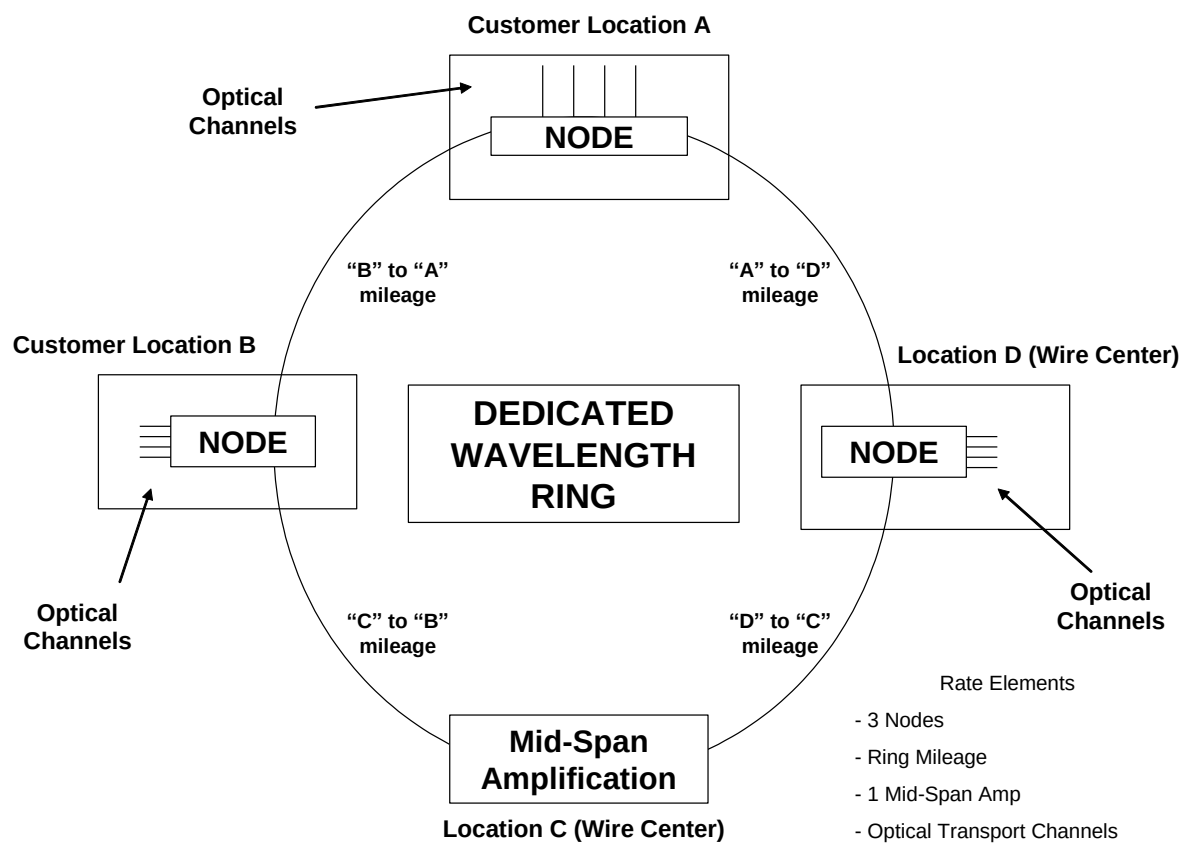
02FCF.10A (FDDI MM 125 Mbps)	02OPF.A02, A04, A07 (266 Mbps Fiber Channel)
02FCF.10A (FDDI SM 125 Mbps)	02OPF.A02, A04, A07 (531 Mbps Fiber Channel)
02FMF.S (DWDM 4-Port 1.25 Gbps)	02OPF.A02, A04, A07 (ESCON)
02LNF.A02, A04, A07 (Fast Ethernet)	02OPF.A02, A04, A07 (ETR/CLO)
02LNF.A02, A04, A07 (Gigabit Ethernet)	02OPF.A02, A04, A07 (ISC)
02LNF.A02 (10 Gigabit Ethernet LAN-PHY)	02SOF.B,D,F,X (SONET OC12/OC12c)
02LNF.A02 (10 Gigabit Ethernet WAN-PHY)	02SOF.B,D,F,X (SONET OC192/192c)
02OPF.A02, A04, A07 (2.125 Gbps Fibre Channel)	02SOF.B,D,F,X (SONET OC3/OC3c)
02OPF.A02, A04, A07 (2.125 Gbps FICON)	02SOF.B,D,F,X (SONET OC48/OC48c)
02OPF.A02, A04, A07 (ISC3 at 2.125Gbps)	02TD6.E (D1 Video)
02OPF.A02, A04, A07 (1.0625 Gbps Fiber Channel)	04SOF.B,D,F,X (SONET OC12/OC12c)
02OPF.A02, A04, A07 (133 Mbps Fiber Channel)	04SOF.B,D,F,X (SONET OC3/OC3c)
02OPF.A02, A04, A07 (1Gbps FICON)	04SOF.B,D,F,X (SONET OC48/OC48c)

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

4. SERVICE COMPONENTS - Continued

g. An example of a Dedicated Wavelength Ring is diagrammed below:



ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

5. APPLICATION OF RATES AND CHARGES

a. Commitment Periods

DWR is available for 3-, 5- and 7-year commitment periods for the nodes, ring mileage, network optimization mid-span amplification and optical transport channels. DWR Optical Transport Channels are also available for a 1-year commitment.

Nodes, network optimization mid-span amplification and SONET optical transport channels added subsequent to the initial installation may be coterminous to the expiration date of the DWR at the rates and charges specified for the term plan on the existing DWR or may require an extension to the existing plan as follows:

For all rate elements other than SONET optical transport channels under a 1-year commitment period,

If the addition is prior to the 21st month for an existing 3-year plan, prior to the 36th month for an existing 5-year plan, or prior to the 50th month for an existing 7-year plan, the addition will be coterminous to the expiration date of the DWR.

If the addition is after the aforementioned periods, the customer must extend the commitment period of the existing plan for an additional one-year for a 3-year plan, an additional 2 years for a 5-year plan, or an additional 3 years for a 7-year plan. SONET services associated with DWR are subject to the termination liability set forth in E.5.c following.

For SONET optical transport channels under a 1-year commitment period, the addition will have commitment period that expires one year from the date that billing for the SONET optical transport channel commences. The minimum service period for such channels is three months.

Data optical transport channels (see E.4.f.) added subsequent to the initial installation under a 3-year, 5-year or 7-year commitment period will be coterminous to the expiration date of the DWR at the rates and charges specified for the term plan on the existing DWR. These channels are subject to a minimum service period of three months.

Data optical transport channels under a 1-year commitment period will have a commitment period that expires one year from the date that billing for the SONET optical transport channel commences. The minimum service period for such channels is three months.

The addition of SONET and/or Data optical transport channels subsequent to the initial installation of service may also require the addition of an expansion node(s) and/or network optimization device(s) to accommodate the increase in channels. The addition of an expansion node or network optimization is subject to the conditions set forth above.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

5. APPLICATION OF RATES AND CHARGES - Continued

a. Commitment Periods - Continued

Monthly recurring charges apply for the nodes, ring mileage, network optimization, partial ring high speed (pass-through) interfaces (certain partial ring configurations only), and optical transport channels. The monthly rate for an optical transport channel applies for the entire point-to-point connection. The monthly rate for a point-to-fiber-meet optical transport channel applies for the entire node-to-fiber-meet (collocation arrangement in a wire center, premises or mutually agreed upon location, as applicable) connection. Once a term period expires, the prevailing rates of the current plan will continue until the customer cancels service or requests a new term plan.

When the optical transport channel is provided with a multi-port channel, rates and charges apply for the multi-port facility and for each multi-port channel riding the multi-port facility. When an optical transport channel is delivered over a multi-port channel, the multi-port facility and each multi-port channel riding the multi-port facility must be billed to the same customer who subscribes to the DWR. Once a term period expires, the prevailing rates of the current plan will continue until the customer cancels service or requests a new term plan.

The rates and charges for optical transport channels delivered over a single-port or multi-port interface are set forth in E.7.d. When the optical transport channel is provided with a multi-port interface, rates and charges apply for the multi-port facility and for each multi-port channel riding the multi-port facility.

b. Nonrecurring Charges

Nonrecurring charges for DWR apply for the initial installation of service and for any subsequent node, network optimization mid-span amplification, or optical transport channel that is added at any time after the initial installation of service. A nonrecurring charge also applies to upgrade a 4 channel primary node to a 16 channel primary node or a 4-channel expansion node to a 16-channel expansion node.

A change in the type (e.g., Fiber Channel to FICON, or SONET channel with a 2-fiber interface to SONET channel with a 4-fiber interface) or optical carrier rate (e.g., OC3 to OC12) of optical transport channel is treated as a discontinuance of the existing channel and an installation of a new optical transport channel.

When an optical transport channel is ordered to connect with DSR or Custom Connect, the optical channel will be billed to the DSR or Custom Connect customer, as applicable.

When an optical transport channel is delivered over a multi-port interface, the multi-port facility and each multi-port channel riding the multi-port facility must be billed to the same customer who subscribes to the DWR.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

5. APPLICATION OF RATES AND CHARGES - Continued

c. Termination Liability

Termination liability applies to DWR and is charged per rate element on all nodes, network optimization, optical transport channels and Network Management Methods. Data optical transport channels as set forth in this section are not subject to termination liability; however, such channels are subject to a minimum service period of three months.

A separate termination liability charge is assessed for each rate element associated with the disconnected DWR or a Network Management Method. For a customer who subscribes to a DWR ring that is arranged with the Direct TL1 Monitoring Optional Feature, as set forth in E.6.b following, if that customer disconnects the DWR ring along with the Direct TL1 Monitoring Optional Feature prior to the end of the commitment period, the customer would pay termination liability on the nodes, network optimization, optical transport channels and the Direct TL1 Monitoring Optional Feature monthly recurring rate elements as set forth in E.7 Rates and Charges.

DWR or a Network Management Method may be canceled without termination liability when cancellation of the DWR or Network Management Method occurs within thirty (30) days of the effective date of a Company initiated rate increase of eight percent (8%) or more on any rate applicable to DWR service or Network Management Method.

Termination liability will not apply (1) if a customer changes its term plan to a longer commitment period; (2) if a 4 channel primary node is upgraded to a 16 channel primary node; or (3) if a 4 channel expansion node is upgraded to a 16 channel expansion node.

Termination liability will apply when the conditions above are not met and the customer cancels service prior to expiration of the plan period.

For all rate elements other than SONET optical transport channels under a 1-Year commitment period, if the cancellation occurs within the first two years of a term plan, termination liability is equal to 100 percent (100%) of the monthly charges for the unexpired portion of the first two years, and 25 percent (25%) of the monthly charges for the remainder of the plan.

If the customer cancels after the first two years of service, then termination liability is equal to 25 percent (25%) of the monthly charges for the remaining life of the term.

For SONET optical transport channels under a 1-year term commitment, if the cancellation occurs prior to completion of the 1-year commitment period, termination liability is equal to 100 percent of the monthly charges for the unexpired portion of the first year.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

5. APPLICATION OF RATES AND CHARGES - Continued

c. Termination Liability - Continued

For Dedicated Wavelength Ring (DWR) Service with a commitment period which was extended, termination liability is calculated as the difference between the monthly rates for the highest Term Pricing Plan commitment period that could have been satisfied prior to disconnection of the service or cancellation of the plan and the monthly rates already paid for the expired commitment period and the extended commitment period for the period of time the service was in effect.

d. Conversions

Customers who wish to move or convert existing Special Access DSR or High Capacity Special Access services to DWR may do so without conversion charges (termination liability and installation charges) as long as the total capacity of Special Access services or DSR purchased by the customer does not decrease.

e. Extension of a Commitment Period

The customer has the option, within sixty (60) days prior to the expiration date for its commitment period, to extend its expiring Term Pricing Plan to a plan with a longer commitment period, for which time-in-service credit will be allowed for the expiring plan. The commitment period selected for the extended plan must be longer than the commitment period of the expiring plan as follows:

- An expiring 1-Year Term may be extended to a 3-Year, 5-Year or 7-Year Term Plan.
- An expiring 3-Year Term may be extended to either a 5-Year or 7-Year Term Plan.
- An expiring 5-Year Term may be extended to a 7-Year Term Plan.

Time-in-service credit on the expiring plan will be granted and applied towards the new extended plan. For example, an expiring 3-Year term plan will allow for 3 years of time-in-service credit towards the extended plan.

The customer may also extend the commitment period in order to install additional nodes, network optimization devices or SONET optical channels as described in E.5.a preceding.

The rate for the longer commitment period will apply effective with the first bill day following expiration of the commitment period for the existing plan and continue through the remainder of the commitment period associated with the extended plan. No adjustment for the increased discount associated with the extended plan will be made to the monthly rates already billed on the expiring plan.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

5. APPLICATION OF RATES AND CHARGES - Continued

f. Credit Allowance for Service Interruption

For Dedicated Wavelength Ring (DWR) nodes and network optimization, any single service outage of four hours or more due solely to a Company facility failure will result in a credit of 100% of the monthly rates for the applicable DWR node or network optimization devices affected. Only one such credit is allowed in a single month's billing period.

For DWR Optical Transport Channels, the following credits will be applied.

- For protected Optical Transport Channels, any Company facility failure which is not restored within 1 minute will result in a credit of 100% of the monthly rate for the applicable protected optical channels affected. Only one such credit is allowed in a single month's billing period.
- For unprotected Optical Transport Channels, no credit applies for a service outage on these channels for which no protection is provided by the Company.

g. Moves and Changes

A move involves a change in the physical location of the Customer designated Premises which also involves a connection to a different rate demarcation point. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

a. Moves Within the Same Building

When the move is to a new location within the same building (Inside Move), a non-recurring charge for the Inside Move will apply. There will be no change in the Minimum Period requirement, and termination liability does not apply.

b. Moves To a Different Building

Moves to a different building (Outside Move) will be treated as a discontinuance and start of Service and all associated nonrecurring charges will apply. New minimum period and/or Service Discount Plan requirements will be established for the new Services. The Customer will also remain responsible for satisfying all outstanding minimum period and/or termination liability charges for the discontinued Service.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

5. APPLICATION OF RATES AND CHARGES - Continued

h. Cancellation Charges

For DWR, the Company will construct the customer’s dedicated ring. The customer must provide the Company with complete and accurate information to design and construct the customer’s dedicated ring. Construction will not begin until the customer and the Company agree on the design of the ring. The order date for the ring is the date on which the customer provides the Company with a complete and accurate order for the service. In the event that the customer cancels its request, or part of its request, for construction of the ring, cancellation charges will apply as follows.

Cancellation Charges Which Apply After the Order Date	31st to 60th day after ordering	61st day after ordering to completion of Ring
- per Primary Node	\$13,000.00	\$26,000.00
- per Expansion Node	26,000.00	52,000.00
- per Mid-span Amp.	5,600.00	10,600.00

6. OPTIONAL FEATURES - NETWORK MANAGEMENT

The customer has the option of purchasing one of the following Network Management Methods for use with DWR Special Access service provided by the Company in accordance with this section. Only one method may be provided on a single DWR. Network Management Methods will be available subject to compatibility of the current release of the Network Management Methods software with the DWR equipment deployed for the customer’s network.

a. Customer Service Management (CSM)

CSM provides a customer with real-time information about the operational status of its DWR network. CSM provides a network view of real-time detection and reporting of network alarm conditions within the customer’s DWR network. In addition, CSM provides the customer with the ability to generate basic network performance reports for its DWR network. The customer may also request network performance reports that are customized to meet their specific needs.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

6. OPTIONAL FEATURES - NETWORK MANAGEMENT - Continued

a. Customer Service Management (CSM) - Continued

(1) Terms and Conditions

The customer must utilize Internet web access to connect its customer-provided terminal equipment to the Company'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 the Company utilizes to provide CSM. The Company will work cooperatively with the customer to determine compatibility of its communications software.

CSM is provided only when the Company provides all nodes on the ring.

Subject to the restrictions set forth in E.6.a(3) following, CSM is provided coincident with the installation of the associated DWR ring or may be added to an existing ring.

(2) Application of Rates and Charges

A CSM monthly recurring charge applies, per full ring, for each DWR provided with the CSM optional feature.

A Node Setup charge applies, per primary or expansion node, for each node that is equipped with CSM at the time that CSM is initially established on the DWR.

An Initial CSM Setup charge applies for establishment of the customer's initial CSM database partition. The initial CSM database partition includes setup for up to six (6) users.

A Setup of Additional Users charge applies for the setup of up to six (6) additional users beyond those users included with the setup of initial or additional database partitions.

A Setup of Additional Partition charge applies for the setup of an additional CSM database partition created for the same customer. Each additional CSM database partition provides for the setup of up to six (6) additional users.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

6. OPTIONAL FEATURES - NETWORK MANAGEMENT - Continued

a. Customer Service Management (CSM) - Continued

(2) Application of Rates and Charges - Continued

An Add/Remove Node charge applies, per primary and expansion node, for each node that is added to, or removed from, a DWR equipped with CSM subsequent to the initial establishment of CSM.

A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the customer requests Company consultation and support of its CSM network. This charge does not apply during initial setup of CSM.

A Change in Network Management Method charge applies, per primary and expansion node, when the customer requests a change in Network Management Method (e.g., from CSM to DTM).

(3) Rate Conditions

CSM is provided under a term plan of 3 years, 5 years or 7 years, as described following:

- a) The duration of the term plan for CSM must be the same duration as the term plan for the DWR nodes provided with CSM. At the expiration of its 3-, 5- or 7-year term plans for CSM, the customer has the option of extending CSM with a coterminous end date as described following.
- b) The expiration date of each CSM added subsequent to the initial installation must be coterminous to the expiration date of the associated DWR, provided the addition is prior to the 21st month for a 3-year plan, prior to the 36th month for a 5-year plan, or prior to the 50th month for a 7-year plan. A CSM added after the aforementioned periods requires extension of the commitment period for the associated DWR in accordance with this Product Guide. Such extension results in the establishment of a new plan that includes both the DWR and the CSM under the same plan with the same expiration date.

The customer may retrieve basic reports containing performance-monitoring information on its DWR 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.

CSM is subject to termination liability if the service is disconnected prior to completion of the existing commitment period. The terms and conditions in E.5.c apply to termination of CSM prior to completion of the existing commitment period. Changes in Network Management Method (e.g., from CSM to DTM) will be made without termination liability subject to the Add/Remove Node charge described in E.5.a of this section.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

6. OPTIONAL FEATURES - NETWORK MANAGEMENT - Continued

b. Direct TL1 Monitoring (DTM)

DTM provides a customer with near real-time information about the operational status of its DWR network over a TL1 connection. A TL1 connection is a machine-to-machine communication language protocol. The connection allows a customer to monitor its DWR network via a limited set of executable TL1 commands in order to query alarm and performance criteria.

DTM enables the following:

- Near real-time access to system-generated alarm and performance messages originating from the customer's DWR network elements.
- Query and response capability that enables two-way communications with the capability to poll and retrieve messages, such as command alarms and performance messages.
- Access to ring inventory information that will enable the customer to maintain its own inventory database containing network element configurations and usage records for active service channels.
- Notification that a power failure has occurred at a DWR network element and that the affected network element has reverted to battery backup.
- Ability to monitor the ring, as well as all service channels riding the ring.

(1) Terms and Conditions

The customer must order two (2) special access services, provided by the Company, in order to ensure secure, dedicated private line access and enable full redundancy for DTM. These special access lines must originate at the customer's designated premises and terminate at a DTM site designated by the Company with the terms and conditions of this section. The customer is responsible for procuring any additional services that may be necessary to connect the special access service to the customer's designated premises.

When requested by the customer, and where technically feasible to do so, the Company will provide encryption capabilities on the Special Access Services used to access DTM. The Company will specify any equipment or software required to provide encryption. Obtaining such equipment or software is the responsibility of the customer. The customer is also responsible for:

- a) Security of any equipment, servers, systems or other facilities provided by the customer and which have access to the DTM network; and
- b) Monitoring access to the DTM service using the facilities, systems, equipment or servers provided by the customers.
- c) DTM is only provided when the Company provides all the nodes on the ring.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

6. OPTIONAL FEATURES - NETWORK MANAGEMENT - Continued

b. Direct TL1 Monitoring (DTM) - Continued

(2) Application of Rates and Charges

A DTM monthly recurring charge applies, per full ring, for each DWR provided with the DTM optional feature.

A Node Setup charge applies, per primary or expansion node, for each node that is equipped with DTM at the time that DTM is initially established on the DWR.

A DTM Setup charge applies for establishment of the customer's DTM database partition.

An Add/Remove Node charge applies, per primary and expansion node, for each node that is added to, or removed from, an DWR ring equipped with DTM subsequent to the initial establishment of DTM.

A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the customer requests Company consultation and support of its DTM network. This charge does not apply during initial setup of DTM.

A Change in Network Management Method charge applies, per primary and expansion node, when the customer requests a change in Network Management Method (e.g., from DTM to CSM).

(3) Rate Conditions

DTM is provided under a term plan of 3 years, 5 years or 7 years, as described following.

- a) The duration of the term plan for DTM must be the same duration as the term plan for the DWR nodes provided with DTM. At the expiration of its 3-, 5- or 7-year term plans for DTM, the customer has the option of extending DTM with a coterminous end date as described following.
- b) The expiration date of each DTM added subsequent to the initial installation must be coterminous to the expiration date of the associated DWR, provided the addition is prior to the 21st month for a 3-year plan, prior to the 36th month for a 5-year plan, or prior to the 50th month for a 7-year plan. A DTM added after the aforementioned periods requires extension of the commitment period for the associated DWR in accordance with this section. Such extension results in the establishment of a new plan that includes both the DWR and the DTM under the same plan with the same expiration date.

Termination liability will apply if DTM is removed prior to completion of the existing commitment period. The terms and conditions in E.5.c apply to termination of DTM prior to completion of the existing commitment period. Changes in Network Management Method (e.g., from DTM to CSM) will be made without termination liability subject to the Add/Remove Node charge set forth in E.5.a of this section.

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES

a. Nodes, per node

	Monthly <u>Rate</u>	Initial Nonrecurring <u>Charge</u>
<u>4 Channel Nodes (Primary or Expansion)</u>		
3-Year Term	\$ 6,530.00	\$1.00
5-Year Term	4,900.00	1.00
7-Year Term	4,850.00	1.00
<u>16 Channel Nodes (Primary or Expansion)</u>		
3-Year Term	\$ 8,270.00	\$1.00
5-Year Term	6,200.00	1.00
7-Year Term	6,100.00	1.00
	<u>Nonrecurring Charge</u>	
Subsequent Installation or Augmentation, per 4 channel or 16 channel Primary or Expansion node	\$ 1,600.00	
Upgrade to 16 channel Primary or Expansion Node, Per 4 channel Primary or Expansion Node Upgraded	20,000.00	

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

b. Ring Mileage, per mile

	<u>Monthly Rate</u>
3-Year Term	
Mile 1 – 20	\$310.00
Mile 21 and Over	310.00
5-Year Term	
Mile 1 – 20	230.00
Mile 21 and Over	230.00
7-Year Term	
Mile 1 – 20	225.00
Mile 21 and Over	225.00

c. Network Optimization,
per amplification device

	<u>Monthly Rate</u>	<u>Initial Nonrecurring Charge</u>
Mid-span 3-Year Term	5,130.00	1.00
Mid-span 5-Year Term	3,850.00	1.00
Mid-span 7-year Term	3,825.00	1.00
		<u>Nonrecurring Charge</u>
Subsequent Installation, per amplification device	--	\$1,600.00

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

d. Optical Transport Channels, Point-to-Point Unprotected,
Single/Multi-Port Interface

<u>Interface Type</u>	<u>Monthly Rate</u>			
	<u>1-Year Term</u>	<u>3-Year Term</u>	<u>5-Year Term</u>	<u>7-Year Term</u>
Unprotected SONET OC3/OC3c	\$ 1,905.00	\$ 1,270.00	\$ 950.00	\$ 850.00
Unprotected SONET OC12/OC12c	2,100.00	1,400.00	1,050.00	950.00
Unprotected SONET OC48/OC48c	2,805.00	1,870.00	1,400.00	1,300.00
Unprotected SONET OC192/OC192c	6,900.00	4,600.00	3,450.00	3,350.00
Unprotected 1 Gbps FICON	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected 2 Gbps FICON	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected Fiber Channel	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected 2Gbps Fiber Channel	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected ETR/CLO	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected FDDI	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected 1.06 Gbps ISC	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected 2Gbps ISC3	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected Fast Ethernet	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected Gigabit Ethernet	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected 10Gigabit Ethernet				
LAN-PHY/WAN-PHY	6,900.00	4,600.00	3,450.00	3,350.00
Unprotected D1 Video	3,600.00	2,400.00	1,800.00	1,600.00
Unprotected 2.5Gbps Multi-Port Facility	4,995.00	3,330.00	2,500.00	2,200.00
Unprotected Multi-Port Channel				
ESCON	225.00	225.00	225.00	225.00
Fiber Channel (up to 1Gbps)	225.00	225.00	225.00	225.00
FDDI	225.00	225.00	225.00	225.00
Fast Ethernet	225.00	225.00	225.00	225.00
D1 Video	225.00	225.00	225.00	225.00
OC3/3c	225.00	225.00	225.00	225.00
OC12/12c	225.00	225.00	225.00	225.00
Gigabit Ethernet	225.00	225.00	225.00	225.00
1Gbps FICON	225.00	225.00	225.00	225.00
Unprotected 10Gbps Multi-Port Facility	8,625.00	5,750.00	4,312.50	4,187.50
Unprotected Multi-Port Channel				
Gigabit Ethernet	225.00	225.00	225.00	225.00
1Gbps Fiber Channel	225.00	225.00	225.00	225.00
2Gbps Fiber Channel	225.00	225.00	225.00	225.00
1Gbps FICON	225.00	225.00	225.00	225.00
2Gbps FICON	225.00	225.00	225.00	225.00
OC48/48c	225.00	225.00	225.00	225.00

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

d. Optical Transport Channels, Point-to-Point Protected,
Single/Multi-Port Interface

<u>Interface Type</u>	<u>Monthly Rate</u>			
	<u>1-Year Term</u>	<u>3-Year Term</u>	<u>5-Year Term</u>	<u>7-Year Term</u>
4-Fiber Protected SONET OC3/OC3c	\$ 3,810.00	\$ 2,540.00	\$ 1,900.00	\$ 1,700.00
4-Fiber Protected SONET OC12/OC12c	4,200.00	2,800.00	2,100.00	1,900.00
4-Fiber Protected SONET OC48/OC48c	5,610.00	3,740.00	2,800.00	2,600.00
4-Fiber Protected SONET OC192/OC192c	13,800.00	9,200.00	6,900.00	6,700.00
Protected SONET OC3/OC3c	2,400.00	1,600.00	1,200.00	1,100.00
Protected SONET OC12/OC12c	2,595.00	1,730.00	1,300.00	1,200.00
Protected SONET OC48/OC48c	4,305.00	2,870.00	2,150.00	1,925.00
Protected SONET OC192/OC192c	11,205.00	7,470.00	5,600.00	4,750.00
Protected 1 Gbps FICON	4,395.00	2,930.00	2,200.00	1,950.00
Protected 2 Gbps FICON	4,395.00	2,930.00	2,200.00	1,950.00
Protected Fiber Channel	4,395.00	2,930.00	2,200.00	1,950.00
Protected 2Gbps Fiber Channel	4,395.00	2,930.00	2,200.00	1,950.00
Protected FDDI	4,395.00	2,930.00	2,200.00	1,950.00
Protected 1.06 Gbps ISC	4,395.00	2,930.00	2,200.00	1,950.00
Protected 2Gbps ISC3	4,395.00	2,930.00	2,200.00	1,950.00
Protected Fast Ethernet	4,395.00	2,930.00	2,200.00	1,950.00
Protected Gigabit Ethernet	4,395.00	2,930.00	2,200.00	1,950.00
Protected 10Gigabit Ethernet				
LAN-PHY/WAN-PHY	11,205.00	7,470.00	5,600.00	4,750.00
Protected D1 Video	4,395.00	2,930.00	2,200.00	1,950.00

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

d. Optical Transport Channels, Point-to-Point Protected,
Single/Multi-Port Interface - Continued

<u>Interface Type</u>	<u>Monthly Rate</u>			
	<u>1-Year Term</u>	<u>3-Year Term</u>	<u>5-Year Term</u>	<u>7-Year Term</u>
Protected 2.5Gbps Multi-Port Facility	\$ 6,000.00	\$ 4,000.00	\$ 3,000.00	\$ 2,700.00
Protected Multi-Port Channel				
ESCON	225.00	225.00	225.00	225.00
Fiber Channel (up to 1Gbps)	225.00	225.00	225.00	225.00
FDDI	225.00	225.00	225.00	225.00
Fast Ethernet	225.00	225.00	225.00	225.00
D1 Video	225.00	225.00	225.00	225.00
OC3/3c	225.00	225.00	225.00	225.00
OC12/12c	225.00	225.00	225.00	225.00
Gigabit Ethernet	225.00	225.00	225.00	225.00
1Gbps FICON	225.00	225.00	225.00	225.00
Protected 10Gbps Multi-Port Facility	14,006.25	9,337.50	7,000.00	5,937.50
Protected Multi-Port Channel				
Gigabit Ethernet	225.00	225.00	225.00	225.00
1Gbps Fiber Channel	225.00	225.00	225.00	225.00
2Gbps Fiber Channel	225.00	225.00	225.00	225.00
1Gbps FICON	225.00	225.00	225.00	225.00
2Gbps FICON	225.00	225.00	225.00	225.00
OC48/48c	225.00	225.00	225.00	225.00

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

- e. Initial and Subsequent Installations - Nonrecurring Charges,
Per optical transport channel

<u>Interface Type</u>	<u>Nonrecurring Charge</u>
Unprotected SONET OC3/OC3c	\$ 1.00
Unprotected SONET OC12/OC12c	1.00
Unprotected SONET OC48/OC48c	1.00
Unprotected SONET OC192/OC192c	1.00
Unprotected 1Gbps FICON	1.00
Unprotected 2Gbps FICON	1.00
Unprotected 1GbpsFiber Channel	1.00
Unprotected 2Gbps Fiber Channel	1.00
Unprotected ETR/CLO	1.00
Unprotected FDDI	1.00
Unprotected 1.06 Gbps ISC	1.00
Unprotected 2Gbps ISC3	1.00
Unprotected Fast Ethernet	1.00
Unprotected Gigabit Ethernet	1.00
Unprotected 10 Gigabit Ethernet (LAN-PHY/WAN-PHY)	1.00
Unprotected D1 Video	1.00
Unprotected 2.5Gbps Multi-Port Facility	1.00
Unprotected Multi-Port Channel	
ESCON	1.00
Fiber Channel (up to 1Gbps)	1.00
FDDI	1.00
Fast Ethernet	1.00
D1 Video	1.00
OC3/3c	1.00
OC12/12c	1.00
Gigabit Ethernet	1.00
1Gbps FICON	1.00
Unprotected 10Gbps Multi-Port Facility	1.00
Unprotected Multi-Port Channel	
Gigabit Ethernet	1.00
1Gbps Fiber Channel)	1.00
2Gbps Fiber Channel	1.00
1Gbps FICON	1.00
2Gbps FICON	1.00
OC48/48c	1.00

Effective: 07/09/10

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

- e. Initial and Subsequent Installations - Nonrecurring Charges,
Per optical transport channel - Continued

<u>Interface Type</u>	<u>Nonrecurring Charge</u>
4-Fiber Protected SONET OC3/OC3c	\$ 1.00
4-Fiber Protected SONET OC12/OC12c	1.00
4-Fiber Protected SONET OC48/OC48c	1.00
4-Fiber Protected SONET OC192/OC192c	1.00
Protected SONET OC3/OC3c	1.00
Protected SONET OC12/OC12c	1.00
Protected SONET OC48/OC48c	1.00
Protected SONET OC192/OC192c	1.00
Protected 1 Gbps FICON	1.00
Protected 2 Gbps FICON	1.00
Protected Fiber Channel	1.00
Protected 2Gbps Fiber Channel	1.00
Protected FDDI	1.00
Protected 1.06 Gbps ISC	1.00
Protected 2Gbps ISC3	1.00
Protected Fast Ethernet	1.00
Protected Gigabit Ethernet	1.00
Protected 10 Gigabit Ethernet (LAN-PHY/WAN-PHY)	1.00
Protected D1 Video	1.00

Effective: 07/09/10

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

- e. Initial and Subsequent Installations - Nonrecurring Charges,
Per optical transport channel - Continued

<u>Interface Type</u>	<u>Nonrecurring Charge</u>
Protected 2.5Gbps Multi-Port Facility	\$ 1.00
Protected Multi-Port Channel	
ESCON	1.00
Fiber Channel (up to 1Gbps)	1.00
FDDI	1.00
Fast Ethernet	1.00
D1 Video	1.00
OC3/3c	1.00
OC12/12c	1.00
Gigabit Ethernet	1.00
1Gbps FICON	1.00
Protected 10Gbps Multi-Port Facility	1.00
Protected Multi-Port Channel	
Gigabit Ethernet	1.00
1Gbps Fiber Channel)	1.00
2Gbps Fiber Channel	1.00
1Gbps FICON	1.00
2Gbps FICON	1.00
OC48/48c	1.00

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

f. Optional Features - Network Management Methods

(1) Customer Service Management

	<u>Monthly Rate</u>
CSM, per primary ring	
3 year	\$ 450.00
5 year	450.00
7 year	450.00
Customized Reports	ICB
	<u>Nonrecurring Charge</u>
Node Setup, per primary or expansion node on the ring equipped during initial CNM Method establishment	\$ 200.00
Initial CSM Setup, first partition with up to 6 users	500.00
Setup of Additional Partition	500.00
Setup of Additional Users, up to 6 additional users	350.00
Add/Remove Node, per primary or expansion node added to, or removed from, the CSM ring subsequent to initial establishment or for a Change in Network Management Method	200.00
Consultation and Support, each 30 minutes or fraction thereof	100.00
Change Network Management Method, from CSM to DTM, per node	200.00

ADVANCED DATA SERVICES

E. DEDICATED WAVELENGTH RING (DWR) - Continued

7. RATES AND CHARGES - Continued

f. Optional Features - Network Management Methods - Continued

(2) Direct TL1 Monitoring (DTM)

	<u>Monthly Rate</u>
DTM, per primary ring	
3 year	\$ 450.00
5 year	450.00
7 year	450.00
Customized Reports	ICB
	<u>Nonrecurring Charge</u>
Node Setup, per primary or expansion node on the ring equipped during initial DTM establishment	\$ 200.00
Initial DTM Setup, first partition with up to 6 users	500.00
Add/Remove Node, per primary or expansion node added to, or removed from, the DTM ring subsequent to initial establishment or for a Change in Network Management Method	200.00
Consultation and Support, each 30 minutes or fraction thereof	100.00
Change Network Management Method, from DTM to CSM, per node	200.00

Effective: 03/08/17

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.

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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 – Intelligent Broadband Transport
IOTS - Intelligent 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

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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

3. ACRONYMS AND DEFINITIONS - Continued

b. Definitions - Continued

Facilities: telecommunications cables and equipment owned and utilized by Frontier Communications of the Southwest Inc. in the provision of service.

Node: A rate element and a designation of either a Customer designated Premises or CO on an IOS ring that has ADM capability.

Optical Carrier Rate (OCn): a SONET transmission signal/speed, line rate, or service. The rates are in multiples of an OC1, which is equivalent to an STS1 (51.84 Mbps), SONET's basic rate.

<u>OCn Rate</u>	<u>Bandwidth Capacity</u>
OC3	155.52 Mbps
OC12	622.08 Mbps
OC48	2.488 Gbps
OC192	9.953 Gbps

Optical Carrier Rate Concatenated (OCnc): a "clear channel" SONET transmission using only one (1) framing format. For example, an OC3 signal provides three (3) STS1 frame formats with 3 overheads for a total capacity of 2,268 bytes per SPE frame in an OC3c signal. In an OC3c signal, one (1) STS3c frame format is used with one (1) overhead, increasing the total payload capacity to 2,340 bytes per SPE frame.

Point of Termination: the point of demarcation within the Customer designated Premises at which Frontier Communications of the Southwest Inc.'s responsibility for the provision of Service ends.

Premises: a building, a portion of a building in a multi-tenant building, or buildings on a continuous property (except Railroad Right-of-Way, etc.) not separated by a public highway.

Service Date: the date that a service has been installed, tested, and made available to the Customer. A confirmed ASR is required to establish a Service Date.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

3. ACRONYMS AND DEFINITIONS - Continued

b. Definitions - Continued

SONET (Synchronous Optical Network): the North American standard for the transmission of high capacity bandwidth over optical Facilities. This synchronous transmission platform utilizes a modular multiplexing approach. Because of the large bandwidth, some of the payload is used to monitor, protect, manage, and improve the transmission of the signal.

Synchronous Transport Signal - Level (STS1): a 51.84 Mbps signal that is the electrical equivalent of the OC1 or a DS3 with additional Mbps devoted to SONET overhead information. The STS1 signal consists of overhead and an SPE. The overhead part of the signal is used for controlling, framing, and maintaining the signal. An STS1 can carry a DS3 or 28 DS1s when specifically formatted (Mapped). However, individual DS1s within a DS3 are not accessible within SONET and their performance cannot be guaranteed for this reason. These DS1s may be accessed using the Special Access DS3-to-DS1 multiplexing optional service.

Wire Center: a Frontier Communications of the Southwest Inc. building in which one (1) or more Central Office switches and cross connection equipment used for the provision of Frontier Communications of the Southwest Inc. telecommunications services are located.

4. SERVICE COMPONENTS

a. Components

1) Nodes

Nodes are optical networking devices located at Customer designated Premises or Frontier Communications of the Southwest Inc. Wire Centers from which Riders are multiplexed on or off of the IOS network. The configuration of an IOS Node that is deployed at each location is determined by the number and type of Riders that are transported between locations.

Each Node allows Protected or Unprotected Riders to be deployed, as described in F.4.a.3) following.

The maximum number of Riders that can be deployed at a single location is dependent upon the specific configuration of the IOS network and the type and quantity of Riders being deployed from that location.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

4. SERVICE COMPONENTS - Continued

a. Components - Continued

2) Ring Mileage

For full ring service configurations, Ring Mileage is the total of airline distances between devices (Nodes and/or high speed pass-through interfaces) rounded up to the nearest mile. The mileage rate is based on total ring capacity and not on individual services between devices. For example, the mileage charge for a five device ring and a distance of 4.3 miles between each device (21.5 total miles) would be calculated by multiplying the mileage rate by 22 miles.

The mileage between devices located at the same Customer designated Premises or Frontier Communications of the Southwest Inc. CO (e.g., dual Nodes at the same Premises) is zero.

The mileage calculation applies regardless of the number of services that are transported over the IOS ring.

3) Riders

Riders allow lower level signals to be transported over the IOS network. Riders allow for optical services to be multiplexed on to or off of the IOS network at locations equipped with a Node. An optical interface at the Node allows for connection of the applicable protocol to the Customer's equipment.

Riders are available on a Protected or Unprotected basis depending on the protocol being transmitted and the level of redundancy required for the Rider. Some protocols have facility distance limitations and may affect the design or availability of the IOS network or its Riders.

i) Protected Rider

A Protected Rider allows for a single signal from the Customer to be duplicated and sent over separate diverse routes (working and protect) within the IOS network. At the option of the Customer, network Protected Riders may be ordered with Drop Port Protection.

ii) Unprotected Rider

An Unprotected Rider provides minimum protection of the signal from the Customer. Frontier Communications of the Southwest Inc. does not provide route (network level) protection or Drop Port Protection on an Unprotected Rider. However, a Customer purchasing two (2) Unprotected Riders may create their own protection schemes.

Riders are provided on a Node-to-Node (i.e., point-to-point) basis.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

4. SERVICE COMPONENTS - Continued

a. Components - Continued

3) Riders - Continued

The services transmitted as Riders over the IOS network include the following protocols:

DS1 (available pursuant to Frontier Communications of the Southwest Inc.'s Tariff F.C.C. Nos. 5 and/or 16) – for transmission of isochronous serial data at a rate of 1.544 Mbps.

DS3 (available pursuant to Frontier Communications of the Southwest Inc.'s Tariff F.C.C. Nos. 5 and/or 16) – for transmission of isochronous serial data at a rate of 44.736 Mbps.

SONET OC3 – for transmission of 155.52 Mbps synchronous optical data transmission capability.

SONET OC3c – for transmission of concatenated 155.52 Gbps synchronous optical data transmission capability.

SONET OC12 – for transmission of 622.08 Mbps synchronous optical data transmission capability.

SONET OC12c – for transmission of concatenated 622.08 Gbps synchronous optical data transmission capability.

SONET OC48 – for transmission of 2.488 Gbps synchronous optical data transmission capability.

SONET OC48c – for transmission of concatenated 2.488 Gbps synchronous optical data transmission capability.

SONET OC192 – for transmission of 9.953 Gbps synchronous optical data transmission capability.

SONET OC192c – for transmission of concatenated 9.953 Gbps synchronous optical data transmission capability.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

4. SERVICE COMPONENTS - Continued

a. Components - Continued

3) Riders - Continued

The services transmitted as Riders over the IOS network include the following protocols: - Continued

10 Gigabit Ethernet LAN-PHY – 10GBASE-R (LAN PHY) interfaces offer an effective line rate of 10.3125 Gbps (10 Gbps of data traffic encoded in a 64B/66B protocol compared to the traditional 8B/10B protocol of Gigabit Ethernet).

10 Gigabit Ethernet WAN-PHY – 10GigE data rate and format compatible with the SONET OC192c transmission format defined by ANSI.

10 Mbps Ethernet – for 10 Mbps transmission of Ethernet.

Fast Ethernet – for 50 Mbps or 100 Mbps transmission of Ethernet.

Gigabit Ethernet – for 1.0 Gbps transmission of Ethernet. Gigabit Ethernet may also be mapped at 50, 100, 150, 300, 450, or 600 Mbps.

Fibre Channel – for full-duplex, serial bit transmission at a link rate of 1, 2, 4 or 10 Gbps Fibre Channel among mainframes, storage devices, and peripherals.

D1 Video – for uncompressed digital transmission of video signals operating at 270 Mbps.

High Definition Video – for uncompressed digital transmission of video signals operating at 1.485Gbps.

When a Rider is ordered to connect with Frontier Communications of the Southwest Inc. Optical Networking, Custom Connect or IBT, the Rider will be billed to the Frontier Communications of the Southwest Inc. Optical Networking, Custom Connect or IBT Customer, as applicable.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

4. SERVICE COMPONENTS - Continued

a. Components - Continued

4) Ethernet Packet Ring Service Optional Feature

a) Description

EPRS is available on IOS. EPRS enables switched Ethernet signals to be transmitted over partitioned bandwidth of the Customer's IOS.

The partitioned bandwidth is comprised of STS1 capacity within the IOS that is dedicated to unprotected Ethernet signal transmission between Nodes on that IOS. Ethernet signals must originate at, and terminate to, Nodes that are located at a Customer designated Premises. These Nodes are part of the backbone ring for IOS and are also used to add lower level services onto the backbone ring or to drop lower level services from the backbone ring.

Multiple EPRS partitions may be created on the same IOS. Subject to the preceding paragraph, in no case will the total bandwidth of the EPRS partition(s) exceed the remaining OCn capacity of the IOS. Ethernet traffic on the EPRS partition may be transmitted in either direction (East to West or West to East) around the ring.

Connection to other Frontier Communications of the Southwest Inc. Ethernet services is prohibited.

Frontier Communications of the Southwest Inc. does not guarantee the performance of Ethernet signals transported over EPRS.

Monthly rates apply for each EPR Station per Node and to each UNI associated with that EPR Station. Nonrecurring charges apply for the installation of EPRS UNIs on a first and additional basis. Rates and charges EPRS are provided on an individual case basis (ICB) only.

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

EPRS is comprised of EPR Stations and UNIs.

An EPR Station defines the bandwidth required for the partitioned EPRS. A minimum of one EPR Station is required per EPRS. Available EPR Station rates include:

<u>EPR Station Rate</u>	<u>OC12</u>	<u>OC48</u>	<u>OC192</u>
50 Mbps (STS1)	X	X	X
150 Mbps (STS3 or STS3c)	X	X	X
300 Mbps (STS6 or STS6c)	X	X	X
450 Mbps (STS9 or STS9c)	X	X	X
600 Mbps (STS12 or STS12c)		X	X
1000 Mbps (STS21/24 or STS21c/24c)		X	X

UNIs provide access to the EPRS partition on the IOS ring. A minimum of two UNIs is required per EPRS partition. The maximum number of UNIs per EPRS partition is dependent upon the type and capacity of Enhanced Nodes on the IOS. Available UNIs on EPR stations are as follows:

<u>Available UNIs</u>	<u>EPR Station Rate</u>					
	<u>50 Mbps</u>	<u>150 Mbps</u>	<u>300 Mbps</u>	<u>450 Mbps</u>	<u>600 Mbps</u>	<u>1,000 Mbps</u>
10 Mbps UNIs	X	X	X	X	X	X
100 Mbps UNIs	X	X	X	X	X	X
1000 Mbps UNIs	X	X	X	X	X	X

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 ¹.

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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.

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

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ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

5. TECHNICAL SPECIFICATIONS

a. Technical Specifications

The technical specifications for IOS are currently delineated in following Technical References:

DWDM. Technical Publications GR-2918-CORE, Issue 4, GR-2979-CORE, Issue 3, GR-1312-CORE, Issue 3, ITU-T G.959.1 and ITU-T G.692 for DWDM.

SONET. Technical Publications GR-253-CORE, Issue 3, GR-1374-CORE, Issue 1, ANSI T1.105-1995 for SONET.

EPRS. Technical Publication IEEE 802.17 for EPRS.

b. Protocols

The technical publications for the protocols transmitted over IOS are set forth in:

<u>Protocol Transmitted</u>	<u>Technical Publication</u>
DS1, DS3	GR-342, Issue 1, Pub 62411, TR-NPL-000054, TR-EOP-000063 Issue 1
OC3, OC3c, OC12, OC12c, OC48, OC48c, OC192, OC192c	GR-253-CORE, Issue 3
Ethernet (10 Mbps)	ANSI/IEEE 802.3
Fast Ethernet	ANSI/IEEE 802.3u
Gigabit Ethernet	ANSI/IEEE X3.802.3, X3.802.3z
10 Gigabit Ethernet WAN-PHY	IEEE 802.3ae with WAN Interface Sublayer
10 Gigabit Ethernet LAN-PHY	IEEE 802.3ae with LAN Interface Sublayer
Fibre Channel	ANSI/NCITS 404 - 2005 ANSI/NCITS 364 - 2004
D1 Video	ANSI/SMPTE 259M – 1997

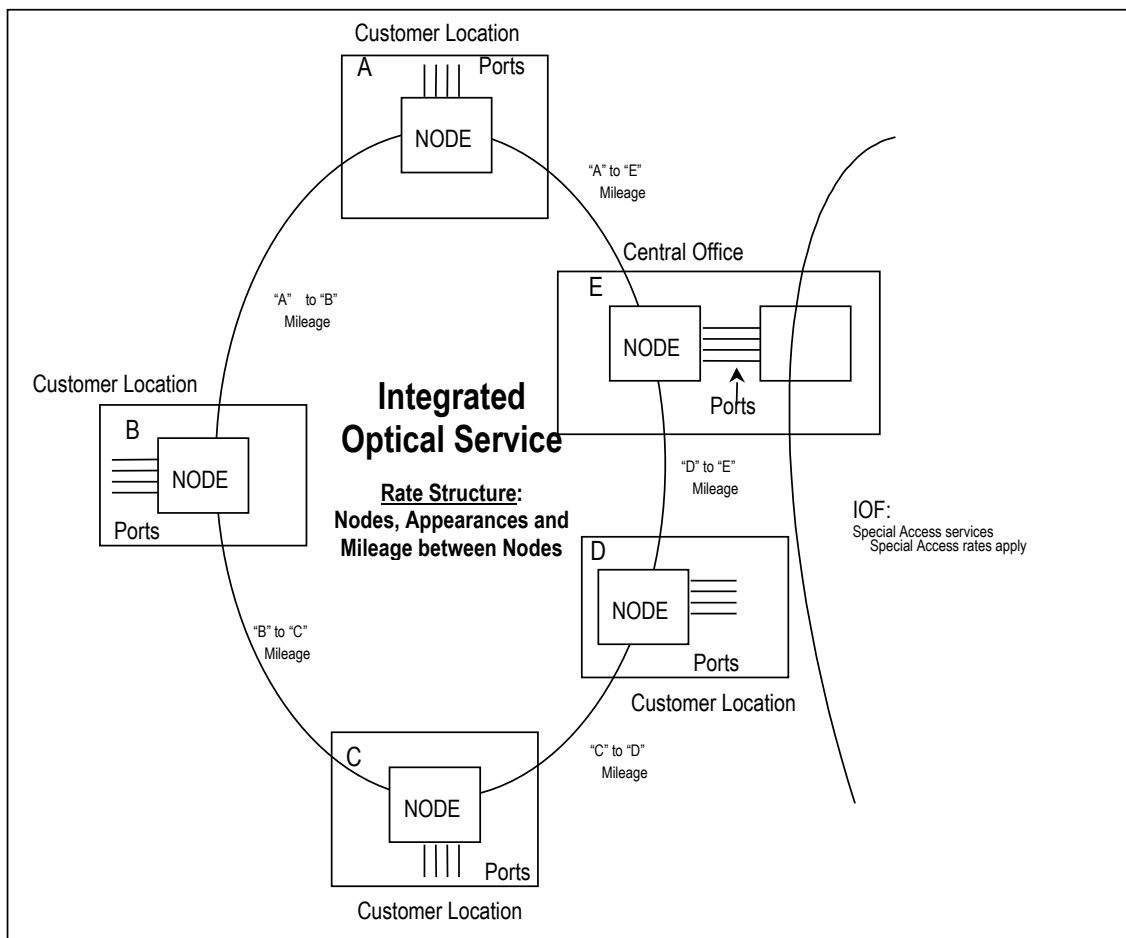
Technical specifications are subject to change in accordance with changes adopted by standards-setting industry bodies. Such updates to technical specifications, as they occur, and as determined by Frontier Communications of the Southwest Inc., shall be automatically incorporated without the requirement to amend this section.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

5. TECHNICAL SPECIFICATIONS - Continued

- c. An example of an Integrated Optical Service ring is diagrammed below:



ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

6. TERMS AND CONDITIONS

a. Deployment and Availability

Because IOS is a dedicated high capacity customized network, it is deployed upon Customer request. Where suitable Facilities and equipment are not sufficient or do not exist to provide IOS, Frontier Communications of the Southwest Inc. may provide the Service subject to additional special construction, if any. If the Customer agrees to the special construction charges, the Parties shall either enter in to a separate agreement for such special construction, or enter into an amendment to an existing agreement, as mutually agreed to by the Parties.

The provisioning of IOS is based on negotiated intervals between Frontier Communications of the Southwest Inc. and the Customer.

b. Connection to Other Services

IOS connects to other Frontier Communications of the Southwest Inc. services only as expressly stated herein:

Special Access DS1 and DS3 High Capacity Services - Connection of Special Access DS1 and DS3 High Capacity Services are provided pursuant to Frontier Communications of the Southwest Inc.'s Tariff F.C.C. Nos. 4, 5, and/or 6.

IBT - Connection of IBT to an IOS network is provided over an equal speed OC3/OC3c, OC12/OC12c, OC48/OC48c, or OC192/OC192c Protected Rider or Protected Rider with Drop Port Protection. All other applicable IBT terms and conditions apply.

Frontier Communications of the Southwest Inc Optical Networking - Connection of a Frontier Communications of the Southwest Inc. Optical Networking Ethernet service to an IOS network is provided over an equal speed protected Ethernet Rider. Connection of a Frontier Communications of the Southwest Inc. Optical Networking Ethernet-to-SONET mapped service is provided over an equal speed Protected SONET Rider. All other applicable Frontier Communications of the Southwest Inc. Optical Networking terms and conditions apply to the derived Ethernet-to-SONET mapped service.

Available Frontier Communications of the Southwest Inc. Optical Networking Service

Interface Connections

10M Ethernet	10BaseT
Fast Ethernet @ 50Mbps	10BaseT or 100FX
Fast Ethernet @ 100Mbps	10BaseT or 100FX
Gigabit Ethernet @ 50Mbps	1000SX or LX
Gigabit Ethernet @ 150Mbps	1000SX or LX
Gigabit Ethernet @ 300Mbps	1000SX or LX
Gigabit Ethernet @ 450Mbps	1000SX or LX
Gigabit Ethernet @ 600Mbps	1000SX or LX
Gigabit Ethernet @ 1000Mbps	1000SX or LX

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

6. TERMS AND CONDITIONS - Continued

b. Connection to Other Services - Continued

<u>Available Frontier Communications of the Southwest Inc. Optical Networking Service</u>	<u>Interface Connections</u> - Continued
10M Ethernet mapped to STS1	OC3, OC12, OC48
Fast Ethernet mapped to STS1	OC3, OC12, OC48
Fast Ethernet mapped to OC3c	OC3c, OC12,OC48
Gigabit Ethernet @ 50Mbps mapped to STS1	OC3, OC12, OC48
Gigabit Ethernet @ 150Mbps mapped to 3 STS1s	OC3, OC12, OC48
Gigabit Ethernet @ 300Mbps mapped to 6 STS1s	OC12, OC48
Gigabit Ethernet @ 450Mbps mapped to 9 STS1s	OC12, OC48
Gigabit Ethernet @ 600Mbps mapped to 12 STS1s	OC12, OC48
Gigabit Ethernet @ 600Mbps mapped to OC12c	OC12c, OC48
Gigabit Ethernet @ 1000Mbps mapped to 21 STS1s	OC48

Custom Connect - Connection of Custom Connect to an IOS network is provided over an equal speed OC3/OC3c, OC12/OC12c, OC48/OC48c, or OC192/OC192c Protected Rider or a Protected Rider with Drop Port Protection (e.g., a 155.52 Mbps Protected Rider would connect to a Custom Connect SONET OC3 service). All other applicable Custom Connect and SONET terms and conditions apply to the derived Custom Connect.

c. Responsibilities of the Parties

The Customer is responsible to ensure that its Facilities and equipment meet any applicable technical requirements or limitations for the protocol being transmitted over IOS.

Frontier Communications of the Southwest Inc. is responsible for the overall design and configuration of the IOS network. Construction of the IOS network will not begin until such design and configuration are mutually agreeable to both the Customer and Frontier Communications of the Southwest Inc.

All signals generated by the Customer provided equipment and delivered to Frontier Communications of the Southwest Inc. for multiplexing on to IOS must meet industry standards and specifications for the underlying protocol. The Customer is responsible to perform any error detection and error correction of the data generated by its equipment. Frontier Communications of the Southwest Inc. assumes no responsibility for the quality of the signal generated by the Customer or any Customer provided equipment and will deliver the signal to the receiving location in the same format and condition as generated by the Customer.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

6. TERMS AND CONDITIONS - Continued

d. Service Level Agreements

1) General

The following Service Level Agreements (SLAs) apply only to the IOS network and Riders. The applicable SLAs are Mean Time To Restore and Service Availability. Customer is eligible for Service Response Credits (SRCs) for missed SLAs with respect to the IOS network and Riders (Affected Services). No SLAs shall be available until the Affected Service measured is in service for at least one full calendar month.

In order to obtain an SRC, Customer must make a written request as directed by Frontier Communications of the Southwest Inc. for such SRCs within thirty (30) calendar days of the end of the monitoring period for the SLA measurement. The request must include a list of all impacted circuit/connection identification numbers and the type of SRC requested for each circuit/connection. The monitoring period for all SLAs is based on a calendar month. Any SRCs are subject to verification by Frontier Communications of the Southwest Inc. through its own monitoring systems and procedures.

For any calendar month, the SRCs may not exceed the total monthly recurring charges (MRCs) billed to Customer for the Affected Service that is subject to a missed SLA for that month.

No SRCs will be issued to the extent the missed SLA is caused by the following:

- a) The negligence of the Customer or a third party authorized by the Customer to use the IOS;
- b) Failure of power, CPE or other equipment, systems, facilities or services not provided by Frontier Communications of the Southwest Inc.
- c) Customer's failure to release any IOS component for testing and/or repair or Frontier Communications of the Southwest Inc. is otherwise not afforded access to the premises where the IOS are provided;
- d) The SLA is missed due to routine maintenance of the IOS, an IOS rearrangement requested by Customer, or the implementation of a Customer issued service order for a change to the IOS;
- e) Customer failure to authorize replacement of any element of new construction following the receipt of written notification by Frontier Communications of the Southwest Inc. of the need for such replacement;
- f.) Force majeure events;
- g) Subsequent reports made by Customer while the initial trouble report is pending or service troubles repaired by Frontier Communications of the Southwest Inc. prior to its receipt of a trouble report; and
- h) Service troubles closed due to Customer action.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

6. TERMS AND CONDITIONS - Continued

d. Service Level Agreements - Continued

2) Service Availability

The Service Availability SLA refers to the percentage of time during a calendar month that the Affected Services (*i.e.*, IOS network or Riders as may be applicable) is available for use by Customer, which means that the Affected Service is capable of transmitting data over such Affected Service. Measurements for Service Availability shall not be rounded up. Service Availability is calculated based upon the total number of minutes in a calendar month that Customer was actually in service divided by the total number of minutes in such month for all Affected Services.

With respect to IOS network, the Service Availability SLA is 99.999%. If the overall Service Availability measurement for the IOS network is less than that threshold for a calendar month, Customer is eligible for an SRC of twenty-five percent (25%) of the MRCs for Nodes and Mileage.

The Service Availability measurement of a Protected Rider is 99.999%. The Service Availability of an Unprotected Rider is 99.000%. When the Service Availability SLA for a Rider is not met, Customer is eligible for an SRC of twenty-five percent (25%) of the MRCs for the Appearances relating to the Affected Rider that did not meet such threshold during such calendar month.

3) Mean Time to Restore

The Mean Time to Restore (MTTR) SLA refers to the average Time to Restore (TTR) for Customer-reported IOS Interruptions. An IOS Interruption shall mean that data cannot be transported over the IOS network solely because of a failure in Frontier Communications of the Southwest Inc. provided facilities.

The TTR is measured from the date and time a trouble ticket is opened by Frontier Communications of the Southwest Inc. and the date and time when such ticket is closed by Frontier Communications of the Southwest Inc. In measuring the TTR, any stop clock time or adjusted duration time basis associated with the trouble shall be subtracted from such measurement. For purposes of this measurement, stop clock time refers to:

- a) time periods when Customer testing is occurring,
- b) time periods when Frontier Communications of the Southwest Inc. is awaiting Customer authorization to commence work on the IOS;
- c) periods when the Customer is working on its equipment and has not released the facility to Frontier Communications of the Southwest Inc. for maintenance, testing, or repair;
- d) Frontier Communications of the Southwest Inc. is denied access to Customer premises or facilities as necessary to diagnose, repair or test;

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

6. TERMS AND CONDITIONS - Continued

d. Service Level Agreements - Continued

3) Mean Time to Restore - Continued

- e) periods following a repair of a Service when the trouble ticket is held open by Customer to ensure the trouble is resolved;
- f) periods when pre-defined maintenance windows have been established between the Customer and Frontier Communications of the Southwest Inc., and
- g) any time period during which any of the occurrences listed in F.6.d.3)a) - f) preceding existed.

The MTTR SLA shall not apply to cases where no trouble is found, informational tickets, subsequent trouble tickets made by Customer while the initial trouble report is pending or trouble repaired by Frontier Communications of the Southwest Inc. prior to its receipt of a trouble ticket.

The MTTR SLA shall be measured on a calendar month basis and shall be calculated by adding the TTR for all IOS Interruptions and dividing that sum by the total number of trouble tickets opened for such Interruptions for that Customer during that month. Calculation of MTTR shall exclude any subsequent reports (additional Customer inquiries while the trouble is pending), and troubles repaired by Frontier Communications of the Southwest Inc. prior to receipt of a trouble report on the Affected Service from Customer.

If the MTTR for the IOS network is greater than 2.5 hours over the calendar month, then Customer will be eligible for an SRC of twenty-five percent (25%) of the MRC per Affected Node or Mileage that was interrupted for more than 2.5 hours.

The MTTR for a Service Interruption of a Protected Rider is 2.5 hours. The MTTR for a Service Interruption of an Unprotected Rider is four (4) hours. For a Protected Rider, if the MTTR is greater than 2.5 hours over the calendar month, then Customer will be eligible for an SRC of one hundred percent (100%) of the MRC per Appearance for such Affected Rider that was interrupted for more than 2.5 hours. For an Unprotected Rider, if the MTTR is greater than four (4) hours over the calendar month, then Customer is eligible for an SRC of one hundred percent (100%) of the MRC per Appearance for such Affected Rider that was interrupted for more than four (4) hours.

4) Exceptions

The Remedies set forth in Section F.6.d. 2) and 3) preceding will not apply in the following instances:

- a) Interruptions, failures, or delays in service resulting from DC power, equipment, service, or services not under the sole responsibility of Frontier Communications of the Southwest Inc.
- b) Interruptions, failures, or delays in service resulting from Customer owned and/or installed equipment.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

6. TERMS AND CONDITIONS - Continued

d. Service Level Agreements - Continued

4) Exceptions - Continued

- c) Interruptions, failures, or delays in service that occur at any time in which Frontier Communications of the Southwest Inc. or its authorized agents, after reasonable attempt to gain access to the Customer designated premises, are not granted access to such premises where Frontier Communications of the Southwest Inc. Facilities and equipment associated with the provision of IOS are terminated.
- d) Interruptions or delays in service resulting from maintenance, rearrangement of service, or implementation of an order authorized by the Customer.
- e) Interruptions, failures, or delays in service resulting from the Customer's refusal to release IOS Frontier Communications of the Southwest Inc. or its authorized agents for testing and/or repair, after reasonable attempts by Frontier Communications of the Southwest Inc. or its authorized agent to schedule repair with the Customer.
- f) Interruptions, failures, or delays in service due to acts of God or the public enemy, compliance with any order of any governmental authority, acts of terrorism, war, rebellion, insurrection, or sabotage or damage resulting from, fires, floods, earthquakes, unusually severe weather, explosions, washouts, rules and regulations with regard to common carriers, accidents, epidemics, breakdowns, riots, strikes or other concerted acts of its employees, whether direct or indirect, lockouts or other industrial disturbances, whether direct or indirect, worms, viruses or other contaminants that may cause damage to or disable software, computer, or electronic services, or any similar cause, or other causes beyond such party's reasonable control.
- g) Interruptions, failures, or delays in service during periods of scheduled maintenance and scheduled downtimes where the Customer has received prior written (electronic, fax, or paper) notification from Frontier Communications of the Southwest Inc.
- h) Interruptions resulting from the negligence, gross negligence, willful misconduct, or other act or omission of the Customer or other party authorized by the Customer to use the service.

e. Conversions and Upgrades

Customers who wish to convert one (1) or both Points of Termination of an existing High Capacity Special Access services, Special Access DSR, Special Access IOTS, Special Access IBT, or Special Access Custom Connect to IOS may do so without conversion charges (termination liability and installation charges) as long as the total capacity of Special Access services purchased by the Customer does not decrease.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

7. APPLICATION OF RATES AND CHARGES

a. Monthly Rates

MRCs apply for the Node, Ring Mileage, and Riders.

The MRC for a Rider applies per appearance, and two (2) appearances apply per Rider for the entire point-to-point (Node-to-Node) connection. MRCs for Riders are also differentiated by whether the Rider is Protected or Unprotected, and whether the Rider is delivered with Drop Port Protection.

b. Nonrecurring Charges

A nonrecurring charge (NRC) applies for any subsequent installation of a Node.

Subsequent installations of Nodes include (i) Nodes that are added to an existing ring, and (ii) existing Nodes on the ring that are moved to a new location and remain on that same ring. Nodes that are moved to a new location and remain on the same ring are also subject to the requirements set forth in Section F.7.c. following.

A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the Customer requests Frontier Communications of the Southwest Inc. consultation and support of its CSM network. This charge does not apply during initial setup of CSM.

First and additional nonrecurring charges apply for the installation of EPRS UNIs provided on a month-to-month basis.

Any other required work, services or facilities not referred to herein will be provided subject to prevailing rates and charges, as set forth in Frontier Communications of the Southwest Inc.'s Product Guide or other tariffs, or, as mutually agreed to in writing by the parties.

c. Term Plans

IOS is available for term plans of 1 year, 2 years, 3 years, 5 years, or 7 years (Commitment Periods) for the Nodes, Ring Mileage, and Riders. IOS is also available with a 3-, 5-, or 7-year Commitment Period for EPRS. EPRS UNIs and certain Riders are also available on month-to-month basis. However, such Riders shall have a 12 month minimum service period. As such, if a month-to-month Rider is terminated prior to the first twelve months following installation of such Rider, the Customer will be responsible for termination liability of 100% of the monthly rates for the Rider times the number of months left in such twelve month period.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

7. APPLICATION OF RATES AND CHARGES - Continued

c. Term Plans - Continued

Nodes, Riders, and EPRS UNIs added subsequent to the initial installation and prior to the first twelve (12) months of a 2-year term plan, the first twenty-one (21) months of a 3-year term plan, the first thirty-six (36) months of a 5-year term plan, or the first fifty (50) months of a 7-year term plan will be added to the existing term plan with an expiration date that is coterminous with the expiration date for the remainder of the service. For example, a Node added in the 18th month of a 3-year term plan will be added to the existing term plan for the balance of the 3-year Commitment Period. The rate applicable to such Node is the 3-year rate for the applicable Rider. Nodes added to an IOS on a 1-year term plan require a 1-year extension beyond the completion of the current 1-year term plan.

Nodes, Riders, and EPRS UNIs added subsequent to the initial installation and after the first 12 months of a 2-year term plan, the first 21 months of a 3-year term plan, the first 36 months of a 5-year term plan, or the first 50 months of a 7-year term plan require that the existing term plan be extended so that the term plan will include the existing services and the added services. In doing so, the expiration date of the existing services and the added services will be common (coterminous) for all rate elements of the service. The existing term plan shall be extended by 12 months for a 2-year term plan, 12 months for a 3-year term plan, 24 months for a 5-year term plan, or 36 months for a 7-year term plan. For example, a Node added in the 38th month of a 5-year term plan requires that the expiration date for the 5-year term plan be extended by 24 months so that the existing rate elements (e.g., Nodes, Riders, etc) and the added Node will have a coterminous expiration date.

EPRS UNIs provided on a month-to-month basis may be added at any time. Changes in month-to-month billed EPRS UNIs are treated as disconnects and subsequent installations.

Riders (appearances) provided on a month-to-month basis may be added at any time subsequent to the initial installation of IOS. Such Riders will be added for the balance of the applicable Commitment Period and do not require extension of the term plan as specified in Section F.7.d. following. Riders are described in Section F.4.a.3) preceding.

d. Extension and Renewal of Commitment Period

Once a term period expires, the prevailing rates of the current term plan will continue until the Customer cancels service, extends the term plan, or requests a new term plan.

When the Commitment Period for IOS is extended under this Section 7.d., termination liability is calculated as the difference between the monthly rates for the highest term plan Commitment Period that could have been satisfied prior to disconnection of the service or cancellation of the plan and the monthly rates already paid for the expired Commitment Period and the extended Commitment Period for the period of time the service was in effect. For example: If a customer is on a 3-year plan and extends to a 5-year plan, and terminates the service in month 48, the termination liability will be the difference between the 3-year Node and Mileage MRC and 5-year Node and Mileage MRC multiplied by 12 months (for months 37 through 48).

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

7. APPLICATION OF RATES AND CHARGES - Continued

d. Extension and Renewal of Commitment Period - Continued

The Customer has the option to extend its expiring term plan to a plan with a longer Commitment Period, for which the original term will be considered under the new extended term. For example, an expiring 3-year term plan will allow for 3 years towards the extended plan. The Commitment Period selected for the extended plan must be longer than the Commitment Period of the expiring plan as follows:

- An expiring 1-year term plan may be extended to a 2-year, 3-year, 5-year, or 7-year term plan.
- An expiring 2-year term plan may be extended to a 3-year, 5-year, or 7-year term plan.
- An expiring 3-year term plan may be extended to a 5-year or 7-year term plan.
- An expiring 5-year term plan may be extended to a 7-year term plan.

The Customer may also extend the Commitment Period in order to install additional Nodes or Riders as described in Section F.7.c. preceding.

The rate for the longer Commitment Period will apply effective with the first bill day following expiration of the Commitment Period for the existing plan and continue through the remainder of the Commitment Period associated with the extended plan. No adjustment for the increased discount associated with the extended plan will be made to the monthly rates already billed on the expiring plan.

e. Moves and Changes

1) Node Moves

The Customer may move a Node subject to all of the following:

- a) The Node must remain on the same ring.
- b) The Customer remains responsible for any outstanding minimum period obligations on the Node being disconnected from its originally installed location.
- c) A new minimum period will be established for the Node at the newly installed location.
- d) The newly installed Node will be treated as a Node addition in accordance with Section F.7.b. preceding.
- e) A subsequent installation charge applies for installation of the Node at the new location.

When the above requirements are met, termination liability will not apply for discontinuance of the Node from its originally installed location. In all other cases, termination liability applies for discontinuance of the Node from its originally installed location.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

7. APPLICATION OF RATES AND CHARGES - Continued

e. Moves and Changes - Continued

2) Change in Rider

A change in the type (e.g., Fibre Channel to Gigabit Ethernet) of a Rider is treated as a discontinuance of the existing Rider and an installation of a new Rider. Termination liability does not apply to a Rider that is changed to another Rider of the same bandwidth.

A change of a Rider to a new Rider with a higher optical carrier rate (e.g., OC3 to OC12) is an upgrade for which termination liability charges do not apply to the Rider being disconnected.

Minimum period obligations apply for both of the changes in Riders described above.

f. Order Cancellation

A Customer may cancel an order for the installation of IOS at any time prior to notification by Frontier Communications of the Southwest Inc. that service is available for the Customer's use or prior to the Service Date, whichever is later. The cancellation date is the date Frontier Communications of the Southwest Inc. receives written or verbal notice from the Customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within ten (10) days.

Cancellation charges apply if the Customer cancels an order, or part of an order, for the installation of Integrated Optical Service, or to partition the ring for EPRS, after providing Frontier Communications of the Southwest Inc. with written or electronic notification to begin installation. Cancellation charges apply as follows:

1. When a Customer cancels the order, or part of the order, within the first thirty (30) days following written or electronic notification to Frontier Communications of the Southwest Inc. to begin installation, no cancellation charge will apply.
2. When a Customer cancels the order, or part of the order, on the thirty-first (31st) day, but no later than the sixtieth (60th) day, following written or electronic notification to Frontier Communications of the Southwest Inc. to begin installation, cancellation charges will apply.
3. When a Customer cancels the order, or part of the order, on the sixty-first (61st) day following written or electronic notification to Frontier Communications of the Southwest Inc. to begin installation, up to the date of notification that installation is complete, cancellation charges will apply.
4. If the Customer cancels the order, or part of the order, after installation is complete, cancellation will apply. Minimum period charges as described in Section F.7.h. following and termination liability as described in Section F.7.g. following will also apply.
5. When a Customer cancels the order, or part of the order, to establish an EPRS partition on its Integrated Optical Service, cancellation charges apply.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

7. APPLICATION OF RATES AND CHARGES - Continued

g. Termination Liability

Termination liability applies to IOS and is charged per monthly rate element on all Nodes, Riders (Appearances), and EPRS.

Termination liability does not apply to Ring Mileage.

A separate termination liability charge is assessed for each rate element associated with the disconnected IOS.

Termination liability is calculated as follows:

- 1) If the disconnection occurs during the first year of the Commitment Period, the Minimum Period obligation specified in Section F.7.h. following applies for the unexpired portion of the first year. Termination liability is calculated at one hundred percent (100%) of the MRCs for the second year and twenty-five percent (25%) of the MRCs for the 25th month through the remainder of the Commitment Period, as applicable.
- 2) If the disconnection occurs during the second year of the Commitment Period, termination liability is calculated at one hundred percent (100%) of the MRCs for the unexpired portion of the second year and twenty-five percent (25%) of the MRCs for the 25th month through the remainder of the Commitment Period, as applicable.
- 3) If the disconnection occurs after the first two (2) years of the Commitment Period, termination liability is calculated at twenty-five (25%) of the MRCs from the date of disconnection through the remainder of the Commitment Period.

IBT, Special Access DS1 and DS3 High Capacity Service, and Frontier Communications of the Southwest Inc. Optical Networking services associated with IOS are subject to the termination liability specified for such service pursuant to the applicable arrangement offered by Frontier Communications of the Southwest Inc.

h. Minimum Period

The minimum period for which IOS (i.e. Nodes, Mileage and Riders) is provided is twelve (12) months, regardless of the applicable term plan requested.

When an IOS term plan is disconnected prior to the expiration of the minimum period, minimum period charges are applicable for the balance of the minimum period. The charge for each month, or fraction thereof, remaining in the minimum period is the applicable monthly rate for the service.

Riders must be purchased for a minimum period of twelve (12) months following installation of such Riders. Off-Net Riders may also be purchased for longer service periods of twenty-four (24), thirty-six (36) or sixty (60) months.

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

8. RATES AND CHARGES

a. IOS Nodes, per node

	<u>Monthly Rate</u>
Month to month	N/A
1-Year Term	\$ 14,000.00
2-Year Term	11,000.00
3-Year Term	8,800.00
5-Year Term	7,500.00
7-Year Term	7,000.00

Nonrecurring
Charge

Subsequent Node Installation Charge	\$ 5,000.00
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b. IOS Mileage, per mile

	<u>Monthly Rate</u>
Month to month	N/A
1-Year Term	\$ 625.00
2-Year Term	500.00
3-Year Term	400.00
5-Year Term	350.00
7-Year Term	325.00

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

8. RATES AND CHARGES - Continued

c. Protected Riders,

Two Appearances per Rider provided on a Node-to-Node (i.e., point-to-point) basis

Monthly Rate

<u>Appearance Type</u>	<u>Month-to-Month</u>	<u>1-Year Term</u>	<u>2-Year Term</u>	<u>3-Year Term</u>	<u>5-Year Term</u>	<u>7-Year Term</u>
DS1	\$ 75.00	\$ 75.00	\$ 75.00	\$ 75.00	\$ 75.00	\$ 75.00
DS3	150.00	150.00	150.00	150.00	150.00	150.00
SONET OC3/3c	450.00	450.00	450.00	450.00	450.00	450.00
SONET OC12/12c	650.00	650.00	650.00	650.00	650.00	650.00
SONET OC48/48c	900.00	900.00	900.00	900.00	900.00	900.00
SONET OC192/192c	2,200.00	2,200.00	2,200.00	2,200.00	2,200.00	2,200.00
SONET OC3/OC3c, w/Drop Side Protection	525.00	525.00	525.00	525.00	525.00	525.00
SONET OC12/OC12c, w/Drop Side Protection	775.00	775.00	775.00	775.00	775.00	775.00
SONET OC48/OC48c, w/Drop Side Protection	1,075.00	1,075.00	1,075.00	1,075.00	1,075.00	1,075.00
SONET OC192/OC192c, w/Drop Side Protection	2,550.00	2,550.00	2,550.00	2,550.00	2,550.00	2,550.00
1 Gbps Fibre Channel	750.00	750.00	750.00	750.00	750.00	750.00
2 Gbps Fibre Channel	1,250.00	1,250.00	1,250.00	1,250.00	1,250.00	1,250.00
4 Gbps Fibre Channel	1,500.00	1,500.00	1,500.00	1,500.00	1,500.00	1,500.00
10 Gbps Fibre Channel	2,200.00	2,200.00	2,200.00	2,200.00	2,200.00	2,200.00
10M Ethernet	150.00	150.00	150.00	150.00	150.00	150.00
Fast Ethernet @ 50Mbps	150.00	150.00	150.00	150.00	150.00	150.00
Fast Ethernet @ 100Mbps	200.00	200.00	200.00	200.00	200.00	200.00
Gigabit Ethernet @ 50Mbps	600.00	600.00	600.00	600.00	600.00	600.00
Gigabit Ethernet @ 100Mbps	600.00	600.00	600.00	600.00	600.00	600.00
Gigabit Ethernet @ 150Mbps	600.00	600.00	600.00	600.00	600.00	600.00
Gigabit Ethernet @ 300Mbps	600.00	600.00	600.00	600.00	600.00	600.00
Gigabit Ethernet @ 450Mbps	600.00	600.00	600.00	600.00	600.00	600.00
Gigabit Ethernet @ 600Mbps	600.00	600.00	600.00	600.00	600.00	600.00
Gigabit Ethernet @ 1000Mbps	750.00	750.00	750.00	750.00	750.00	750.00
10Gbps Ethernet (LAN-PHY/WAN-PHY)	2,200.00	2,200.00	2,200.00	2,200.00	2,200.00	2,200.00
SDI Video 270Mbps	800.00	800.00	800.00	800.00	800.00	800.00
High Definition Video 1.485Gbps	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00

ADVANCED DATA SERVICES

F. INTEGRATED OPTICAL SERVICES (IOS) - Continued

8. RATES AND CHARGES - Continued

d. Unprotected Riders,

Two Appearances per Rider provided on a Node-to-Node (i.e., point-to-point) basis

<u>Appearance Type</u>	<u>Monthly Rate</u>					
	<u>Month-to-Month</u>	<u>1-Year Term</u>	<u>2-Year Term</u>	<u>3-Year Term</u>	<u>5-Year Term</u>	<u>7-Year Term</u>
SONET OC48/48c	\$ 650.00	\$ 650.00	\$ 650.00	\$ 650.00	\$ 650.00	\$ 650.00
SONET OC192/192c	1,225.00	1,225.00	1,225.00	1,225.00	1,225.00	1,225.00
1 Gbps Fibre Channel	625.00	625.00	625.00	625.00	625.00	625.00
2 Gbps Fibre Channel	825.00	825.00	825.00	825.00	825.00	825.00
4 Gbps Fibre Channel	1,025.00	1,025.00	1,025.00	1,025.00	1,025.00	1,025.00
10 Gbps Fibre Channel	1,225.00	1,225.00	1,225.00	1,225.00	1,225.00	1,225.00
Gigabit Ethernet @ 1000Mbps	625.00	625.00	625.00	625.00	625.00	625.00
10Gbps Ethernet (LAN-PHY/WAN-PHY)	1,225.00	1,225.00	1,225.00	1,225.00	1,225.00	1,225.00

Nonrecurring
Charge

- e. Consultation and Support,
each 30 minutes or fraction thereof

\$ 100.00

ADVANCED DATA SERVICES

G. SPECIALIZED FIA OR ARRANGEMENTS

1. GENERAL

Specialized FIA or Arrangements may be provided by the Utility at the request of a customer, on an Individual Case Basis (ICB) if such FIA or arrangements meet the following criteria:

- a. The requested FIA or arrangements are not offered under other sections of this tariff.
- b. The facilities utilized to provide the requested FIA or arrangements are of a type normally used by the Utility in furnishing its other services.
- c. The requested FIA or arrangements are provided within a Market Area.
- d. The requested FIA or arrangements are compatible with other Utility services, facilities, and its engineering and maintenance practices.

This offering is subject to the availability of the necessary Utility personnel and capital resources.

2. RATES AND CHARGES

Rates and charges and additional regulations, if applicable, for Specialized FIA or Arrangements provided on an individual case basis will be filed herein.

ADVANCED DATA SERVICES

G. SPECIALIZED FIA OR ARRANGEMENTS

1. DESCRIPTION

The FIA are provided over such routes and facilities as the Utility may elect. Special routing is involved where, in order to comply with requirements specified by the customer, the Utility provides Access Services in a manner which includes one or more of the following conditions.

a. Diversity

Where two or more FIA must be provided over not more than two different physical routes.

b. Avoidance

Where a FIA must be provided on a route which avoids specified geographical locations.

c. Cable-Only Facilities

Where certain voice grade FIA are provided on cable-only facilities to meet the particular needs of a customer. FIA is provided subject to the availability of cable-only facilities. In the event of FIA failure, restoration will be made through the use of any available facilities as selected by the Utility.

In order to identify any special routing requirement, the Utility will provide the ordering customer with the required routing information for each specially routed FIA. If requested by the customer, this information will be provided when the FIA is installed and prior to any subsequent change in routing.

The rates and charges for Special Facilities Routing of FIA are in addition to all other rates and charges.

2. RATES AND CHARGES

The rates and charges for Special Facilities Routing of FIA will be developed on an individual case basis for Diversity, Avoidance, Diversity and Avoidance Combined and Cable-Only Facilities.

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION

1. GENERAL

This section contains the regulations, rates and charges applicable for Special Construction of Utility facilities which are used to provide FIA.

When Special Construction of FIA is required, the provisions of this section apply in addition to regulations, rates and charges set forth in other sections of this tariff as well as Rule 2 shown in Schedule Cal. P.U.C. D&R.

a. Conditions Requiring Special Construction

Special Construction is required when facilities, suitable to the customer, are not available to meet the order and one or more of the following conditions exist:

- 1) The Utility has no other requirement for the facilities requested
- 2) It is requested that FIA be furnished using a type of facility, or via a route, other than that which the Utility would otherwise utilize in furnishing the requested FIA.
- 3). More facilities are requested than are required to satisfy its order for FIA.
- 4) It is requested that construction be expedited resulting in added cost to the Utility.
- 5) It is requested that temporary facilities be constructed until permanent facilities are available.

b. Filing of Charges

Rates and charges for Special Construction will be filed on an individual case basis. After charges have been filed and have become effective they will apply from the date that the special construction was provided.

c. Ownership of Facilities

The Utility retains ownership of all specially constructed facilities except for those facilities constructed by connecting companies or carriers, even though the customer may be required to pay Special Construction Charges.

d. Interval to Provide FIA

Based on available information and the type of FIA ordered, the Utility will establish a scheduled date for the installation of necessary facilities. The date will be established on an individual case basis and provided to the customer.

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

1. GENERAL - Continued

e. Special Construction Involving Interstate and Intrastate FIA

When Special Construction involves facilities used to provide both interstate and intrastate ~IA, charges for the portion of the construction used to provide intrastate FIA shall be in accordance with this tariff. Charges for the portion of the construction used to provide interstate FIA shall be in accordance with Frontier Communications of the Southwest Inc. Tariff FCC No. 4.

2. LIABILITIES, CHARGES AND PAYMENTS

a. General

This section describes the various charges and liabilities that apply when the Utility provides special construction of FIA in accordance with a customer's specific request. Once the customer is notified of all charges and liabilities, the customer must provide the Utility with written approval prior to the start of construction. If more than one condition requiring special construction is involved, charges for each condition apply.

b. Payment of Charges

Payment is due upon presentation of a bill for the specially constructed facilities.

c. Start/End of Billing

Billing of recurring charges for specially constructed FIA starts on the day after the FIA are provided. Billing accrues through and includes the day that the specially constructed FIA are discontinued. Monthly charges will normally be billed one month in advance.

d. Partial Payments

The Utility will require a customer which has a proven history of late payments to the Utility, or does not have established credit, to make a partial payment for the portion of the estimated cost of the Special Construction for which the customer is subject to a nonrecurring charge. Partial payments will be requested as costs are incurred and will be credited to the customer's account. Partial payments will not exceed the total nonrecurring charge to the customer for the Special Construction.

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

2. LIABILITIES, CHANGES AND PAYMENTS - Continued

e. Development of Liabilities and Charges

The customer has the option of accepting the liabilities and charges based on estimated or actual costs. Estimated costs will be used unless the customer notifies the Utility of the selection of the actual cost option in writing prior to the start of special construction.

Under the estimated cost option, special construction liabilities and charges are developed based on estimated costs and will be filed in this tariff.

Under the actual cost option, if all actual costs are not available prior to the in-service date of the FIA, estimated special construction charges will be filed in this tariff. As soon as the actual costs, including costs of maintaining and tiling these costs, are subsequently determined, the estimated charges will be adjusted to reflect the actual costs. The filed charges will then reflect actual costs existing at the time the CIA are provided.

f. Type of Contingent Liability

Depending on the specifics associated with each individual case, the Maximum Termination Liability may be applicable to Special Construction.

1) Maximum Termination Liability (MTL)

An MTL has two components, an amount and a specified period of time.

The amount is equal to all nonrecoverable costs less the net salvage value; (e.g., depreciation, return, income tax associated with the specially constructed facilities.) The amount will be amortized over the average account life of the specially constructed facilities. The standard liability period is the average account life of the specially constructed facilities expressed in years.

At the customer's option, an optional liability period shorter than the average account life may be established. If the customer chooses an optional liability period, the MTL amortization schedule will not change. The remaining MTL amount for the period between expiration of the optional liability period and the expiration of the amortization schedule will be due as a lump sum payment at the time the optional liability period expires unless the case of Special Construction is extended.

Prior to the expiration of an optional liability period, the customer has the option to (1) extend the use of the specially constructed FIA establishing a new liability period, or (2) terminate the case of Special Construction and pay the lump sum payment.

The Utility will notify the customer six months in advance of the expiration date of the optional liability period. The customer must provide the Utility with written notification of its intention to be received one month prior to the expiration of the optional liability period. Failure to do so, and payment of the next month's charges, will result in extension of the case of the Special Construction and the establishment of a new liability period equal to the remaining amortization period. A case preparation charge will always apply if the Special Construction case is extended.

Effective: 07/09/10

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

2 LIABILITIES, CHARGES AND PAYMENTS - Continued.

g. Types of Charges

Two categories of charges may be applicable for Special Construction. These charges are nonrecurring charges and recurring charges. These categories are described below.

1) Nonrecurring Charges

One or more of the following nonrecurring charges may apply for each completed case of Special Construction or inquiry for Special Construction:

- Case Preparation
- Termination
- Cancellation
- Expediting the Construction
- Optional Payment Charges

(a) Case Preparation Charge

The charge for case preparation includes such items as the administrative expense associated with preparing and listing the charges in the tariff. This includes such items as (a) tariff preparation and processing and (b) gross receipts and surcharge taxes.

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

2 LIABILITIES, CHARGES AND PAYMENTS - Continued.

g. Types of Charges - Continued

(3) Termination Charge

A termination charge applies when, at the customer's request, FIA provided on specially constructed facilities which have a tariffed Maximum Termination Liability are discontinued prior to the expiration of the liability period.

The charge reflects the unamortized portion of the nonrecoverable cost at the time of termination of the specially constructed FIA adjusted for tax effects, for net salvage and for possible reuse. Administrative costs associated with the specific case of special construction and any cost for restoring a location to its original condition are also included. Termination charges will never exceed the MT-.

(4) Cancellation Charge

If the customer cancels an order with which Special Construction is associated prior to the in-service date of the FIA, a cancellation charge will apply. The charge will include all nonrecoverable costs less the net salvage value incurred by the Utility up to and including the time of cancellation.

(5) Expediting Charge

An expediting charge applies when a customer requests that special construction be completed on an expedited basis. The charge is equal to the difference in the estimated cost of construction on an expedited basis and construction without expediting.

(6) Optional Payment Charge

The customer may elect to pay an optional payment charge when it requests special construction of facilities utilizing (1) a type of facilities or (2) a route other than that which the Utility would otherwise utilize in furnishing the requested service. Payment of this charge will result in a lower recurring charge for special construction. This election must be made in writing before special construction starts.

If this election is coupled with the actual cost option, the optional payment charge will reflect the actual cost of the specially constructed facilities.

(a) Development of Optional Payment Charge

This charge is equal to the excess installed cost or the total nonrecoverable cost, whichever is less (based on estimated or actual costs as elected by the customer). The methodology for the development of the Optional Payment Charge is set forth in Frontier Communications of the Southwest Inc. Tariff FCC No. 4.

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

2 LIABILITIES, CHARGES AND PAYMENTS - Continued.

g. Types of Charges - Continued

(6) Optional Payment Charge - Continued

(b) Replacement Charge

If any portion of the specially constructed FIA, for which an optional payment charge has been paid, requires replacement involving capital investment, a charge for replacement will apply.

This charge will in the same ratio as the initial optional payment charge was to the installed cost of the specially constructed FIA. The customer will be notified in writing that the replacement is required. Replacement will not be made without the customer's order. If any portion of the FIA subject to the replacement charge fails, the FIA will not be restored until the customer orders the replacement. The methodology for development of the Replacement Charge is set forth in the Frontier Communications of the Southwest Inc. Tariff FCC No. 4.

Recurring Charges

These charges apply on a monthly or annual basis for specially constructed FIA. There are two conditions for which recurring charges apply. When a customer:

- requests a facility route or type other than that which the Utility would utilize to provide a FIA.
- makes a request resulting in the Utility leasing transmission or other equipment from private vendors to provide a FIA (Lease Charge).

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

2 LIABILITIES, CHARGES AND PAYMENTS - Continued.

g. Types of Charges - Continued

(6) Optional Payment Charge - Continued

(c) Charge for Route or Type Other Than Normal

When the customer requests special construction using a route or type of FIA other than that which the Utility would normally use, a recurring charge is applicable. The charge is the difference between the estimated recurring costs of the specially constructed FIA and the estimated recurring costs of the FIA the Utility would normally use. The charge will be no greater than the recurring costs of the specially constructed FIA.

- (1) If the customer elects to pay an optional payment charge, the portion of the recurring charge for the excess investment covered by the optional payment excludes capital cost items (depreciation, return on investment and federal income tax on that return). The remaining recurring expense cost items associated with the Optional Payment (maintenance, administration, and other taxes), are increased by a ten percent management fee, and will be included in the recurring charge.

The portion of any recurring charge associated with any remaining special construction investment will include both capital and expense costs. The ten percent management fee is not applied to this portion of the recurring charge. The methodology for development of the charge for route and type other than normal is set forth in Frontier Communications of the Southwest Inc. Tariff FCC No. 4.

- (2) If the customer has elected the actual cost option, the Recurring Charge will be adjusted to reflect the actual cost of the new construction when the cost is determined. This adjusted Recurring Charge is applicable from the start of FIA.

(d) Lease Charge

A lease charge applies when the Utility leases equipment (e.g., portable microwave equipment) in order to provide FIA to meet the customer's requirements. The amount of the charge is the net added cost to the Utility caused by the lease.

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

2 LIABILITIES, CHARGES AND PAYMENTS - Continued.

h. Application of Charges

The charges for special construction are those charges which are in effect for the period that the special construction is furnished. If the charges for a period covered by a bill change after the bill has been rendered, the bill will be adjusted to reflect the new charges. Charges are based on special construction of (a) permanent FIA, or (b) temporary FIA.

1. Special Construction of Permanent FIA

(a) Special Construction When Permanent FIA Are Not Available and There Is No Other Requirement for Them

When permanent FIA are not available and the Utility constructs them and there is no other Utility need for the specially constructed FIA, a nonrecurring charge and a Maximum Termination Liability charge may be applicable.

(b) Special Construction Using a Route or Type of FIA Other Than Normal

When the specially constructed FIA involve a route or type of FIA other than that which the Utility would ordinarily use, charges are based on the difference between the estimated costs of the specially constructed FIA and those the Utility would ordinarily use. A nonrecurring charge, a recurring charge, and a Maximum Termination Liability charge may be applicable.

(c) Special Construction of a Greater Quantity of FIA Than Necessary to Satisfy the Customer's Order for Service

When the Utility constructs more FIA than is required to satisfy the customer's order, additional charges will apply. These charges may include a nonrecurring charge, a recurring charge, and a Maximum Termination Liability charge.

(d) Special Construction Expedited at Greater Cost Than Would Otherwise be Incurred

When construction is expedited resulting in added costs, a nonrecurring expediting charge applies.

2. Special Construction of Temporary FIA Order

When permanent FIA are not available and temporary FIA are constructed pending the construction of permanent FIA, a nonrecurring charge, and a Maximum Termination Liability charge may be applicable.

ADVANCED DATA SERVICES

H. SPECIAL CONSTRUCTION - Continued

3. DEFERRAL OF THE IN-SERVICE OF FIA

a. General

The customer may request the Utility to defer the in-service of FIA on specially constructed FIA. If the deferral is not in compliance with the Ordering Option for FIA, the special construction case is considered to be cancelled and cancellation charges apply. Requests for deferral must be in writing and are subject to the following regulations:

b. Construction Has Not Started

If the Utility has not incurred any costs (e.g., engineering and/or Installation) before receiving the customer's request for deferral, no charge applies other than the Case Preparation Charge. However, the original quotation is subject to Utility review at the time of reinstatement to determine if the original charges are still valid. Any change in liabilities and charges requires the concurrence of the customer in writing. Additional Case Preparation Charges will also apply.

c. Construction Has Started But Is Not Complete

If the construction of FIA has started, but has not been completed, before the Utility receives the customer's request for deferral, charges apply. The charges vary depending on whether all or some of the FIA ordered are deferred.

1) All FIA Are Deferred

When all FIA involving special construction are deferred, a charge equal to the costs incurred during each month of the deferral applies. Those costs include the recurring costs for that portion of the FIA already completed and any other costs associated with the deferral. The Case Preparation Charge also applies.

2) Some But Not All FIA Are Deferred

When some, but not all, FIA utilizing the specially constructed FIA are deferred, the special construction case will be completed. Maximum Termination Liability will apply in addition to Case Preparation Charges, and any recurring charges associated with the Special Construction.

d. Construction Complete

If the construction of FIA has been completed before the Utility receives the customer's request for deferral, the case preparation charge, and Maximum Termination Liability as originally determined, will apply and any recurring charges associated with the Special Construction.

4. Charges for Customers Choosing the Optional Liability Period to Provide Permanent FIA

This section contains the Special Construction charges to provide permanent FIA to individual customers. Charges are developed on an individual case basis for a specific customer and shall be filed in this section.

ADVANCED DATA SERVICES

I. SPECIAL FEDERAL GOVERNMENT FIA

1. GENERAL

This section covers FIA that are provided for use only by agencies or branches of the Federal Government and other users authorized by the Federal Government. FIA provided to state emergency operations centers are included. These FIA provide for command and control communications, including communications for national security, emergency preparedness and presidential requirements. They are required to assure continuity of Government in emergency and crisis situations and to provide for national security.

FIA for command and control communications and for national security and emergency preparedness sometimes required within a short time frame. These provisions are especially needed to meet presidential requirements or in response to natural, man-made, or declared emergencies. Requirements of this type cannot be forecasted and are usually needed for a relatively short period. The provision of FIA under these conditions may require the availability of facilities, such as portable microwave equipment, etc., which are provided on a temporary basis.

2. EMERGENCY CONDITIONS

These FIA will be provided on the date requested or as soon as possible thereafter when the emergency falls into one of the following categories:

- a. State of crisis declared by the National Command Authorities (includes commitments made to the National Communications System in the "National Plan for Emergencies and Major Disasters").
- b. Efforts to protect endangered U.S. personnel or property both in the U.S. and abroad (includes space vehicle recovery and protection efforts).
- c. Communications requirements resulting from hostile action, a major disaster or a major civil disturbance.
- d. The Director (Cabinet level) of a Federal Department, Commander of a Unified/Specified Command, or Head of a Military Department has certified that a communications requirements is so critical to the protection of life and processed immediately.
- e. Political unrest in foreign countries which affect the national interest.
- f. Presidential Service

3. INTERVALS TO PROVIDE FIA

Orders for FIA may be placed under the provisions, as set forth under Ordering Options for FIA.

ADVANCED DATA SERVICES

I. SPECIAL FEDERAL GOVERNMENT FIA - Continued

4. SAFEGUARDING OF FIA

a. FIA Availability

In order to insure communications during periods of emergency, the Utility will (within the limits of good management) make available the necessary facilities to restore FIA in the event of damage or to provide temporary emergency FIA.

In order to meet the requirements of agencies or branches of the Federal Government, the Utility may utilize Government owned facilities, when necessary, to provide FIA.

5. FEDERAL GOVERNMENT REGULATIONS

FIA provided to the Federal Government will be billed in arrears, as required by Federal procurement or disbursement regulations or as established by law. ICs providing service to Federal Government are not entitled to the benefits of those laws or regulations providing for billing the Federal Government in arrears.

ADVANCED DATA SERVICES

I. SPECIAL FEDERAL GOVERNMENT FIA - Continued

6. FIA OFFERINGS TO THE FEDERAL GOVERNMENT

The following FIA are provided to a customer only for agencies or branches of the Federal Government. Access Services provided to the Federal Government, but not specified in the following, will be provided in accordance with the regulations and rates set forth in other sections of this tariff.

a. Type and Description

1. Voiceband Special Access

(a) Voice Grade Secure Communications Type I

Approximate bandwidth of 10 to 50,000 Hz. Furnished for two-point secure communications on two-wire or four-wire metallic facilities between a point of presence and an end user premises. For conditioning provisions, refer to GTOC FCC No. 1.

(b) Voice Grade Secure Communications Type II

Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for duplex operation for two-point secure communication between a point of presence and an end user's premises. For conditioning provisions, refer to GTOC FCC No. 1.

(c) Voice Grade Secure Communications Type III

Approximate bandwidth 10-50,000 Hz. Furnished on four-wire metallic facilities for two-point secure communication between a point of presence and an end user's premises. For conditioning provisions, refer to GTOC FCC No. 1.

(d) Voice Grade Secure Communications Type IV

Approximate bandwidth 10 to 50,000 Hz. Furnished on four-wire metallic facilities for duplex operations for two-point secure communications between two points of presence. For conditioning provisions, refer to GTOC FCC No. 1.

ADVANCED DATA SERVICES

I. SPECIAL FEDERAL GOVERNMENT FIA - Continued

6. FIA OFFERINGS TO THE FEDERAL GOVERNMENT – Continued

a. Type and Description - Continued

2. Special Wideband Digital Special Access

Special Access arrangements for secured communications to accommodate the transmission of binary digital baseband signals in a random polar format.

(a) Wideband Secure Communications Type I

For transmission at the rate of 18,750 bits per second.

(b) Wideband Secure Communications Type II

For transmission at the rate of 50,000 bits per second.

(c) Wideband Secure Communications Type III

To accommodate the transmission of restored polar two-level facsimile signals with a minimum signal element width of 20 microseconds at a rate of 50,000 bits per second.

To accommodate the transmission of binary digital baseband signals in a random polar format at the rate of 50,000 bits per second.

b. Mileage Application

Mileage for rate application is the airline distance measured between the two related Special Access terminating points (i.e., point of presence and end user premises).

c. Rates and Charges

1. Voiceband Special Access

The provision of T-3 and G conditioned Special Access contemplates station and tandem switching operations using customer provided equipment, as well as Special Access. Separate Narrowband or dice Grade Special Access, where required by the customer provided equipment or switching operation, are furnished in accordance with the applicable sections of this tariff.

Effective: 07/09/10

ADVANCED DATA SERVICES

I. SPECIAL FEDERAL GOVERNMENT FIA - Continued

6. FIA OFFERINGS TO THE FEDERAL GOVERNMENT – Continued

c. Rates and Charges - Continued

1. Voiceband Special Access - Continued

<u>Voiceband Secure Communications</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>Termination Charges</u>
Type I, each T-3 Conditioning	ICB rates and charges apply		
Additional Conditioning, per Special Access termination	ICB rates and charges apply		
Type II, each G-1 Conditioning	ICB rates and charges apply		
Type III, each G-2 Conditioning	ICB rates and charges apply		
Additional Conditioning, per Special Access termination	ICB rates and charges apply		
Type IV, each G-3 Conditioning	ICB rates and charges apply		
Additional Conditioning, per Special Access termination	ICB rates and charges apply		

ADVANCED DATA SERVICES

I. SPECIAL FEDERAL GOVERNMENT FIA - Continued

6. FIA OFFERINGS TO THE FEDERAL GOVERNMENT – Continued

c. Rates and Charges - Continued

2. Special Wideband Digital Special Access

<u>Wideband Secure Communications</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>Termination Charges</u>
Type I, each	ICB rates and charges apply		
Type II, each	ICB rates and charges apply		
Type III, each	ICB rates and charges apply		

d. Move Charges

When Special Access service requiring T-3 conditioning, T-3 additional conditioning, or a Special Access requiring G conditioning is moved to a different premises or to a different building, the full nonrecurring charge applies; when moved to a new location on the same premises, a charge of one half the nonrecurring charge applies.

When any FIA for which a termination charge is specified is moved and is installed at a new location the customer may elect:

- (1) to pay the unexpired portion of the termination charge for the FIA, if any, with the application of a nonrecurring charge and the establishment of a new termination charge for such FIA at the new location; or
- (2) to continue the FIA subject to the unexpired portion of the termination charge, if any, and pay the estimated costs of moving such FIA, provided that the customer requests these charges be quoted prior to ordering the FIA move. Charges for moving such FIA will be based on estimated costs attributable to the move.

Move charges include the estimated costs of removal, restoration of FIA necessitated by the move, transportation, storage, reinstallation, engineering, labor, supervision, materials, administration, taxes, and any other specific items of cost directly attributable to the move.

ADVANCED DATA SERVICES

J. DS1 CYBER

1. SERVICE DESCRIPTION

DS1 Cyber is a unique DS1 service designed specifically for Internet Service Providers (ISPs). This service packages 24 two-way trunks into a single "trunk-side" DS1 digital local service. Multiple DS1 Cyber's may be provided in a DS1 Cyber Arrangement to provide the ISP with as many trunks as desired, in increments of 24.

DS1 Cyber Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. DS1 Cyber is available for data dialed access use.

DS1 Cyber provides a trunkside DS1 connection with 24 channels. DS1 Cyber does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1.

DS1 Cyber is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.

DS1 Cyber is comprised of a DS1 Cyber Capacity component:

- a. The DS1 Cyber Capacity will be at the rates and charges as set forth in this tariff.
- b. DS1 Cyber customers will have to select capacity in increments of 24 digital channels.

ADVANCED DATA SERVICES

J. DS1 CYBER - Continued

2. SERVICE PROVISIONING

Foreign Exchange Service for DS1 Cyber is available on an Individual Case Basis (ICB).

DS1 Cyber differs in provisioning method and numbering format from end-to-end services. These services will be available from the Utility on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.

The time required to provision service is known as the service date interval. The service date interval for DS1 Cyber and related network services connected to DS1 Cyber will differ from the normal guidelines applicable to end-to-end services.

DS1 Cyber will be available on a digital basis at the network interface on a customer's premises. Both the Utility and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

3. TERMINATION LIABILITY

See FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC. Product Guide, Section 2.15, for termination liability rules.

4. REGULATIONS

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

ADVANCED DATA SERVICES

J. DS1 CYBER - Continued

4. REGULATIONS - Continued

DS1 Cyber is available within an exchange where appropriate digital facilities are available as determined by the Utility. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in Section IX of this tariff may be applicable.

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

The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Frontier Communications of the Southwest Inc. Technical Interface Reference Manual.

5. APPLICATION OF RATES

- a. The DS1 Cyber Capacity rate is applicable to each DS1 Cyber arrangement.
- b. The DS1 Cyber Capacity element provides for the network facility to the customer premises and the central office channelization.
- c. DS1 Cyber Service is available on a Month-to-Month Option, a 1, 2 or 3 Year Term Commitment Plan, or a 1, 2 or 3 Year Term and Volume Plan. Changes between service periods (i.e., Month-to-Month Option, Term Commitment Plan, or Term and Volume Plan) will incur a Subsequent Order charge as specified in Schedule Cal. P.U.C. No. A-41.

Term Commitment Plan

Customers on a Term Commitment Plan may convert to a Term and Volume Plan without incurring termination liability charges, provided the customer has less than 12 months remaining on the existing Term Commitment Plan, and the length of the new Term and Volume Plan is equal to or greater than the existing Term Commitment Plan.

ADVANCED DATA SERVICES

J. DS1 CYBER - Continued

5. APPLICATION OF RATES - Continued

d. Term and Volume Plan

- (1) Customers may increase or decrease the number of DS1s during the term commitment period without initiating a new term commitment and without incurring termination liability charges, provided customer subscription does not fall below the minimum threshold of six (6) DS1s. If the increase or decrease in DS1s causes customer subscription to fall within a different threshold level, all remaining DS1s will be billed at the applicable level of discount for the remainder of the term commitment period.
- (2) Customers who change from a Term and Volume Plan to a Term Commitment Plan or a Month-to-Month Option will incur termination liability charges.

Unless specified herein, rules and regulations contained elsewhere in the Utility's tariffs are also applicable to DS1 Cyber Service.

e. DS1 Cyber Credit

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

ADVANCED DATA SERVICES

J. DS1 CYBER - Continued

6. RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
DS1 Cyber Capacity, each arrangement ¹	\$ 500.00	
Month-to-Month Option ²		\$ 750.00
Term Commitment Plan ^{2, 3}		
1 Year Term		725.00
2 Year Term		675.00
3 Year Term		600.00
Term and Volume Plan ^{2, 3}		
<u>Threshold Levels</u>	<u>1 Year</u>	<u>Monthly Rate</u> <u>2 Year</u> <u>3 Year</u>
6 - 10 DS1s	\$ 675.00	\$ 625.00 \$ 550.00
11 - 20 DS1s	600.00	550.00 450.00
21 + DS1s	500.00	450.00 375.00

¹ For each increment of 24 channels, a credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to 22 of the 24 channels.

² Nonrecurring charge applies per arrangement.

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) ¹

(C)

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.

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

(N)

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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).

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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)

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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>	<u>100 Mbps UNI Max/EVC</u>	<u>1000 Mbps UNI 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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

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.

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued (C)

5. RATES AND CHARGES

a) UNI Port with Access Line Connection	Nonrecurring Charge ²	Monthly Rate	(T)
i) Standard Access Line, per line			
<u>Month-to-Month Option</u> ³			(T)
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> ⁴			(T)
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> ³			(T)
100 Mbps	1,300.00	3,600.00	
1000 Mbps	1,300.00	6,000.00	
<u>Term Commitment Plans</u> ⁴			(T)
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 Offering is limited to existing customers at existing locations as of March 1, 2013. (N)

² See Frontier Communications of the Southwest Inc. Product Guide, Section 3 for applicable nonrecurring charges. (T)

³ The minimum subscription period for the Month-to-Month Option is nine months. |

⁴ See Frontier Communications of the Southwest Inc. Product Guide, Section 2.15, for termination liability rules. (T)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued (C)

5. RATES AND CHARGES - Continued

a) **UNI Port with Access Line Connection** - Continued (T)

iii) Premier Access Line, per line

Month-to-Month Option ³ (T)

100 Mbps	1,300.00	1,200.00
1000 Mbps	1,300.00	2,400.00

Term Commitment Plans ⁴ (T)

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

Month-to-Month Option ³ (T)

100 Mbps	1,300.00	2,500.00
1000 Mbps	1,300.00	4,500.00

Term Commitment Plans ⁴ (T)

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

² See Frontier Communications of the Southwest Inc. Product Guide, Section 3 for applicable nonrecurring charges. (T)

³ The minimum subscription period for the Month-to-Month Option is nine months. |

⁴ See Frontier Communications of the Southwest Inc. Product Guide, Section 2.15, for termination liability rules. (T)

Effect Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued (C)

5. RATES AND CHARGES - Continued

Nonrecurring	Monthly Charge ²	Rate	(T)
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 Offering is limited to existing customers at existing locations as of March 1, 2013.

² See Schedule Cal. P.U.C. No. A-41 for applicable nonrecurring charges.

(N)

(T)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

5. RATES AND CHARGES - Continued

	Nonrecurring Charge	Monthly Rate
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

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued

(C)

5. RATES AND CHARGES - Continued

	Nonrecurring Charge	Monthly Rate
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

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

(N)

Effective: 03/01/13

ADVANCED DATA SERVICES

K. TRANSPARENT LAN SERVICE (TLS) ¹ - Continued (C)

5. RATES AND CHARGES - Continued

	Nonrecurring <u>Charge</u> ²	Monthly <u>Rate</u>	(T)
c) Interoffice Mileage, per line ³			(T)
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 Offering is limited to existing customers at existing locations as of March 1, 2013.

² See Schedule Cal. P.U.C. No. A-41 for applicable nonrecurring charges.

³ Applies in addition to applicable rates and charges for all UNE Port with Access Line connections.

(N)
(T)
(T)

Effective: 06/23/11

ADVANCED DATA SERVICES

L. 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 Intelligent Optical Transport Service (IOTS) optical transport channels or may be provided over an IOTS backbone network. (T)

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.

Effective: : July 1, 2010

ADVANCED DATA SERVICES

L. CUSTOM CONNECT SERVICE (Continued)

2. RATE ELEMENTS

Central Office (CO) Node

The CO Node is applicable for each central office that is equipped with a fiber optic terminal in which the Customer requests the ability to add/drop traffic to a CDL. Traffic is dropped from the CO Node via ports (lower speed drops). The CO Node may be ordered when a Customer requires OC level multiplexing on the Custom Connect. If the Customer wants to drop traffic below a DS3 at the CO Node, the Customer must request a minimum DS1 interface and appropriate special access lines pursuant to Company's Facilities for Intrastate Access Tariff, Schedule CAL P.U.C. C-1. The CO Node may also be used when the Customer wants to add/drop DS1 or DS3 traffic to a CDL located between service areas. The OC192 CO Node's ability to drop traffic below an OCn level is limited to new and in-service terminals technically capable of providing such directly from the Add Drop Multiplexer (ADM). See Rider section, herein, for further details. Multiplexing, access line and transport, including applicable rates and charges, from Schedule CAL P.U.C. C-1 or as set out in the Custom Connect individual case basis contract will apply in addition to the CO Node and appropriate rider charges. However, multiplexing rates will not apply when all of the following conditions are met:

- (1) The Customer requests to drop a DS3 from a CO Node for the purpose of establishing a DS3 multiplexed facility in its serving wire center; and
- (2) the Customer subscribes to and is billed for the CO Node rate element; and
- (3) the Customer CO Node is located in the same central office building where the DS3 multiplexed facility is to be located.

When the CO Node is not located within the wire center serving the CDL, additional charges apply, including but not limited to rates associated with transport of the DS3 facility to the wire center where the CO Node is located and rider charges.

The CO Node, or in the alternative a CDL Link and multiplexer, is also required when Custom Connect provides the optical transmission facilities that connect an advanced data service to a CDL in a different wire center.

The CO Node may be ordered at an OC3, OC12, OC48 or OC192 bandwidth capacity.

Effective: 06/23/11

ADVANCED DATA SERVICES

L. CUSTOM CONNECT SERVICE (Continued)

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 Intelligent 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.

(T)

ADVANCED DATA SERVICES

L. CUSTOM CONNECT SERVICE (Continued)

2. RATE ELEMENTS (Continued)

CDL Link with Optical Cross Connect

The CDL Link with Optical Cross Connect provides the communications path between the Company's serving wire center end of a CDL Link and an IXC's or ISP's transmission equipment and facilities collocated in the Company's serving wire center. This service element includes the CDL Link from the fiber optic terminal and the optical jumpers that facilitate the cross connect to the IXC's or ISP's transmission equipment and facilities, located within the Company wire center.

The CDL Link with Optical Cross Connect will be provided as a single route without Company provided electronics as OC3, OC3c, OC12 or OC12c as ordered by the customer.

In addition to the rate for the CDL Link with Optical Cross Connect, the appropriate CDL Link rate is applicable from the CDL to the serving wire center, and the appropriate Dedicated Transport rate is applicable between serving wire centers.

Effective: 06/23/11

ADVANCED DATA SERVICES

L. CUSTOM CONNECT SERVICE (Continued)

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 Intelligent 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.

(T)

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 DATA SERVICES

L. CUSTOM CONNECT SERVICE (Continued)

2. RATE ELEMENTS (Continued)

Rider

The Rider addresses Customer's service(s) traversing a higher bandwidth level. Riders may be at DS1, DS3, OC3, OC3c, OC12, OC12c, OC48, OC48c or STS1 bandwidth levels as required by the Customer.

The Rider is provided at a flat-rated monthly recurring charge, and the Rider charge is applicable per rider circuit order. A Rider is not charged with a CDL Link – Single or Diverse Route – Concatenated/Non-concatenated optical interface.

Four fiber 1+1 protection, consisting of two cards in the add/drop multiplexer, one working card and a second, standby card to provide automatic protection from a fault in the working card, is available with Company provided add/drop multiplexers and with compatible CPE, and applies per CDL. Additional charges apply for this optional protection feature. When a Rider is ordered with four fiber 1+1 protection, the protection charge applies in addition to the charge for the Rider.

In jointly provided meet-point arrangements, rider charges apply in addition to other applicable charges when Company provides any Ocn mux node, whether provided at the Customer premise or in the central office.

Acceptable rider speeds allowed by node type are as follows:

NODES	<u>OC3</u>	<u>OC12</u>	<u>OC48</u>	<u>OC192</u>
DS1 Rider	X	X*	X*	X*
DS3 Rider	X	X	X	X*
STS1 Rider	X	X	X	X
OC3/OC3c Rider		X	X	X
OC12/OC12c Rider			X	X
OC48/OC48c Rider				X

Available only from nodes that are technically capable of providing DS1 and DS3 drops directly from the OCn node terminal. The maximum capacity utilization that can be delivered by a OCn node selected by Customer may be limited by the number and type of riders that are provisioned on the OCn node and are limited by the maximum number of interfaces available to the OCn backplane. Where the OCn terminal is technically capable of supporting lower bandwidth OCn nodes as a sub-multiplexer, Company may provide such at the Customer premise and Central Office Node locations and additional charges will apply.

ADVANCED DATA SERVICES

L. CUSTOM CONNECT SERVICE (Continued)

2. RATE ELEMENTS (Continued)

SONET Premises Node – IOTS

The SONET Premises Node rate element applies at each CDL at which a SONET node is needed to complete a Custom Connect ring over an IOTS backbone network. The functionality and capabilities of the SONET Premises Node are the same as those specified for the CO Node preceding. The SONET Premises Node will only be provided when Custom Connect is configured in a ring or point to point topology in which the transport between the nodes (CO Node and/or SONET Premises Nodes) is provided using IOTS optical transport channels. The SONET Premises Node applies in lieu of the Custom Connect CDL Link.

The SONET Premises Node rate element also applies at each CDL at which a SONET node is needed to complete a Custom Connect ring over a Company provided DWDM backbone network. The SONET Premises Node will only be provided when Custom Connect is configured in a ring or point to point topology in which the transport between the nodes (CO Node and/or SONET Premises Nodes) is provided using DWDM optical transport channels. The SONET Premises Node applies in lieu of the Custom Connect CDL Link.

Rate Regulations

The rates and charges will be determined on an Individual Case Basis (ICB). For customers with existing services under ICB contract arrangements, the rates, terms and conditions of such contract arrangements will continue, on a month to month basis, for no more than 180 days upon the expiration of that current contract term, in order for the parties to complete a new contract or transition service to another service.

Moves and Changes

A move involves a change in the physical end points of the Custom Connect Service. Two types of moves are set forth below:

Moves Within the Same CDL - When the move is to a new location within the same CDL (Inside Move), a nonrecurring charge for the Inside Move will be the installation charge for the portion of the Service being re-terminated. No termination liability will apply.

Moves To A Different CDL or Frontier Communications of the Southwest Inc. Central Office - Moves to a different CDL or Frontier Communications of the Southwest Inc. Central Office (Outside Move) will be treated as a discontinuance and start of a new Service and all associated nonrecurring charges will apply.

Termination Liability

See Section 2.B.15 of the Company's ILEC Product Guide for Termination Liability language.

Effective: 06/23/11

ADVANCED INTELLIGENT NETWORK SERVICES

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ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE (T)

1. General

Custom Re Direct 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. (T)

Basic Custom Re Direct 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 Re Direct Optional Feature as described herein. (T)

2. Feature Definitions

a. Standard Features

(1) Equipped Number

Equipped number is the customer's called telephone number that has Custom Re Direct Service. (T)

(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 RE DIRECT SERVICE - Continued

(T)

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 Re Direct 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 Re Direct Service optional feature, then all telephone numbers in this option column would have the optional feature.

(T)

(T)

(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 Re Direct Service customer's intended destination.

(T)

(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.

Effective: 06/23/11

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued

(T)

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 Re Direct 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.

(T)

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.

Effective: 06/23/11

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued

(T)

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 Re Direct 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).

(T)

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued (T)

2. Feature Definitions - Continued

b. Optional Features – Continued

(7) Super Groups (T)

The customer may choose to group their groups into Super Groups. A Super Group 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 Super Group 001, setting Super Group 001 to option 3 would set 101, 102 and 105 to option 3. (T)

If the same group is assigned to multiple Super Groups, the active option would be the last option set. For example, based on the definition of Super Group 001 above and an additional Super Group 002, which includes groups 103, 104 and 105: If after Super Group 001 is set to option 3, Super Group 002 is set to option 2, Group 105 would be set to option 2. (T)

(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 Re Direct Service is available where Company facilities permit. (T)

b. Custom Re Direct Service may be provisioned with group sizes as small as one. (T)

c. The rates specified in 5.RATES do not apply to telephone numbers which require excessive translations work. For example, Custom Re Direct 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). (T)

¹ 5ESS® is a Registered Trademark of Lucent Technologies, Inc.

Effective: 06/23/11

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued

(T)

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 Re Direct 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.

(T)

- f. It is the responsibility of the Custom Re Direct customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.

(T)

- g. Charges for calls between the Custom Re Direct Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the customer.

(T)

- 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 Re Direct 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.

(T)

- i. Custom Re Direct 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.

(T)

- 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.

(D)

Effective: 06/23/11

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued

(T)

3. Special Conditions – Continued

k. Minimum Period

A twelve-month minimum subscription period is applicable to Custom Re Direct 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.

(T)

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 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.

Effective: 10/16/16

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued

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.

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.

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 Service Order Charge - Subsequent in Section 3 will also apply.

(T)

ADVANCED INTELLIGENT NETWORK SERVICES

A. CUSTOM RE DIRECT SERVICE - Continued (T)

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 Re Direct 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. (T)

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 Re Direct 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. (T)

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 RE DIRECT SERVICE - Continued (T)
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 Re Direct Service Transaction (T)
- 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 Re Direct Service. Should the customer elect to go forward with the transaction developed, charges will be applied on an Individual Case Basis (ICB). (T)
- (7) Super Groups (T)
- 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 RE DIRECT SERVICE - Continued

(T)

5. Rates

	Nonrecurring <u>Charge</u> ¹	Monthly <u>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.I. 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 RE DIRECT SERVICE - Continued

(T)

5. Rates - Continued	Nonrecurring Charge ¹	Monthly Rate
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 Re Direct Service Transaction	100.00	--
(7) Super Groups, per group	50.00	1.00
(8) Time-of-Day/Day-of-Week Redirection	100.00	25.00

(T)

(T)

¹ Appropriate Service Order Charges as set forth in Section 3 will apply.

Effective: 07/09/10

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

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Effective: 07/09/10

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL

A. Special Conditions

1. Connection of Customer-Owned Pay Telephones to the Company's Public Switched Network
 - a. A Customer-Owned Pay Telephone may be connected to the Company's public switched network. A line connecting a customer-owned pay telephone set is a business class service.
 - b. COPT providers who connect COPTs to the Company's network must comply with the terms and conditions of Decision No. 85-11-057 of November 13, 1985, Decision No. 86-01-059 of January 23, 1986, and Decision 90-06-018 of June 6, 1990. Copies of the CPUC's rules and regulations regarding the aforementioned decisions may be obtained from the Company.
2. Screening/Blocking
 - a. Call screening and blocking are the responsibility of the COPT provider. Subscription to Call Restriction Option II and Call Restriction Option IV and Option V of Section 5, General Services, Custom Calling Services or Billed Number Screening of this section, is optional. The Company recommends when connecting a customer-owned pay telephone to the switched network that the customer subscribe to Call Restriction Option II and Call Restriction Option V or Billed Number Screening in exchanges in which those services can be provided. Coin Line Service includes the cost for providing call screening.
 - b. If Billed Number Screening or Call Restriction Option II and Call Restriction Option V are not available in an exchange in which a customer wants to connect a customer-owned pay telephone or if the customer chooses not to subscribe to these services, the pay telephone may be connected, but the Company will not refund or credit the customer for calls made from the customer's line or other calls billed to the customer's line.
3. Refunds/Credits

The Company will not offer refunds/credits to either customer or clients (end users) of customers with individual line service connected to a customer-owned pay telephone set.

Effective: 07/09/10

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

4. Responsibility of the COPT Provider

- a. The COPT provider will be responsible for payment of appropriate charges for 411 Directory Assistance Service. Directory Assistance Service will be billed to the subscriber in accordance with the rates and conditions set forth in Section 19, Directory Services.
- b. Rating of calls made from a COPT is the responsibility of the provider.
- c. The COPT provider will be responsible for installing in a well-lighted location adjacent to each COPT a clearly legible, permanently printed sign indicating the following:
 - (1) Toll free telephone number and address of COPT.
 - (2) Dialing instructions.
 - Dialing Sequence
 - Dial O to reach LEC operator
 - Access to long distance operator (00)
 - 1+ and 0+ instructions
 - (3) Rates for local calls.
 - (4) Time limits of local calls.
 - (5) Telephone number to dial to obtain rates for non-local calls.
 - (6) 711 is a free call to TRS/CRS.

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 or Operator Handled Services may be more expensive than directly dialing the number. (C)
- (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.

Effective: 10/16/16

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:

(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 Service Order Charge - Subsequent Special Conditions. (T)

Effective: 03/06/14

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

7. Frontier Wire Care is not available to a COPT provider connecting a COPT to the Company's network. (T)
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.
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.

Effective: 11/03/11

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 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. (C)
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

I. GENERAL - Continued

A. Special Conditions - Continued

16. The COPT provider may connect a call processor to the Company's central office via a business line established for COPT service. Line charges as shown in Section 4, Local Exchange Service, apply for these connections in addition to the business line charge for a connection of a COPT to the Company's central office.
17. A direct connection from a COPT to an IC or to a remote call processor and then to an IC is not permitted.
18. Audits
 - a. The COPT provider is responsible for the cost of an initial audit of the remote call processor software to ensure intraLATA calls are routed to the Company's transmission facilities. These audits shall be conducted by an independent auditor acceptable to both the Company and the COPT provider. The Company will not provide the auditor with the instructions to govern the audit.
 - b. Subsequent audits of the remote call processor software and billing data may be conducted by an independent auditor whenever the Company has reason to believe that intraLATA calls are not routed properly. The cost of these audits shall be shared equally between the Company and the COPT provider.
19. The Company will allow consolidated billing of COPT Services provided by a single COPT owner. If one COPT service among those consolidated for billing is not paid, then only that COPT service may be disconnected for non-payment. The COPT provider is responsible for letting the Company know about discrepancies.

Effective: 07/09/10

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

20. COPT Providers are required to true up their coin toll rates to match the Company's rates that are in effect on January 1 of each year. This reconciliation is to be done by February 1 of each year.

21. Access to sent-paid and non-sent-paid calling, and local, IntraLATA toll, and InterLATA calling, requirements by type of pay phone:

	<u>LOCAL</u>		<u>INTRALATA</u>	<u>TOLL / INTERLATA</u>
	<u>Sent Paid</u>	<u>Non-Sent Paid</u>	<u>Sent Paid</u>	<u>Non-Sent Paid</u>
Coin- Single Denomination	X	X		X
Coin-Multiple Denomination	X	X	X	X
Non-Coin		X		X
Universal Coin/Credit	X	X	X	X

22. Billing and Collecting of Pay Station Service Charge
(See Section 18, Operator Services)

1. The Company will process call information recorded by the Company.
2. The Company will bill and collect the Pay Station Service Charge, as authorized in D.90-06-018, for customers connecting a COPT to the Company's network, as specified in this section.

Effective: 07/09/10

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

A. Special Conditions - Continued

22. Billing and Collecting of Pay Station Service Charge - Continued

3. The Company will bill and collect only for zero-plus (0+) non-sent-paid calls and will not bill and collect for zero-minus (0-) calls.
4. Billing and Collecting Service will be provided for calls which originate and terminate within the same LATA.
5. The Company will bill and collect only a Pay Station Service Charge as specified in Section 18, Operator Services.
6. The back billing limitations specified in Schedule Cal. P.U.C. No. D&R, Rule No. 10 apply to billing and collection of the Pay Station Service Charge.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

I. GENERAL - Continued

B. Optional Features

1. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. COPT Answer Supervision will be provided for use with COPT Service as specified in this section to assist in determining when billing for a specific call should commence.

2. Billed Number Screening (BNS) is an interactive operator screening service which disallows other calling parties to bill collect or third-party calls to a telephone number in the BNS database tables. BNS alerts an operator to restrict billing of incoming calls to the payphone line.

C. Compensable Call Tracking Report (CCT)

The Compensable Call Tracking (CCT) Report provides a tracking mechanism for Independent Payphone Providers (IPPs) to utilize in tracking compensable calls. This report reflects the number of call attempts made on a carrier's network, segmented into four duration categories: 0-14 seconds, 15-29 seconds, 30-44 seconds, and 45 seconds and up. This report does not identify whether calls are completed.

The CCT Report is available to all IPPs who lease access lines through the Company and is provided on a quarterly basis. Charges are applicable on a per pay phone basis.

Effective: 05/1/26

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

II. RATES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
A. COPT Service ^{1, 2}		\$62.88	(I)
B. Call Restriction Services			
1. Option II	³	1.99	
2. Option IV		1.99	
3. Option V	³		
4. Billed Number Screening	\$11.11 ⁴	.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 Applicable rates are set forth in Section 6, C. of this Product Guide.

⁴ 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

A. Definitions and Requirements

1. Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for non-local Exchange Company customer-owned pay telephones.
2. COPT Coin Line Service is provided at the request of a COPT provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.
3. A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the rate in this section for each line. Off-premise extensions to a COPT Coin Line are not permitted.
4. Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.
5. The Company shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber's equipment.
6. The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.
7. COPT Coin Line Service will be provided from central offices where facilities are available.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

III. COIN LINE SERVICE - Continued

B. Features

1. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.
2. Service is provided on a one-way or a two-way basis at the customer's option.
3. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.
4. Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.
5. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.
6. Central office 900 and 976 blocking is provided.
7. Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a COPT Coin Line.
8. Coin Line Service includes rating of calls, but sent-paid local calls may be rated by the COPT Coin Line subscriber. End user charges for coin sent-paid calls and directory assistance are deregulated pursuant to FCC Decision CC Docket 96-128, XXX XX,XX.

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

III. COIN LINE SERVICE - Continued

C. Responsibility of the Subscriber

1. The subscriber is subject to the requirements for COPT Service as set forth in I.A.
2. The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.
3. Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.
4. It is the subscriber's responsibility-to ensure instruments used in conjunction with the COPT Coin Line Service are compatible with the Company's network.

D. Rate Conditions

1. No charge will be imposed for incoming calls.
2. Sent-paid local calls will be rated by the Central Office.
3. Operator assisted sent-paid local calls will be rated to the end-user at the appropriate additive operator service charges as specified in Section 18, Operator Services. Non-sent paid local calls will be rated to the end-user at the appropriate additive operator service charges as specified in Section 18, Operator Services.

Effective: 03/01/18

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,

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.

(D)

Effective: 07/10/12

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.

	MONTHLY <u>RATE</u>	
(a) Coin Line, per line	\$ 28.45	(l)

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES (T)

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Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

APPLICABILITY

Premium Service Line 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.

(T)

TERRITORY

Premium Service Line 900 Service will be offered only where call blocking (see Section 6 of this Product Guide) is available. Premium Service Line 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.

(T)

(T)

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

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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 Premium Service Line 900 Information Provider's and/or Sponsor's Program which is completed and is over 18 seconds in duration is a "qualifying call."

(T)

(T)

- (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.

Effective: 11/03/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

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.

- (5) 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.

(C)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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 Premium Service Line 900 Services. The Company will be responsible for all matters concerning billing, collection, adjustment, and call investigation.

(T)

(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.

PREMIUM SERVICE LINES 900 & 976 SERVICES (T)

SPECIAL CONDITIONS - Continued

1. Company Obligations - Continued

b. Premium Service Line 900 Service (T)

(1) Because the Company's capacity in central office equipment and network facilities to furnish Premium Service Line 900 Service Transport is limited: (T)

(a) Premium Service Line 900 Service Transport will only be furnished where the Company's facilities and operating conditions permit. Premium Service Line 900 Service calls will be transmitted to the extent such facilities and operating conditions allow. (T)

(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.

Premium Service Line 900 access lines are provided as inward only service in LATA 11. (T)

Temporary service, as defined in Schedule Cal. P.U.C. No. D&R, Rule 35, is not offered with Premium Service Line 900. (T)

(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 Premium Service Line 900 Service. (T)

Effective: 12/01/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

SPECIAL CONDITIONS - Continued

1. Company Obligations - Continued

b. Premium Service Line 900 Service - Continued

- (3) Miscellaneous Billing Service as defined in Section 5, General Services, is not offered with Premium Service Line 900 Service.
- (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.
- (5) The Company does not guarantee the quality of performance of data transmission over facilities used for Premium Service Line 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. (T)
 - (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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

SPECIAL CONDITIONS - Continued

2. Information Provider and/or Sponsor Obligations - Continued

b. Premium Service Line 900 Facilities

(T)

- (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 Premium Service Line 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.

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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 Premium Service Line 900 usage minutes times the applicable Company's associated transport charges and, if applicable, the total number of qualifying Premium Service Lines 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. (T)
(T)
- 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

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

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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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

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RATES AND CHARGES

1. Establishment of and Changes in Premium Service Line 900 Service

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	<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. Premium Service Line 900 Access Lines, ¹ Per line	\$ 25.50	²	(T)
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>	<u>Each 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: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

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SPECIAL CONDITIONS

1. Description of Service

- a. Premium Service Line 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 Premium Service Line 976 Service telephone number and receive a Premium Service Line 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 Premium Service Line 976 Service Provider. Each completed call to a Premium Service Line 976 Service number will be made at a charge to the caller.

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- 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 Premium Service Line 976 Service Provider equipment for the purpose of sending or receiving information.

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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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

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SPECIAL CONDITIONS

3. General

- a. Because the capacity of central office equipment and network facilities to furnish Premium Service Line 976 Service is limited:

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(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 Premium Service Line 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.

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Effective: 03/01/12

PREMIUM SERVICE LINES 900 & 976 SERVICES

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.
- 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.
- 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.
- e. The limitation of the Company's liability is set forth in Section 2.B.6 of this Product Guide.
- 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.

Temporary service, as defined in Schedule Cal. P.U.C. No. D&R, Rule 35, is not offered with Premium Service Line 976 Service .

- 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.
- 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.
- 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 charges, nor are they included in local flat rate service charges.

(C)

PREMIUM SERVICE LINES 900 & 976 SERVICES

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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

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

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 Premium Service Line 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. (T)

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 Premium Service Line 976 Service program, the Information Provider will notify the caller of the following: (T)

(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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

SPECIAL CONDITIONS - Continued

3. General - Continued

- m. If the service is disconnected, all remittance money due to the Premium Service Line 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. (T)
- n. Upon termination of a Premium Service Line 976 Service , the Premium Service Line 976 Service telephone number will not be reassigned for at least six (6) months. (T)
- o. The Premium Service Line 976 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary customer premises equipment. (T)
- p. The Premium Service Line 976 Service Provider provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message. (T)
- q. The Premium Service Line 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. (T)
- r. The Premium Service Line 976 Service Provider established call rate will not be less than \$0.20 or more than \$2.00. (T)
- 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 Premium Service Line 976 Service Provider for fraud or unlawful business practices. (T)
- 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.

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

SPECIAL CONDITIONS - Continued

4. Premium Service Line 976 Service Provider Obligation

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- 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 Premium Service Line 976 Service telephone number to be called shall clearly and conspicuously display the Premium Service Line 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 Premium Service Line 976 Service call rate.

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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 Premium Service Line 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 Premium Service Line 976 Service programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted Premium Service Line 976 Service call.

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- 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 Premium Service Line 976 Service .

(T)

Effective: 03/01/12

PREMIUM SERVICE LINES 900 & 976 SERVICES

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.
- 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 charges shall not be included in the adjustment. (C)
- 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.)
- 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.

Effective: 12/01/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

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.

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.

- 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.

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: (T)
- (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

NFO CONTACT 900 & 976 SERVICE

(T)

SPECIAL CONDITIONS - Continued

6. Premium Service Line 976 Service Facilities

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- a. Prior to installation of Premium Service Line 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.

(T)

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.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

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RATES

A. Applicable to the Premium Service Line 976 Service Provider

(T)

	<u>NRC</u>	<u>Monthly Rate</u>	
1. Initial establishment of Premium Service Line 976 Service, in each area code ¹ , on the same service order, per announcement or interactive program.	\$ 325.00	-	(T)
2. Any change in established call rate per announcement, interactive program, or telephone number.	100.00	-	
3. Premium Service Line 976 Service Access Lines, ² Per line	³	\$ 25.50	(T)

4. Transport and Billing of Calls

a. Transport

<u>Customer Established Call Rate</u>	<u>Initial 60 Seconds</u>	<u>Each Add'l 30 Seconds or Fraction Thereof ⁴</u>
Per call	\$ 0.07	\$ 0.035

b. Billing and Collection Service

Billing and Collection charge billed to the Premium Service Line 976 Service Provider.

(T)

<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	\$ 0.08	\$ 0.15

¹ Area code in effect on January 1, 1984.

² Available in LATA 5, Westminster Extended Premium Service Line 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.

(T)

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

RATES - Continued

A. Applicable to the Premium Service Line 976 Service Provider - Continued

(T)

	<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 Premium Service Line 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.

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- 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.

Effective: 06/23/11

PREMIUM SERVICE LINES 900 & 976 SERVICES

(T)

RATES - Continued

B. Applicable to the Caller

1. A remittance is made to the Premium Service Line 976 Service Provider for the following types of calls:

(T)

<u>Type of Call</u>	<u>Rate</u>	
a. Directly-dialed sent paid calls from flat and measured rate access lines within the Premium Service Line 976 Service calling area, Each call	1	(T)
b. Directly-dialed sent paid calls from flat and measured rate access lines outside the Premium Service Line 976 Service calling area, Each call	2	(T)

2. A remittance is **not** made to the Premium Service Line 976 Service Provider for the following types of calls:

(T)

- a. Calls adjusted by the Company
b. Calls which are determined to be uncollectible

C. Premium Service Line 976 Service Calling Areas

(T)

- ¹ A predetermined amount established by the Premium Service Line 976 Service Provider. The amount must be at least equal to the transport and billing rates stated in RATES, A.4, of this section. (T)
- ² The appropriate rate for a call to a Premium Service Line 976 Service Provider plus the toll call rated to the appropriate toll rate center as shown under rates in RATES, D, of this section. (T)

Effective: 07/01/19

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:

(D)
(D)

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.

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Effective: 07/01/19

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

III. AVAILABILITY (Continued)

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IV. 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 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.

V. DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES

A. Schools and Libraries

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.
2. Qualifying schools and libraries shall be entitled to a 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:
 - 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.
 - 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.

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Effective: 07/01/19

CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

V. DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

A. Schools and Libraries (Continued)

3. The following schools and libraries shall be entitled to a 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. (C)

B. Health Care Providers

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 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. (C)

C. Community Based Organizations (CBOs)

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.
2. Qualifying CBOs shall be entitled to a 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 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. (C)

D. California Community Colleges (CCCs)

- Participating California Community Colleges (CCCs) shall be entitled to a 50% non-voice discount off the entire tariffed and/or Product Guide rates or negotiated/contract rates, whichever are lower. (C)

Effective: 07/01/19

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 50% non-voice CTF discount shall be calculated as follows:

(C)

1. The 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 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 trued up for that fiscal year to take into account the RHC funding received.

(C)

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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.

(D)

Effective: 11/03/11

INTRALATA TOLL SERVICE

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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

Operator Handled ²

Corrections Collect Service ³

Coin Station

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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.

Effective: 07/09/10

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates

1. Toll rates between points (cities, towns or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communication purposes.
2. Determination of Airline Mileage
 - (a) Where a point is divided into district areas, the rate distance is the mileage between the rate center of the district area and the rate center of the other point. When such mileage exceeds 40 miles, the rate distance is the airline mileage between the exchange rate center and the rate center of the other point with a minimum of 41 miles.
 - (b) If both points are divided into district areas, the rate airline distance is the mileage between the rate centers of the district areas, except that when such mileage exceeds 40 miles the rate airline distance is the mileage between the exchange rate centers with a minimum of 41 miles.
 - (c) The information contained in the Toll Rate Guide in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B. for the State of California, is used in conjunction with other rate quoting material to determine rates and charges.

Effective: 07/09/10

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

2. Determination of Airline Mileage - Continued

- (d) The Toll Rate Guide contains lists of rate centers, localities, central offices, hereinafter generally referred to as "points", Local Access and Transport Areas (LATAs), and Frontier Communications of the Southwest Inc. Calling Areas, within the State of California with V&H (vertical and horizontal) coordinates for use in determining airline mileages for intraLATA toll services over the lines of the Company and of the companies with which it connects.
- (e) The material is arranged as follows:
 - (1) Rate Centers are listed alphabetically in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.1.
 - (2) Localities are listed in alphabetically in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.2 and are cross-referenced to the rate center with which they are associated.
 - (3) Central Offices are listed numerically by NPA (Numbering Plan Area) in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.3 and are cross referenced to the rate center with which they are associated.
 - (4) Local Access and Transport Areas are listed numerically in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.4.
- (f) The columns headed "LATA", "NPA" and "Central Office" in Pacific Bell's Schedule Cal. P.U.C. No. A6.2.7.B.1 contain the local access and transport area, numbering plan area and central office codes for each rate center.
- (g) The columns headed "V" and "H" in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.1 contain the vertical and horizontal coordinates for each rate center.

Effective: 07/09/10

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

2. Determination of Airline Mileage - Continued

- (h) The column headed "ID" in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.1 contains an identifier when the vertical and horizontal coordinates are to be used only for a particular type of service.
- (i) Basis for V&H Coordinates

For the purpose of determining airline mileages, vertical and horizontal grid lines have been established across the United States. The spacing between adjacent vertical grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A four-digit vertical (V) and a four-digit horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. A pair of V&H coordinates locates a rate center for determining airline mileages at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the airline mileage computed as explained in B.3.b.(10) following.

To determine the V&H coordinates for a point, refer to Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B for the point in the column headed "Exchange-Rate Center". If the point is not listed, look for the name in the column headed "Locality" in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.2, determine the rate center and locate the latter in Pacific Bell's tariff Schedule Cal. P.U.C. No. A6.2.7.B.1. Central office codes listed in Pacific Bell's tariff Schedule Cal. P.U.C. A6.2.7.B.3 may also be used to determine rate centers for use in determining rate distances for intraLATA toll services.

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

2. Determination of Airline Mileage - Continued

(j) Calculation of Airline Mileages

To determine the rate distance between any two rate centers, proceed as follows:

Step 1: Obtain the "V" and "H" coordinates for each rate center.

Step 2: Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

Step 3: Divide each of the differences obtained in Step 2. by three, rounding each quotient to the nearer integer.

Step 4: Square these two integers and add the two squares.

If the sum of the squares is greater than 1777, divide the integers obtained in Step 3. by three and repeat Step 4. Repeat this process until the sum of the squares obtained in Step 4 is less than 1778.

Effective: 07/09/10

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

2. Determination of Airline Mileage - Continued

(j) Calculation of Airline Mileages - Continued

Step 5: The number of successive divisions by three in Steps 3. and 4. determines the value of "N". Multiply the final sum of the two squares obtained in Step 4. by the multiplier specified in the following table for this value of "N" preceding:

<u>N</u>	<u>MULTIPLIER</u>	<u>MINIMUM RATE MILEAGE</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

Step 6: Obtain the square root of the product in Step 5., and with any resulting fraction, round up to the next higher integer. This is the message rate except when the mileage so obtained is less than the minimum rate mileage shown in Step 5., the minimum rate mileage corresponding to the "N" value is applicable.

Example:

The message rate distance is required between Los Angeles and San Francisco.

V H

Step 1: Los Angeles	9213	7878
San Francisco	<u>8492</u>	<u>8719</u>

Step 2: difference	721	841
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Step 3a: dividing each difference by three and rounding to nearer integer = 240 and 280.

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

2. Determination of Airline Mileage - Continued

(j) Calculation of Airline Mileages - Continued

Step 4a: squaring integers and adding, $240 \times 240 = 57,600$
 $280 \times 280 = \underline{78,400}$
sum of squared integers 136,000

and sum of squared integers is greater than 1777, so divide integers in Step 3a. by three
repeat Step 4a.

Step 3b: dividing integers in Step 3a. by three and rounding = 80 and 93

Step 4b: squaring integers and adding, $80 \times 80 = 6,400$
 $93 \times 93 = \underline{8,649}$
sum of squared integers = 15,049

and sum of squared integers is greater than 1777, so divide integers in Step 3b. by three
repeat Step 4b.

Step 3c: dividing integers in Step 3b. by three and rounding = 27 and 31

Step 4c: squaring integers and adding, $27 \times 27 = 729$
 $31 \times 31 = \underline{961}$
sum of squared integers = 1,690

This sum of squared integers is less than 1778 and was obtained after three
successive divisions by three; therefore, "N" = 3.

Step 5: Multiply final sum of squared integers by factor 72.9 (corresponding to "N" = 3)

$1,690 \times 72.9 = 123,201.00$

Step 6: Square root of 123,201 = 351 miles. The 351 miles is larger than the minimum of
121 rate miles applicable when "N" = 3, so the message rate mileage is 351 miles.

Effective: 07/09/10

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

3. Determination of Appropriate Rate

Opposite the mileage step which includes the mileage determined as in C.2. preceding will be found the rates for direct dial station-to-station and coin station-to-station service; initial periods and rates for additional minutes for all classes of service between the rate centers involved.

4. Rate Periods

	<u>Hours</u>	<u>Rate</u>
<u>Monday thru Friday</u>	8:00 am to 4:59:59 pm 5:00 pm to 10:59:59 pm 11:00 pm to 7:59:59 am	Day Evening Night/Weekend
<u>Saturday and Sunday</u>	All	Night/Weekend

5. Holidays

Night/Weekend rates apply on the following holidays:

New Year's Day	January 1
Washington's Birthday	3rd Monday in February
Independence Day	July 4
Labor Day	
Thanksgiving Day	
Christmas Day	December 25

Effective: 07/09/10

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

6. Discounts for Certified Handicapped TDD Users

- (a) Message telecommunications service rate periods and rate discount for households of certified handicapped TDD users as specified in Frontier Communications of the Southwest Inc. tariff Schedule Cal. P.U.C. No. A-5A are as follows.

	<u>Hours</u>	Discount From <u>Day Rate</u>
<u>Monday thru Friday</u>	8:00 am to 4:59:59 pm	30%
	5:00 pm to 10:59:59 pm	60%
	11:00 pm to 7:59:59 am	75%
<u>Saturday, Sunday and Holidays¹</u>	All	75%

- (b) TDD customers may obtain additional discounts in addition to the discounts listed above when subscribing to Discount Calling Plans.

¹ See C.5. preceding.

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. Reserved For Future Use

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Effective: 11/03/11

INTRALATA TOLL SERVICE

I. SPECIAL CONDITIONS - Continued

C. Method of Applying Rates - Continued

8. Reserved For Future Use - Continued

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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.

Effective: 11/03/11

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

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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)
- Operator Handled
- Corrections Collect
- California Relay Service

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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.

Effective: 03/01/18

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.
- 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.

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15. The accumulated initial period charges and additional minute charges will be rounded to the nearest whole cent for each billed message.

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Effective: 07/09/10

INTRALATA TOLL SERVICE

II. RATES

A.1 BUSINESS RATE SCHEDULE

1. Day Rates

<u>Rate Mileage</u>	<u>Initial Minute (Direct Dialed)</u>	<u>Each Additional Minute</u>
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

2. Evening Rates

<u>Rate Mileage</u>	<u>Initial Minute (Direct Dialed)</u>	<u>Each Additional Minute</u>
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

3. Night and Weekend Rates

<u>Rate Mileage</u>	<u>Initial Minute (Direct Dialed)</u>	<u>Each Additional Minute</u>
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

Effective: 07/09/10

INTRALATA TOLL SERVICE

II. RATES - Continued

A.2 RESIDENCE RATE SCHEDULE

1. Day Rates

<u>Rate Mileage</u>	<u>Initial Minute (Direct Dialed)</u>	<u>Each Additional Minute</u>
13+	\$ 0.16	\$ 0.16

2. Evening Rates

<u>Rate Mileage</u>	<u>Initial Minute (Direct Dialed)</u>	<u>Each Additional Minute</u>
13+	\$ 0.13	\$ 0.13

3. Night and Weekend Rates

<u>Rate Mileage</u>	<u>Initial Minute (Direct Dialed)</u>	<u>Each Additional Minute</u>
13+	\$ 0.10	\$ 0.10

Effective: 11/03/11

INTRALATA TOLL SERVICE

II. RATES

B. RESERVED FOR FUTURE USE

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Effective: 11/03/11

INTRALATA TOLL SERVICE

II. RATES - Continued

B. RESERVED FOR FUTURE USE - Continued

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Effective: 07/09/10

INTRALATA TOLL SERVICE

II. RATES

C. OPERATOR HANDLED 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 Operator Handled rate (see Section 18 of this Product Guide for applicable rate).

² In addition to the Direct Dialed Rate, per message charges for Operator Station-to-Station or Operator Person-to-Person Service are applicable (see Section 18 for applicable rates).

Effective: 11/03/11

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)</u>	<u>Minute</u>	(T)
	\$ 0.16	\$ 0.16	
Evening Rates	Initial Minute	Each Additional	
	<u>(Direct Dialed)</u>	<u>Minute</u>	(T)
	0.13	0.13	
Night and Weekend Rates	Initial Minute	Each Additional	
	<u>(Direct Dialed)</u>	<u>Minute</u>	(T)
	0.10	0.10	

¹ The Pay Station Service Charge applies (see Product Guide Section 18 for applicable rates).

(C)
(D)
(D)

Effective: 07/09/10

INTRALATA TOLL SERVICE

II. RATES - Continued

D. CORRECTIONS COLLECT RATE SCHEDULE ¹

1. Business Day Rates

<u>Rate Mileage</u>	<u>Initial Minute</u>	Each Additional <u>Minute</u>
0-12	0.0700	0.0700
13-16	0.0700	0.0700
17-20	0.0700	0.0700
21-25	0.2000	0.2000
26-30	0.2000	0.2000
31-40	0.2000	0.2000
41-50	0.2000	0.2000
51-70	0.2000	0.2000
71 +	0.2000	0.2000

Evening Rates

<u>Rate Mileage</u>	<u>Initial Minute</u>	Each Additional <u>Minute</u>
0-12	0.0700	0.0700
13-16	0.0700	0.0700
17-20	0.0700	0.0700
21-25	0.2000	0.2000
26-30	0.2000	0.2000
31-40	0.2000	0.2000
41-50	0.2000	0.2000
51-70	0.2000	0.2000
71 +	0.2000	0.2000

Night and Weekend Rates

<u>Rate Mileage</u>	<u>Initial Minute</u>	Each Additional <u>Minute</u>
0-12	0.0700	0.0700
13-16	0.0700	0.0700
17-20	0.0700	0.0700
21-25	0.2000	0.2000
26-30	0.2000	0.2000
31-40	0.2000	0.2000
41-50	0.2000	0.2000
51-70	0.2000	0.2000
71 +	0.2000	0.2000

¹ In addition to the above usage rates, Pay Station Service Charges and Corrections Collect Service Charges are also applicable (see Section 18 of this Product Guide).

Effective: 07/09/10

INTRALATA TOLL SERVICE

II. RATES - Continued

E. COIN STATION RATE SCHEDULE

1. Day Rates

<u>Rate Mileage</u>	Initial 3-Minute Period (Sent Paid)	Each Additional Minute
13-16	0.3000	0.0500
17-20	0.3000	0.0500
21-25	0.4000	0.1000
26-30	0.4000	0.1000
31-40	0.4000	0.1000
41-50	0.4500	0.1500
51-70	0.4500	0.1500
71 +	0.5000	0.1500

Evening Rates

<u>Rate Mileage</u>	Initial 3-Minute Period (Sent Paid)	Each Additional Minute
13-16	0.2500	0.0500
17-20	0.2500	0.0500
21-25	0.3000	0.1000
26-30	0.3000	0.1000
31-40	0.3000	0.1000
41-50	0.3500	0.1000
51-70	0.3500	0.1000
71 +	0.4000	0.1000

Night and Weekend Rates

<u>Rate Mileage</u>	Initial 3-Minute Period (Sent Paid)	Each Additional Minute
13-16	0.2000	0.0500
17-20	0.2000	0.0500
21-25	0.2500	0.0500
26-30	0.2500	0.0500
31-40	0.2500	0.0500
41-50	0.2500	0.1000
51-70	0.2500	0.1000
71 +	0.3000	0.1000

Effective: 08/04/15

CALLING PLANS

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Effective: 08/04/15

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.
4. Frontier Flat Rate Business Plan, Frontier Flat Rate Business Calling Savings Plan, Company Rewards and Rebate Plan for Retail Customers are available to business customers only.
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.

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Effective: 11/03/11

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 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 (C)
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 or any other calls requiring operator handling, are included. Operator Surcharges will be applied as set forth in Section 18, Operator Services. (C)
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: 11/03/11

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 and operator handled calls are excluded from this offer. Customers cannot enroll in any other calling plan in conjunction with this plan.

(C)

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.

Terms and Conditions

Calls are billed in one-minute increments.

There is no monthly rate or nonrecurring charge associated with this plan.

Directory Assistance and operator handled calls are excluded from this service.

(C)

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

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.

¹ See Section 6 of this Product Guide, Packaged Services

Effective: 11/15/15

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 Forward

(T)

Directory Assistance and operator-handled calls are excluded from this offer.

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

Operator Assisted Station-to-Station

Operator Assisted Person-to-Person

¹ Applicable surcharges still apply to operator assisted calls.

Effective: 03/01/12

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) Circuit Switched Data

- (3) Toll Usage Message Telecommunications Service (MTS), including Circuit Switched Data

(C)

- b. Volume Discount Rate - applies to qualifying, monthly usage services based on aggregated usage volumes across all customer Billing Telephone Numbers (BTN) 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.
- 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.

Effective: 06/23/11

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

5. Company Rewards - Continued

- f. Monthly Access Discount - applies to Customized Multi-line Telephone Service, Business lines and PBX trunk, PRI Access Interface, PRI Access Switched Facility System and Flexible Digital Channel Service. 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 Customized Multi-line Telephone Service discounts will apply to lines under a Customized Multi-line Telephone Service without Toll three-year or less term. (T)
(T)
- 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. (T)
(T)

Effective: 07/09/10

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

5. Company Rewards - Continued

- i. Termination - Customers may terminate participation at any time provided the customer gives a 60-day written notice. Termination will occur on the first day of the full billing period following the 60-day notification period.¹ If a customer chooses to cancel the service or disconnects their main billing telephone number prior to the anniversary date of the term, a termination charge will apply.

In addition, customers who sign 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

A customer is exempt from paying a termination charge under the following conditions:

- (1) A customer migrates to another Frontier Communications of the Southwest Inc. plan or service of equal or greater value.
- (2) The Company receives written notice prior to the anniversary date of the term that the customer wishes to terminate the plan. The plan will be terminated in the first full billing period following the 60-day written notice or the first full billing period following the anniversary date, whichever is later.

¹ There will be no partial monthly billing by the Company.

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Reserved For Future Use

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(D)

Effective: 08/04/15

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

6. Reserved For Future Use - Continued

(T)

(D)

(D)

CALLING PLANS

- I. SPECIAL CONDITIONS - Continued
- C. PLAN DESCRIPTIONS - Continued
- 6. Reserved For Future Use - Continued

(T)

(D)

(D)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

7. Rebate Plan for Retail Customers - Grandfathered ¹

(T)

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 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 described herein.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers - Grandfathered ¹ (Continued)

(T)

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.

 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 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 described herein.

² Offering is limited to existing customers at existing locations as of March 1, 2013.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers - Grandfathered ¹ (Continued)

(T)

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 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 described herein.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers - Grandfathered ¹ (Continued)

(T)

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 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 described herein.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers - Grandfathered ¹ (Continued)

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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 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 described herein.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

c. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers Grandfathered ¹ (Continued)

(T)

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 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 described herein.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

c. DESCRIPTION - Continued

7. Rebate Plan for Retail Customers - Grandfathered ¹ (Continued)

(T)

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 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 described herein.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans - Grandfathered

(T)

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 One ²

- 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 Two ²

- 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 Four ²

- Business - \$1.00 monthly with a 15% discount off of evening and night calling.

Discount Calling Plan Five ¹

- 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.

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.

² This service is grandfathered and limited to existing end user customers subscribing to this plan at the same customer premises only as of November 26, 1996.

(T)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans - Grandfathered (Continued)

(T)

DESCRIPTION (Continued)

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Business Value Plan ¹

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.

Value Plan G ²

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.

¹ This service offering is 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.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans – Grandfathered ¹ (Continued)

(T)

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.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of January 13, 2005 and June 6, 2008.

(N)
(N)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans - Continued

(T)

GENERAL - Continued

(g) Reserved For Future Use

(T)

(D)

(D)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans – Continued

(T)

GENERAL - Continued

(g) Reserved For Future Use - Continued

(D)

(D)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans – Continued

(T)

GENERAL - Continued

(h) Reserved For Future Use

(T)

(D)

(D)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans – Grandfathered ¹ (Continued)

(T)

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.
- (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.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations.

(N)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans –Continued

TERMS AND CONDITIONS - Continued

(h) Reserved For Future Use

(T)

(D)

(D)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans – Continued

TERMS AND CONDITIONS - Continued

(i) Reserved For Future Use - Continued

(T)

(D)

(D)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans – Grandfathered (Continued)

(T)

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

Operator Assisted Station-to-Station

Operator Assisted Person-to-Person
- (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.
- (7) Customers cannot enroll in any other Frontier Communications of the Southwest Inc. Intrastate IntraLATA Discount Calling Plan in conjunction with this plan.

¹ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of January 13, 2005.

(T)

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

8. Discount Callings Plans – Grandfathered (Continued)

(T)

TERMS AND CONDITIONS - Continued

(k) Residential Value Plan¹

- (1) Residential Value Plan 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 Plan is one (1) month.
- (5) The Residential Value Plan applies to the following calls:
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 This service offering is grandfathered and limited to all existing subscribers at their existing locations as of June 6, 2008.

(T)

Effective: 03/06/14

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

9. Intralata Toll BOT Plan ¹ – Grandfathered

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.

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
Frontier Wire Care
Frontier Communications of the Southwest Inc. Voice Mail with Individual Message Box
Call Waiting/Cancel Call Waiting
Basic Call Forward
Speed Call 8 ³
3 Way Calling

(T)
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(T)

¹ Intralata Toll BOT Plan 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.

³ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 04/26/13

CALLING PLANS

I. SPECIAL CONDITIONS - Continued

C. PLAN DESCRIPTIONS - Continued

11. Frontier Flat Rate Business Calling Savings Plan – Grandfathered ¹

(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.

The Frontier Flat Rate Plus Plan for Business applies to the following types of calls:

Customer Dialed Direct Station-to-Station

Operator Assisted 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

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

(N)

Effective: 11/03/11

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. FRONTIER 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>
Frontier Unlimited Local Toll Plan, per Residential line	\$ 20.00
per Business line	\$ 23.00

D. FRONTIER 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 and operator handled calls are excluded from this service.

Effective: 03/01/12

CALLING PLANS

II. RATES – Continued

E. COMPANY REWARDS

The following rates are applicable to Local Measured Service (LMS) 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.). (C)

	<u>LMS</u>	<u>Toll</u>	(D)	
1. Base Rate, per minute	\$ 0.040	\$ 0.1000	 (D)	
2. Volume Discount Rate, per minute				
Tier 1 - Total qualifying monthly usage from \$.01 to \$ 999	0.040	0.1000		
Tier 2 - Total qualifying monthly usage from \$ 1,000 to \$ 9,999	0.016	0.0430		
Tier 3 - Total qualifying monthly usage from \$ 10,000 to \$ 49,999	0.014	0.0420		
Tier 4 - Total qualifying monthly usage from \$ 50,000 to 299,999	0.013	0.0415		
Tier 5 - Total qualifying monthly usage from \$ 300,000 +	0.040	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>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	
Flexible Digital Channel Service, 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.

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		
	Customized Multi-line Telephone Service, per line	2.00	2.00	2.00		(T)
	Flexible Digital Channel Service, per trunk capacity	5.00	10.00	20.00		(T)
	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		
	Customized Multi-line Telephone Service, per line	2.00	2.00	2.00		(T)
	Flexible Digital Channel Service, per trunk capacity	5.00	15.00	30.00		(T)
5.	Customized Multi-line Telephone Service Additive - monthly per line value \$ 25.00					(T)
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.

Effective: 08/04/15

CALLING PLANS

II. RATES – Continued

F. RESERVED FOR FUTURE USE

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G. REBATE PLAN FOR RETAIL CUSTOMERS – Grandfathered ¹

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.

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

G. REBATE PLAN FOR RETAIL CUSTOMERS – Grandfathered ¹ (Continued)

(T)

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 ² 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 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)

² Credits will be applied monthly and/or quarterly, at the Company's discretion.

(T)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

G. REBATE PLAN FOR RETAIL CUSTOMERS – Grandfathered ¹ (Continued)

(T)

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%

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)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

G. REBATE PLAN FOR RETAIL CUSTOMERS – Grandfathered ¹ (Continued)

(T)

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%

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)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS - Grandfathered

(T)

DISCOUNT CALLING PLAN ONE - Grandfathered ³

(T)

1. BUSINESS

- (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 <u>Mileage</u> ²	Initial <u>1-Minute</u>	Each Additional <u>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 November 26, 1996.

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS – Grandfathered (Continued) (T)

DISCOUNT CALLING PLAN ONE- Grandfathered ³ (Continued) (T)

2. RESIDENCE

- (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

	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 November 26, 1996.

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS – Grandfathered (Continued)

(T)

DISCOUNT CALLING PLAN TWO – Grandfathered ³

(T)

1. BUSINESS

- (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

	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 November 26, 1996.

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS – Grandfathered (Continued)

(T)

DISCOUNT CALLING PLAN TWO – Grandfathered ³ (Continued)

(T)

2. RESIDENCE

- (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 November 26, 1996.

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS – Grandfathered (Continued)

(T)

DISCOUNT CALLING PLAN FOUR – Grandfathered ³

(T)

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 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.

(T)
(T)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS – Grandfathered (Continued) (T)

DISCOUNT CALLING PLAN FIVE – Grandfathered ³ (T)

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 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.

(T)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS – Continued

Reserved For Future Use

(T)

(D)

(D)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS (Continued)

(T)

RESERVED FOR FUTURE USE

(T)

(D)



(D)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS (Continued)

RESERVED FOR FUTURE USE

(T)

(T)

(D)

(D)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

H. DISCOUNT CALLING PLANS – Grandfathered (Continued)

	Monthly <u>Rate</u>	<u>Per Minute</u> ¹	(T)
BUSINESS VALUE PLAN – GRANDFATHERED ²			(T)
Per account	\$ 4.95		
Per minute		\$.08	
RESIDENTIAL VALUE PLAN – GRANDFATHERED ³			(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.

² This service offering is grandfathered and limited to all existing subscribers at their existing locations as of January 13, 2005. (N)

³ This service offering is grandfathered and limited to all existing subscribers at their existing locations as of June 6, 2008. (N)

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

I. INTRALATA TOLL BOT PLAN - GRANDFATHERED 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.

Rates: Day, Evening, Night

	Monthly <u>Rate</u> ²	Each Additional <u>Minute</u> ³
Intralata Toll BOT Plan	\$6.00	\$0.10

J. CALL CENTER SERVICE – GRANDFATHERED ⁵

(T)

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>	Frontier Communications of the Southwest Inc. IntraLATA Toll 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 Intralata Toll BOT Plan 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 November 26, 1996.

Effective: 04/26/13

CALLING PLANS

II. RATES – Continued

K. FRONTIER FLAT RATE BUSINESS CALLING SAVINGS PLAN – GRANDFATHERED ¹

(T)

1. Sub-minute of Use Charge

	<u>Rates Per Sub-Minute</u>	
	<u>Initial 18 Seconds</u>	<u>Each Additional 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

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

(N)

Effective: 11/13/19

OPERATOR SERVICES

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Effective: 03/01/18

OPERATOR SERVICES

I. DESCRIPTION

A. Operator Services

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:

- | | |
|--|-----|
| | (D) |
| | |
| | (D) |
| 1. <u>Operator Assisted Station to Station</u> | (T) |
| A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated). | |
| 2. <u>Collect</u> | (T) |
| 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. | |
| 3. <u>Operator Assisted Person to Person</u> | (T) |
| 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. | |
| 4. <u>Operator Assisted Time and Charges</u> | (T) |
| 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. | |
| 5. <u>Operator Assisted - Corrections</u> | (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. | |
| 6. <u>Billed to Third Number</u> | (T) |
| 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. | |

Effective: 11/20/16

OPERATOR SERVICES

I. DESCRIPTION - Continued

A. Operator Services - Continued

(T)

(L)

(L)

(D)

(D)

(L)

(L)

(T)

9. Customer-Owned Pay Telephone (COPT) Service

The Operator Assisted Person-to-Person service charge (Direct Dialed) applies to person-to-person messages originating at a COPT on a non sent-paid call.

(T)

B. Pay Station Service Charge

(L)

In addition to the Frontier Communications of the Southwest Inc. IntraLATA Toll rates (Section 16 of this Product Guide) and any applicable Operator Assisted 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.

(T)

(L)

(L) Material relocated to Sheet 1.

(D)

(L) Item I.B. relocated from Sheet 3.

(N)

(N)

Effective: 9/11/24

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.

(D)
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(D)

2. Premium Referral Service*

(T)

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.

D. Live Operator Fee

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

This fee will not apply if:

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

*This service is grandfathered and limited to existing customers at existing locations.

(N)

Effective: 09/11/24

OPERATOR SERVICES

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. Number Referral Services are offered to customers where facilities permit.
2. 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.
3. If the Company initiates the number change, the number referral service will be provided free of charge only for a period of 30 days.
- 4.
5. 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 30 days..

(D)

|

(D)

(T)

Effective: 04/01/23

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:

Per Call

Operator Assisted Station to Station

*

(C)

Collect

*

Operator Assisted Person to Person

*

Operator Time and Charges

*

Operator Assisted - Corrections

*

Billed to Third Number

*

B. Pay Station Service Charge - Non Sent-Paid Local or IntraLATA Toll Calls

*

(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

Effective: 09/11/24

OPERATOR SERVICES

III. RATES – Continued

C. Number Referral Services
(See Special Conditions II.B.)

1. Basic Referral

Basic Referral is provided free of charge for an initial period of
Residential/Business – 30 days

(T)
(D)
(D)

Nonrecurring
Charge

(D)
(D)
(D)

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

100.00
100.00
125.00

D. Live Operator Fee, per occurrence

*

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

** This service is grandfathered and limited to existing customers at existing locations.

(N)

Effective: 11/20/16

OPERATOR SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(L) Item II.B. relocated to Sheet 4.

(N)

Effective: 04/01/23

OPERATOR SERVICES

III. RATES

A. Operator Handled Service Charges

Charge Per Call

1. Operator Handled Credit/Calling Card Calls (Direct Dialed), per message ¹		
(a) Commercial Credit Card ²	*	(C)
(b) Interexchange Carrier Calling/Credit Card ²	*	
(c) Local Exchange Carrier Calling Card	*	
2. Operator Handled Station-to-Station		
(a) Direct Dialed	*	(C)
(b) Coin Sent-Paid	*	
(c) Corrections Collect Service, per message ³	*	
3. Operator Handled Person-to-Person		
(a) Direct Dialed	*	(C)
(b) Coin Sent-Paid	*	
B. Pay Station Service Charge		
1. Non Sent-Paid Local or IntraLATA Toll Calls	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

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

RESERVED FOR FUTURE USE

(T)

(L)

(L)

(L) Item III. Rates relocated to Sheet 6.

(N)

DIRECTORY SERVICES

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		(D)

Effective: 07/09/10

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES

I. GENERAL

APPLICABILITY

Applicable to furnishing a calling party with telephone numbers or other information available from the Company's Directory Assistance records.

TERRITORY

Within the exchange areas of all exchanges, as listed in Section 4A, and within Local Access and Transport Areas (LATAs).

Effective: 09/18/13

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE

The 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 Local Access and Transport Area (LATA). (T)

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 three items of the type of information above per call. (T)
- d. The business name and number may be provided after searching by a category or 'type of business' provided by the customer. (D)
(D)

- 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.

(D)

(D)

Effective: 09/18/13

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE - Continued

2. The following are provided an unlimited allowance and are exempt from Directory Assistance charges: (T)
 - 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 2.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. (T)
 - 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).

Effective: 09/18/13

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

- III. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (T)
1. DACC 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 DACC charge applies only to calls that are answered. (T)
 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 DACC charge. Customers may request blocking of DACC calls originating from their telephone lines by contacting the Company's business office. (T)
 3. DACC charges will not be applicable to persons with a visual, physical, or reading handicap. (T)
 4. DACC will be furnished only where facilities and operating conditions permit. |
 5. DACC will not be provided to the following services: (T)
 - 800 Service
 - 976 Service
 - 900 Service

Effective: 04/01/23

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 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. (D)

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.

Effective: 07/09/10

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

IV. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. National Directory Assistance Service is available to business and residence customers who request directory assistance listings outside their Local Access and Transport Area (LATA).
2. A maximum of two requested telephone numbers will be provided for each National Directory Assistance call.
3. Customers who make operator handled calls to National Directory Assistance will be charged the applicable rate for National Directory Assistance plus the service charge for an operator handled station message, as set forth in the Section 18, Operator Services, of this Product Guide.
4. National Directory Assistance Service will be furnished only where facilities and operating conditions permit.
5. There are no call allowances associated with National Directory Assistance Service.
6. The Company will not release nonpublished listings except where a listing may be already disclosed in another telephone company published directory or directory database.
7. 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: 04/01/23

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>	
1. Residence Service and ULTS, each call	*	(C)
2. Business Service		
a. Individual Line Service, each call	*	
b. Trunk-line Services, each trunk	*	
c. Customized Multi-line Telephone Service, each station line	*	
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	*	
e. COPT Providers (operator assisted calls), each line connecting COPT to network	*	
f. COPT Providers (directly dialed calls), each line connecting COPT to network	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

Effective: 04/01/23

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	*		(C)
4. National Directory Assistance, each call (see A.III.14.)	*	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

Effective: 03/08/17

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.

(T)

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.

Effective: 04/13/14

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

IV. COMPOSITION OF LISTINGS

(T)

1. Name

(C)

- a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

- 1. The name of a subscriber
- 2. The name of each business enterprise which the subscriber conducts
- 3. The name of a corporation which is the parent or subsidiary of the subscriber

b. Residence Service

- 1. The name of the subscriber
- 2. Another authorized residential name
- 3. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
- 4. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

V. DESIGNATION

A designation can be used on a business service to assist the public in calling but not to advertise the business.

VI. ADDRESS

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

(C)

Effective: 10/1/26

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.

VIII. RATES

	Monthly Rate	
1. Primary Listing	No Charge	
2. Additional Listing		
Business	\$44.00	(I)
Residence	\$6.00	
3. Foreign Exchange Listing		
Business	\$6.50	
Residence	\$6.00	
4. Extra Lines of information		
Business	\$44.00	(I)
Residence	\$5.75	
5. Non-Listing	\$6.50	
6. Non-Publish	\$6.25	

Effective: 04/13/14

DIRECTORY SERVICES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: 04/13/14

DIRECTORY SERVICES

RESERVED FOR FUTURE USE

(T)

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Effective: 04/13/14

DIRECTORY SERVICES

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Effective: 04/13/14

DIRECTORY SERVICES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

DIRECTORY SERVICES

RESERVED FOR FUTURE USE

(T)

(L)

(L)

Rates relocated to Sheet 11.

(N)

Effective: 04/13/14

DIRECTORY SERVICES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: 04/13/14

DIRECTORY SERVICES

RESERVED FOR FUTURE USE

(T)

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Effective: 04/13/14

DIRECTORY SERVICES

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Effective: 04/13/14

DIRECTORY SERVICES

RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: 07/09/10

OPTIONS FOR PROVIDING ENHANCED SERVICES

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Effective: 03/08/17

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.

(T)

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS

A. Definitions

1. Enhanced Service Provider (ESP). A customer of the Company who provides Enhanced Services, which are defined as services, offered over Local Exchange Carrier, i.e., Company, exchange and transmission facilities used in intraLATA communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different, or restructured information or involve subscriber interaction with stored information. (A customer of an ESP is, in turn and with respect to this section of the guide, a client.)
2. Message Waiting Indication--Audible service sends an identifiable tone (such as a stutter dial-tone) to an ESP's client whenever messages for the client are waiting in storage.
3. Forwarded Call Information--Intraoffice service provides information relating to calls incoming to an ESP client and outgoing from the client to the ESP, if the client's line is arranged for any call forwarding service which forwards calls to an ESP. The information relating to calls includes the client's number, call-forwarded number and the reason (busy or no-answer condition) for calls being forwarded.
4. Data Link service provides the capability to deliver Forwarded Call Information to an ESP.
5. User Transfer service provides a customer subscribing to trunk lines or station lines used in conjunction with an ESP's equipment with the ability to place on hold an established call and originate a second call to a third party. After a call has been transferred, the original line or trunk is cleared for further use.

Effective: 11/15/15

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 Forward Busy 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. (T)
8. Call Forward 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. (T)
9. Call Forward Busy No 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. (T)

Effective: 06/23/11

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 Customized Multi-line Telephone 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).

(T)

OPTIONS FOR PROVIDING ENHANCED SERVICES

II. SPECIAL CONDITIONS - Continued

B. General

1. Customers are responsible for the payment of rates and charges associated with establishing, continuing, and discontinuing or disconnecting services ordered on behalf of themselves and their clients.
2. The Company will not provide instructions for operating services of customers. Instructing clients is the responsibility of the customer.
3. The Company is not required to notify a customer (such as an ESP) when the Company disconnects a service subscribed to by another customer who is also the customer's (ESP's) client.
4. The Company will not disconnect or discontinue the services subscribed to by a customer who is also a client of another customer (such as an ESP) because of nonpayment of charges billed to the other customer. The Company will discontinue or disconnect services billed directly to a customer for nonpayment in accordance with the terms and conditions of the Company's Product Guide. The Company is not responsible for harm or damages to a customer or its clients resulting from services disconnected in accordance with the terms and conditions of this Product Guide.
5. Each customer and each customer's client shall indemnify, defend, protect, and save harmless the Company against any and all losses, claims, suits, demands, causes of action, damages, costs, or liability in law or in equity or every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the services provided in accordance with this product guide 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 patent, trademark, or copyright, or resulting from any claim of libel or slander.

Effective: 03/01/12

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 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.
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.

(C)

Effective: 10/16/16

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 Service Order Charge - Subsequent, 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. (T)
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 a Service Order Charge - Subsequent for changing the customer's record. (T)
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.
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. Customized Multi-line Telephone Service customers subscribing to CENPAC--Basic Control Package are not charged for changing the number of rings before calls are forwarded. (T)
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 Customized Multi-line Telephone Service 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. (T)
(T)
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 Customized Multi-line Telephone 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. (T)
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.

Effective: 06/23/11

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 Customized Multi-line Telephone Service customers. (T)
- 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.

Effective: 11/15/15

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 Forward Busy, Per client line or DID number	2	2	(T)
G. Call Forward No Answer, Per client line or DID number	2	2	(T)
H. Call Forward Busy/No Answer, Per client line or DID number	2	2	(T)

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.

Effective: 11/15/15

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 Forward Busy No Answer, Message Waiting Indication, and Forwarded Call Information, Per line or DID number	¹	2.00	(T)
L. Five-Service Package - Includes Call Forward Busy/No Answer, Message Waiting Indication, Forwarded Call Information - Intraoffice, Message Waiting Indication - Audible Ring Burst (ARB), and Customer Controllable Ringing (CCR)	--	2.75	(T)
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.

Effective: 07/09/10

EMPLOYEES SERVICES

APPLICABILITY

Applicable to residence telephone service provided to regular employees and retired employees of the Company receiving a pension under the Company's established pension plan.

TERRITORY

Within the exchange area of all exchanges as defined on maps as part of this Product Guide.

RATES

A. Each Nonmanagement Employee's Residence Service

1. One local access line, including service connection and nonrecurring charges associated therewith, at 50% concession.
2. All other services, including usage, will be provided at regular filed rates.
2. Selected residence Custom Calling Services, offered from time to time and for periods of time to be determined at the Company's discretion, at 100% concession.

B. Each Management Employee's Residence Service except as provided in Special Condition 2

1. One local access line, including service connection and nonrecurring charges associated therewith, at 100% concession.
2. All other services including usage, will be provided at regular filed rates, except as provided for in Special Condition 2.
3. Selected residence Custom Calling Services, offered from time to time and for periods of time to be determined at the Company's discretion, at 100% concession.

Effective: 03/01/12

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 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. (C)
(C)
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.

Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

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Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

I. APPLICABILITY

This Product Guide contains the description, terms, conditions, and rates applicable to Video Digital Transport Service furnished by the Company where facilities and conditions permit.

II. TERRITORY

Within all exchange areas as those areas are defined by maps as part of this Product Guide.

III. ABBREVIATIONS

ATM	-	Asynchronous Transfer Mode
Codec	-	Video Coder Decoder
DCC	-	Digital Cross Connect
Kbps	-	Kilobits per second
Mbps	-	Megabits per second
MCU	-	Video Multipoint Control Unit
MRC	-	Monthly Recurring Charge
NRC	-	Non-Recurring Charge
NTSC	-	National Television Systems Committee
SPOT	-	Switched Point of Termination
SWC	-	Serving Wire Center
VCAL	-	Video Digital Transport Service Access Line

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL

A. Definitions

Asynchronous Transfer Mode (ATM) - A very high speed, cell based, switched, broadband transmission technology based on a fixed-length 53 byte cell.

Cell - The smallest unit of transport associated with the cell relay network. A cell is composed of 53 bytes.

CODEC - A piece of equipment for Coding and DECoding analog video signals to or from digital. The CODEC is the demarcation point between the Company's network and any customer premises equipment.

Kilocell - One thousand cells.

Gigacell - One billion cells.

Switched Point of Termination (SPOT) - The location at which the video session terminates (i.e. VCAL or Port), and as such may vary from session to session.

Video Multi Point Control Unit (MCU) - A piece of equipment that enables switching of video signals from site to site.

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL

B. Description

1. Video Digital Transport Service is the movement, management, and control of moving pictures or video frames of information along with associated audio.
2. Video Digital Transport Service is available in several transmission/ quality levels which correspond to varying customer requirements for video services. These are:

Broadcast Quality
Commercial Quality
Business Quality

(a) Broadcast Quality

Video Digital Transport Service Broadcast Quality service provides transmission capability, which supports a picture quality that meets or exceeds performance requirements. Broadcast Quality transmits from one to four associated audio signals along with the video signal. Customers may select channel interface options to meet their specific requirements. Broadcast Quality may employ one of two types of network facilities to complete the customer circuit: Type I (analog) and Type II (digital).

- (1) Type I service uses high quality analog transmit and receive units, however, the lack of industry standards still requires that units on each end of the video path be compatible with each other's proprietary signaling algorithms. Type I service includes two audio channels with up to 15 KHz bandwidth.
- (2) Type II service uses high quality codecs with a digital interface of 44.736 Mbps to support NTSC baseband video along with up to four associated audio channels with 15 KHz bandwidth. Because there is no industry standard algorithm for digitally encoding Broadcast Quality Type II television signals, the codec must decode the proprietary algorithm used by the transmit codec.

Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

2. - Continued

(b) Commercial Quality

Video Digital Transport Commercial Quality service provides for transmission facilities, which support a picture quality that is near the performance requirements of NTCS video but is not of as high a quality as Broadcast Quality video. A Commercial Quality service may employ one of two types of network facilities to complete the customer circuit: Type I (analog) and Type II (digital).

- (1) Type I service employs analog transmit and receive units along with analog network facilities to support the video signals and two associated audio channels with 12 KHz bandwidth.
- (2) Type II service employs high quality codecs with a digital interface of 44.736 Mbps and digital network facilities to support the video signals and up to four audio channels with up to 15 KHz bandwidth.

Because there are no industry standard algorithms for the transmission of analog or digitally encoded video signals, the codecs on each end of a video circuit must be compatible with each other's proprietary signaling protocol.

Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

2. - Continued

(c) Business Quality

Video Digital Transport Business Quality service provides transmission facilities, which utilize compressed video transmission techniques capable of transmitting good picture quality. A single audio channel with a frequency response to 7 KHz is provided with each video circuit. Business Quality video is suitable for teleconferencing between two geographically separate locations. Two types of Business Quality service are offered, Type I and Type II. Both types utilize digital facilities to provide two-way, two-point service

- (1) Type I service uses a transmission bandwidth of 384 Kbps which supports picture quality that is visually comparable to commercial quality video, but has less stringent technical parameters. Type I service has a noticeable motion impairment.
- (2) Type II service uses a transmission bandwidth of 1.544 Mbps to support a picture quality that is visually comparable to commercial quality video, but has less stringent technical parameters.

3. Customer Provided Equipment

By subscription to a Video Digital Transport Service Access Thine (VDTS), the customer is provided with circuit equipment and outside plant facilities from the serving wire center (SWC) to the designated customer's location and a codec at the designated location. The customer must provide all customer premises equipment at each end of the network, such as cameras, monitors, audio and graphics equipment.

Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

4. Rate Elements

- (a) The Video Digital Transport Service is composed of the following basic rate elements:

Video Digital Transport Access Line (VCAL)
Video Digital Transport Access Port
Video Digital Transport
Video Digital Transport Utilization
Video Digital Transport Premium

Video Digital Transport Service offers two different methods to reach the Video Digital Transport Service resources that provide transport, and in some cases, management and control of a video call. One, the Video Digital Transport Service Access Line (VCAL) includes video-enabling equipment along with circuit and outside plant facilities to access the customer's SWC. The other, Video Digital Transport Service Access Port does not include the video-enabling equipment as part of the network service.

- (b) Each Video Digital Transport Service interconnection between customer locations requires that at least one of the locations be served by a VCAL, to provide video transmission and/or reception and to allow the Company to monitor and meet the technical parameters of the service.

Effective: 06/23/11

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 Video Frame Service. 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). Video Frame Service provides for the transmission of a Video Frame Service (such as a graphics overhead) and the motion video image over a single VCAL.
- (T)
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Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

5. Ordering Service

- (a) When Video Digital Transport Service is ordered, the customer selects a VCAL or Port with consideration to the customer's specific video communications requirements. These requirements include, but are not limited to, the transmission parameters, the Video Digital Transport Premium Services that are available with that type of access line and whether or not the desired service is a fixed point-to-point service or a switched service.
- (b) Each form of Video Digital Transport Service is a type of Video Digital Transport Service. The identification of a type of service as Broadcast, Commercial or Business Quality is not intended to limit a customer's use of that of VCAL or Port and the associated utilization and/or transport. The type nomenclature is intended to provide general guidance as to the quality of video transmission and its typical use. So long as the components of Video Digital Transport Service are utilized in the transmission, a customer can transmit any signals that the customer premises equipment (CPE) will support. For example, if the customer's CPE is capable of transmitting voice over a subscribed Video Digital Transport Services there is no restriction against doing so provided that the components of the Video Digital Transport Service are used in the transmission. The Company does not warrant such alternative uses of the service nor guarantee that changes will not be made in the service that may negate these uses.

Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

6. Service Elements

(a) Video Digital Transport Access Line (VCAL)

The Video Digital Transport Access Line (VCAL) rate applies for each customer designated location at which a VCAL is terminated. The charge will apply even if the customer designated location and the SWC are co-located in a Company building. The applicable VCAL rate is determined by the type of Video Digital Transport Service that the customer orders and receives at the Customer's designated location. This VCAL rate provides for the Video Digital Transport Service connection between the network demarcation point at the customer's premises and the Company's SWC. The Video Digital Transport Service connection includes the appropriate video access line interface arrangement, circuit equipment and outside plant facilities. The standard video access line interface arrangement defines the technical characteristics associated with the type of facilities with which the video service will interconnect with at its Point of Termination (POT) and the type of signaling capability, if any. The VCAL includes any video encoding device that may be required to provide the service if any is required.

(b) Video Digital Transport Access Port

The Video Digital Transport Access Port rate applies for each Video Digital Transport Access Port provided by the Company for the use of the customer. The Video Digital Transport Access Port provides the customer with point of entry to the Company's switched video network in those instances where a Video Digital Transport Access Line cannot be provided. A Video Digital Transport Access Port may be located at any Video MCU. For example, a customer who has a customer designated location (CDL) outside of the LATA of service or not within a Company serving area within the LATA of service may use a Video

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 Digital Transport Service to which the customer subscribes.

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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.

Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

IV. GENERAL - Continued

B. Description - Continued

6. Service Elements - Continued

(c) Video Digital Transport - Continued

The termination and transport rates applicable for point-to-point type video service that are not found in this schedule (as in the case of Business Quality Connect) must be ordered from the appropriate Private Line tariff. A customer using Business Quality Connect point-to-point services would order Video Digital Access Lines from this schedule and appropriate Private Line Services for interoffice network transport and termination of their video signals.

In the case of access lines which are interconnected via the Company's switched video network, this rate will apply to interoffice transport from the SWC to the tending MCU in those instances when there is no MCU at the customer's SWC. Similarly this rate applies for transport from a point of interconnection with non-Company facilities to a Video Digital Access Port.

(d) Video Digital Utilization

The Video Digital Utilization rate applies to Type II Broadcast and Commercial Quality Access Lines and Access Ports on a per access line or per port basis for usage of the Company's intraLATA interoffice switched video network. Video Digital Transport charges may apply in addition to these Utilization charges. In those instances where a video MCU is not located at the customer's SWC the Video Digital Transport rate will apply for the interoffice transport required to reach the Video MCU tending that SWC.

Effective: 06/23/11

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 Video Frame Service, 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. Video Frame Service provides for the transmission of a Video Frame Service (such as a graphics overhead) and the motion video image over a single Video Digital Access Line. (T)

(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. (T)

VIDEO DIGITAL TRANSPORT SERVICE

V. TERMS AND CONDITIONS

A. Responsibility of the Company

1. The Company's responsibility will be limited to the furnishing of video connect facilities suitable for the Video Digital Transport Connection. The Company is not responsible for the installation, operation or maintenance of any equipment provided by the customer.
2. The Company reserves the right to temporarily interrupt Video Digital Transport Service to maintain the video equipment. Maintenance will be performed during hours that will minimize the impact of disruptions to the customers. In addition, negotiated unscheduled or emergency situations may necessitate additional interruption time.

B. Limitations/Availability

1. Video Digital Transport Service will only be offered where Company facilities and/or equipment permit. Special Construction charges may apply.
2. Video Digital Transport Service is available only between customer locations within the same LATA. The customer may obtain appropriate private line or video services from an Interexchange Carrier to interconnect point-to-point Video Digital Transport Services to video service locations not within the same LATA. Similarly, customers utilizing Type II Broadcast Quality Connect Services (Transceive) or Type II Commercial Quality Connect Services can obtain access to a location outside of the Company's serving area or outside of the LATA by interconnecting such locations to Video Digital Transport Access Ports. Video Digital Transport is utilized between Ports and points of interconnection with non-Company facilities.
3. A Video Digital Transport Access Port can only be used to interconnect to a customer location that is not located in the Company's serving area (within the LATA) or that is outside of the LATA.
4. Video Digital Transport (interoffice) for Broadcast Quality Connect Type I and Commercial Quality Connect Type I is limited to a maximum of 25 airline miles.
5. The cable route distance between the customer's CDL and the Company's SWC cannot exceed 12,000 feet when Business Quality Connect Type I is utilized. This distance quality limitation does not apply to other types of VCALs.
6. The minimum service period is one year except as specified elsewhere within this Section.

Effective: 07/09/10

VIDEO DIGITAL TRANSPORT SERVICE

VI. APPLICATION OF RATES

A. The following rate elements apply to Video Digital Transport Service:

1. Video Digital Transport Access Line (VCAL)

Broadcast Quality Connect

Type I

Transmit

Receive

Type II Transceive

Transmit Only

Receive Only

Transceive

Commercial Quality Connect

Type I

Transmit

Additional Transmit

Receive

Additional Receive

Type II Transceive

Business Quality Connect

Type I Transceive

Type II Transceive

2. Video Digital Transport Access Port

Broadcast Quality Connect

Type II

Commercial Quality Connect

Type II

Effective: 06/23/11

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
Video Frame Service

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Effective: 06/23/11

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. (T)

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 Digital Transport Service 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

B. Video Digital Transport Access Line - Continued

5. Business Quality Connect Type I

The Type I Business Quality Connect Video Digital Transport Access Line is a bidirectional facility. 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 another such access line or similar facility over Fractional T-1 Private Line facilities.

6. Business Quality Connect Type II

The Type II Business Quality Connect Video Digital Transport Access Line is a bidirectional facility. 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 another such access line or similar facility over DS-1 Private Line facilities.

C. Video Digital Transport Access Port

1. Broadcast Quality Connect Type II

The Type II Broadcast Quality Connect Video Digital Transport Access Port is a bidirectional facility. A customer may only order this type of access to the Company's switched video transport facilities in order to terminate transport of compatible video signals from outside of the Company's serving area within the LATA or from outside of the LATA. This facility may not be ordered in lieu of a Video Digital Transport Access Line (VCAL) under circumstances where the Company has authority to provide a VCAL.

2. Commercial Quality Connect Type II

The Type II Commercial Quality Connect Video Digital Transport Access Port is a bidirectional facility. A customer may only order this type of access to the Company's switched video transport facilities in order to terminate transport of compatible video signals from outside of the Company's serving area within the LATA or from outside of the LATA. This facility may not be ordered in lieu of a Video Digital Transport Access Line (VCAL) under circumstances where the Company has authority to provide a VCAL.

VIDEO DIGITAL TRANSPORT SERVICE

VI. APPLICATION OF RATES - Continued

D. Video Digital Transport

1. Broadcast Quality Connect Type I

Type I Broadcast Quality Connect Transport provides for the transport and interoffice termination of signals originating from and/or terminating to Type I Broadcast Quality Connect VCALs. The monthly charge (MRC) for the Transport rate element is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation. The transport distance is limited to a maximum of 25 airline miles.

2. Broadcast Quality Connect Type II

Type II Broadcast Quality Connect Transport provides for the transport and interoffice termination of signals originating from and/or terminating to Type II Broadcast Quality Connect VCALs or Access Ports. The monthly charge (MRC) for the Transport rate element is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation.

3. Commercial Quality Connect Type I

Type I Commercial Quality Connect Transport provides for the transport and interoffice termination of signals originating from and/or terminating to Type I Commercial Quality Connect VCALs. The monthly charge (MRC) for the Transport rate element is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation. The transport distance is limited to a maximum of 25 airline miles.

4. Commercial Quality Connect Type II

Type II Commercial Quality Connect Transport provides for the transport and interoffice termination of signals originating from and terminating to Type II Commercial Quality Connect Video Digital Transport Access Lines (VCALs) or Access Ports. The monthly charge (MRC) for the Transport rate element is assessed on a per airline mile basis. Fractional parts of miles are rounded to the next higher mile before making the rate computation.

5. Business Quality Connect Type I

Type I Business Quality Connect Transport provides for the transport and interoffice termination of signals originating from and terminating to Type I Business Quality Connect VCALs. Type I Business Quality Connect Transport is provided by Fractional T-1 Service, which is provided from Schedule Cal. P.U.C. No. C-1.

6. Business Quality Connect Type II

Type II Business Quality Connect Transport provides for the transport and interoffice termination of signals originating from or terminating to Type II Business Quality Connect VCALs. Type II Business Quality Connect Transport is provided by DS-1 Service which is provided from Schedule Cal. P.U.C. No. C-1.

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. Video Frame Service

Video Frame Service is an optional enhancement to standard Business Quality Connect Type I and Type II Services. The Video Frame Service rate is applied on a per Video Digital Transport Access Line (VCAL) basis. This rate applies in addition to the regular VCAL rate.

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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

VI. APPLICATION OF RATES - Continued

G. General Rate Terms and Conditions

1. Moves

When a customer requests a move or relocation of a VCAL or Access Port and/or a rearrangement of the Transport associated with the VCAL or Access Port, this move, relocation and/or rearrangement will be treated as a termination of the existing VCAL or Access Port service and the establishment of a new service for the application of all charges.

2. Cancellation or Change in Application for Service

When an application for service is cancelled or changed in whole or in part:

After the completion of installation, but prior to the establishment of service, the customer is required to pay the non-recurring and minimum charges, which would apply if the service has been established.

Prior to the completion of installation, the customer may be required to pay the costs incurred by the Company but not exceeding the amount that would be charged above.

3. Custom Payment Plans

At the request of a customer the Company may, at its option, offer a Custom Payment Plan that provides a payment schedule with a net present value equal to the net present value of the Non-Recurring Charges (NRCs) and Monthly Recurring Charges (MRCs) that would otherwise be payable under the contract period selected. The net present value computations shall be made utilizing the Company's Authorized Rate of Return. The NRC associated with a Custom Payment Plan may never be less than twenty-five percent (25%) of the non-recurring charge. Custom Payment Plan methodology may be used to provide a Custom Payment Plan with an NRC and a zero MRC. In any instance, the Custom Payment Plan provides only for service during the specified contract period and does not give the customer ownership of or equity in the facilities that the Company provides in the provision of the service(s).

4. Expiration of Contract Period

If the customer's contract period expires and the customer has not cancelled his service or established a new contract with the Company, the customer's service shall be continued under a month-to-month contract at the monthly rate(s) specified in the Product Guide for the contract term that just expired. This procedure will continue the customer's service with no change in monthly contract rates except in those instances when the expired contract was under a Custom Payment Plan.

When one contract period ends and a new one begins, the customer begins paying the MRC for the new contract period. The NRC is not accessed again unless the customer has required the Company to change the service in some way or unless service has been discontinued between the expiration of the old contract and the initiation of the new contract.

VIDEO DIGITAL TRANSPORT SERVICE

VII. RATES

The following rates and charges apply for Video Digital Transport Service.

	<u>NRC</u>	<u>1 Year MRC</u>	<u>3 Year MRC</u>	<u>5 Year MRC</u>	<u>7 Year MRC</u>
A. Video Digital Transport Access Line					
Access Line					
Broadcast Quality Connect					
Type I					
Transmit	\$1,300.00	\$1,280.00	\$1,180.00	\$1,060.00	\$ 940.00
Receive	1,300.00	1,280.00	1,180.00	1,060.00	940.00
Type II					
Transmit Only	1,300.00	1,670.00	1,600.00	1,550.00	1,400.00
Receive Only	1,300.00	1,670.00	1,600.00	1,550.00	1,400.00
Transceive	2,500.00	2,400.00	2,300.00	2,200.00	2,100.00
Commercial Quality Connect					
Type I (per system)					
Transmit - 1st	900.00	1,150.00	1,070.00	1,000.00	900.00
Transmit - Addnl	400.00	560.00	525.00	500.00	440.00
Receive - 1st	900.00	1,150.00	1,070.00	1,000.00	900.00
Receive - Addnl	400.00	560.00	525.00	500.00	440.00
Type II					
Transceive	1,800.00	2,060.00	1,940.00	1,800.00	1,600.00
Business Quality Connect					
Type I Transceive	2,800.00	1,630.00	1,550.00	1,450.00	1,270.00
Type II Transceive	2,800.00	1,810.00	1,660.00	1,510.00	1,350.00

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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>
B. Video Digital Transport Access Port					
Broadcast Quality Connect Type II	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00	\$ 100.00
Commercial Quality Connect Type II	100.00	100.00	100.00	100.00	100.00
C. Video Digital Transport					
Broadcast Quality Connect Type I (Per Mile)	None	37.50	37.50	37.50	37.50
Type II (Per Mile)	None	55.75	55.75	55.75	55.75
Commercial Quality Connect Type I (Per Mile)	None	37.50	37.50	37.50	37.50
Type II	None	55.75	55.75	55.75	55.75
Business Quality Connect Type I (Note 1)					
Type II (Note 2)					

Note 1: See Schedule Cal. P.U.C. No. C-1, Fractional T-1 Services.

Note 2: See Schedule Cal. P.U.C. No. C-1, Private Line Services for DS-1, High Capacity Services.

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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
Video Frame Service 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

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Note 1: Commercial Type II Transceive - Switched Service only.

Effective: 07/09/10

N11 DIALING SERVICE

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N11 DIALING SERVICE

I. DESCRIPTION

N11 refers to a nationally assigned three digit abbreviated dialing code. The Federal Communications Commission (FCC) has ordered that certain N11 numbers be assigned for national purposes and specific uses. The following abbreviated dialing codes, the uses for the code and classification of Customer permitted to use such numbers and purchase the Company's N11 Dialing Service(s) are listed below:

211 - Access to non-emergency community information and referral services. This code is only assignable to authorized community and social service providers of information and referrals.

311 - Access to non-emergency state or local government services. This code is only assignable to local or state government agencies.

511 - Access to travel information services. This code is only assignable to federal, state or local government transportation agencies.

N11 Dialing Service ("Service") is optional, intraLATA, local voice grade exchange communications service that allows Company's telephone exchange end-user subscribers or other calling parties that have local exchange service from Company's central office switched dial tone, to reach the N11 Customer by dialing an abbreviated telephone number. (This includes end-user subscribers of Company's local exchange service as well as calling parties served by Company's local exchange services resold by other local exchange service providers.)

N11 DIALING SERVICE

II. DEFINITIONS

Company – Frontier Communications of the Southwest Inc.

Customer or N11 Customer - For purposes of Company's N11 Dialing Service, Customer (also "N11 Customer") is the entity authorized by law and relevant governmental agency action to purchase the N11 Dialing Service for the permitted governmental purpose(s) described above. Customer may not resell the N11 Dialing Service nor use it for any commercial purpose.

Customer Call Center - A N11 Customer location where N11 Calls are to be routed and answered.

End-User - A Company subscriber of local exchange service.

Routing Telephone Number - A valid seven or ten digit telephone number within the Public Switched Telephone Network used to route and terminate an N11 abbreviated dialing code to the N11 Customer call center.

Effective: 07/09/10

N11 DIALING SERVICE

III. TERMS AND CONDITIONS

A. General

1. N11 Dialing Service is an optional Service provided on a month to month basis. A minimum service period of one month applies for this Service.
2. N11 Dialing Service is provided solely for the benefit of the N11 Customer. Company's provision of such Service shall not be interpreted, construed or regarded, directly or indirectly, as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity.
3. The Company will make every effort to route N11 calls to the appropriate N11 Customer call center, however, Company will not be held responsible for routing mistakes or errors.
4. The provisioning of N11 Dialing Service does not include the inspection or constant monitoring of facilities to discover Service errors, defects, and malfunctions, nor does the Company undertake such responsibility. The N11 Customer shall make such operational tests as, in the judgment of the N11 Customer, are required to determine whether the Company's facilities are functioning properly for Customer's use. The N11 Customer shall promptly notify the Company in the event the Company's facilities are not functioning properly.

B. Customer Responsibility

1. The N11 Dialing Service Customer is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons or entities whose information, work or services are used in connection with the Service.
2. The N11 Customer shall comply with applicable FCC orders, rules and regulations pertaining to the N11 Dialing Service.
3. The N11 Customer will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to the N11 Customer without impairing the Company's general telephone service or telephone plant.

Effective: 07/09/10

N11 DIALING SERVICE

III. TERMS AND CONDITIONS - Continued

C. Liability

In addition to the Limitation of Liability as set out in the Product Guide, the following additional provisions apply to N11 Dialing Service;

1. The Company has no liability for claims, losses or damages of any kind under any theory, including but not limited to, personal injury or damage to real or tangible personal property, attributable to or caused by the acts or omissions of the N11 Customer or any third party.
2. The Company has no liability for claims of any kind, including claims for bodily injury or damage to real or tangible personal property, by end-users.
3. Claims by an end-user, who is a business subscriber of Company's local exchange service, directly related to the local exchange service provided by Company to the end-user shall be governed by the Section 2, General Terms and Conditions, of this Product Guide.
4. Claims by an end-user, who is a residential subscriber of Company's local exchange service, directly related to the local exchange service provided by Company to the subscriber/end-user shall be governed by the SCHEDULE Cal. P.U.C D& R of Company's intrastate local exchange Tariffs.

Effective: 07/09/10

N11 DIALING SERVICE

IV. APPLICABILITY

1. The Company can only make the N11 number code available to end-users located in Company local telephone service exchanges. To establish access to the N11 number code for use by end-users in non-Company local exchanges, the N11 Customer must make appropriate arrangements with the local exchange service provider companies serving those local exchanges. The N11 Customer must also independently make arrangements with voice over internet protocol service providers in order for the N11 number code to function within the networks of such service providers.
2. The N11 Customer shall make written application to Company for the N11 Dialing Service desired specifying which Company local exchange(s) are to be routed to the N11 Customer's call center and confirming their eligibility as a N11 Customer. The N11 Customer is also responsible for informing Company and all other relevant service providers that the N11 Customer has established an N11 call center in the designated area.
3. Only calls originating within an operational N11 Dialing service area will be routed to a N11 Customer's call center. End-users dialing the relevant N11 number code outside an operational N11 Dialing Service area will receive a recorded message that the call cannot be completed as dialed.
4. There can be only one N11 Customer (one for each type of abbreviated dialing code set out above) in each designated geographic area. N11 Dialing Service areas may not overlap. As requests are submitted by qualifying entities for N11 number assignment for use with Company's N11 Dialing Service, the Company will provide such Services on a first come, first service basis.
5. N11 Dialing Service will not provide calling number information in real time to the N11 Customer. If the N11 Customer needs this type of information, the N11 Customer must separately subscribe to a compatible Calling Number Identification service. Company is not liable for any claims based on incorrect or unavailable calling number information.
6. End-user N11 calls are not permitted where local calling is restricted (e.g. prisons).

Effective: 11/15/15

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 Forward 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. (T)
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.

Effective: 06/23/11

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, Customized Multi-line Telephone Service lines, Foreign Exchange service, 800 number types' service, etc.). (T)

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.

Effective: 07/09/10

CUSTOM ROUTING SERVICE ¹

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Effective: 07/09/10

CUSTOM ROUTING SERVICE ¹

I. APPLICABILITY

This Product Guide contains the description, terms, conditions, and rates applicable to Custom Routing Service furnished by the Company where facilities and conditions permit.

II. TERRITORY

Within all exchange areas as those areas are defined by maps as part of this Product Guide.

III. GENERAL

Custom Routing Service (CRS) is an optional network service that enables the subscribing customer to redirect all or a portion of incoming voice and data calls to other telephone numbers of the customer's choice. CRS offers options to automatically bulk transfer groups of lines to another location or multiple locations as well as redirect calls on an individual line basis. Customers may define up to three configurations for the purpose of customizing their network.

Customers may reroute calls by using local, intraLATA or interLATA facilities. Utilizing Advanced Intelligent Network (AIN) Service and Service Control Point (SCP) capabilities to provide the rerouting functions, Custom Routing Service is available only where Company facilities and conditions permit.

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

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.

Super Group - 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 Super Group rather than for each group individually. (T)

Type I Lines - Individual exchange access lines, Customized Multi-line Telephone Service 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. (T)

Type II Lines - PBX trunks (DID and non-DID Systems), DID main numbers and associated terminals, and both exchange access lines and Customized Multi-line Telephone Service Station Lines terminating in hunting arrangements of three or more lines. (T)

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.

Effective: 07/09/10

CUSTOM ROUTING SERVICE¹

V. DESCRIPTION OF FEATURES

Basic Redirect - Basic Redirect is a feature offered under Group Redirect Service. It allows the customer to redirect incoming calls to as many as three sets of telephone numbers. Basic Redirect can be used in one, two or all three customer defined configurations. There is no additional charge for Basic Redirect. However, Incoming Number Identification, Percentage Redirecting, and/or Time-of-Day/Day-of-Week Redirection can be purchased for an additional charge in lieu of Basic Redirect.

Incoming Number Identification Redirection - An optional Group Redirect feature that allows the customer to redirect an incoming call based upon the originating telephone number, NPA-NXX, or NPA of the incoming caller. If the incoming caller's number is on a predesignated list, the call will be redirected to a preselected telephone number. If the incoming caller's number is not on the list, the call will be completed as dialed or routed to a default number (selected by the customer).

The customer may have as many telephone numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Incoming Number Identification Redirection may be used in one, two or all three customer defined configurations.

Incoming Number Identification Redirection may NOT be used to pass the calling party's number to the customer.

Percentage Redirecting - This optional Group Redirect feature allows the customer to redirect incoming calls based on percentages. The customer may choose up to five different percentages but all percentages must total 100 percent. For example: 33 percent of incoming calls may be redirected to one destination, 33 percent to another and the remaining 34 percent may be redirected to still another destination. This feature may be used in one, two or all three customer defined configurations and an optional feature charge will be incurred for each configuration selected.

Time-of-Day/Day-of-Week Redirection - This optional feature allows the customer to redirect incoming calls to another location at predesignated times of the day and/or different days of the week. The system will automatically route calls until the customer changes the specifications. This option may be used in one, two or all three customer defined configurations when selected for Group Redirect; it may be used in both customer defined configurations when selected with Flexible Call Forwarding. A charge is incurred for each time the customer chooses this option for a customer defined configuration.

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.

Effective: 06/23/11

CUSTOM ROUTING SERVICE¹

VI. DESCRIPTION OF SERVICE

Custom Routing Service consists of two main options, Group Redirect and Flexible Call Forwarding.

Group Re Direct - 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:

(T)

- Basic Re Direct
- Incoming Number Identification
- Percentage Distribution
- Time-of-Day/Day-of-Week

(T)

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 Re Direct group, the Flexible Call Forwarding option takes precedence when both options are activated. Flexible Call Forwarding is available with Type I Service only.

(T)

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 super group can be pre-assigned and used to redirect calls for two or more groups. These groups (Super Group or Group) must be preassigned upon establishment of the service.

(T)

(T)

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.

Effective: 07/09/10

CUSTOM ROUTING SERVICE ¹

VII. SPECIAL CONDITIONS

1. Custom Routing Service (CRS) is available where Company facilities and conditions permit.
2. Customer must have touchtone capability.
3. Group Redirect Type I must be purchased for a minimum of five (5) lines. Group Redirect Basic Type II must be purchased for a minimum of one (1) trunk. There is no maximum number of lines or trunks that the customer must have for subscription to CRS.
4. The Type I or Type II charges apply for each line having the capability of completing a call.
5. Each group may have a maximum of three redirect customer defined configurations.
6. Flexible Call Forwarding may only be ordered for Type I lines.
7. The minimum service period for CRS is 6 months.
8. See Section 2, B.15. of this Product Guide for termination liability terms and conditions.
9. If calls are redirected to an IntraLATA long distance number or to an InterLATA carrier, long distance charges apply to each call redirected beyond the local calling area of the main number.

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.

Effective: 07/09/10

CUSTOM ROUTING SERVICE ¹

VIII. APPLICATION OF RATES AND CHARGES

Message Charges

When calls are redirected outside of the local calling area of an exchange, the applicable local measured usage rates for measured calls and/or toll charges will apply in addition to the rates for Custom Routing Service.

Service Establishment Charge

The Service Establishment Charge will apply only for the initial order for Basic Custom Routing Service (CRS), in addition to the applicable nonrecurring charges in Section 3 of this Product Guide. Other nonrecurring charges associated with other options (such as, Time-of-Day/Day-of-Week, Percentage Redirecting, etc.) are in addition to the Service Establishment Charge.

Unless the customer cancels service and reestablishes CRS at a later date, the service charge will not apply again for the same customer.

When CRS is ordered for both Type I and Type II services at the same time, the Service Establishment Charge will only apply once and the higher charge will apply. This is also applicable when two Type I services are ordered at the same time.

Monthly Rates

The monthly rates per line are determined on the total number of lines or trunks equipped with Custom Routing Service (CRS). For example: a customer with 350 lines with CRS is billed for all 350 lines at the monthly rate for 101-500 lines. Later if the same customer adds 200 lines, the monthly rate for 501-1000 lines will be applied to the new total of 550 lines. The monthly rate per line will be based on the number of telephone numbers with CRS. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

A nonrecurring charge applicable to each CRS rearrangement performed by the Company. Rearrangements include changing the telephone number to which a line is redirected, moving a line/trunk from one Group to another Group, and the addition of a line/trunk. Rearrangement charges are in addition to applicable nonrecurring charges in Section 3 of this Product Guide. Rearrangement charges include a per system charge and an incremental charge based on the number of lines in the system rearranged.

Personal Identification Number (PIN) Change

This charge applies each time the customer requests the Company to change the PIN after the initial service establishment. A service order will be generated after the initialization takes place and a PIN change charge will apply. This charge is applicable to both Group Redirect and Flexible Call Forwarding.

Group Charges

There will be no additional charges for the first group ordered. A nonrecurring charge will apply to each additional group.

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.

Effective: 07/09/10

CUSTOM ROUTING SERVICE ¹

VIII. APPLICATION OF RATES AND CHARGES - Continued

Optional Features

Incoming Number Identification Redirection

A monthly charge and a nonrecurring charge will apply to each 100 telephone numbers, or fraction thereof, listed for Incoming Number Identification Redirecting which can be used in one, two, or all three customer defined configurations. For changes made by the Company on behalf of the customer, rearrangement charges will apply. The monthly rate is based on the number of options in which the feature is used. This optional feature is available for Group Redirect only.

Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Company on behalf of the customer, rearrangement charges will apply. The monthly rate is based on the number of options in which the feature is used. This optional feature is available for Group Redirect only.

Time-of-Day/Day-of-Week

A nonrecurring charge will apply at the time of the establishment of this feature. In addition to a flat monthly rate, a charge per telephone number to be redirected will apply. For changes made by the Company on behalf of the customer, rearrangement charges will apply. The monthly rate is based on the number of options in which the feature is used. This optional feature is available for both Group Redirect and Flexible Call Forwarding.

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 Customized Multi-line Telephone Service 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 Customized Multi-line Telephone Service 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 Super Group	\$ 20.00	-	(T)
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 Customized Multi-line Telephone Service Line charges in Section 8 of this Product Guide.

(T)

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 Customized Multi-line Telephone Service 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 Customized Multi-line Telephone Service Line charges in Section 8 of this Product Guide.

Effective: 06/23/11

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

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Effective: 07/09/10

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 800 Service allows a customer to terminate an 800/888 Service on a regular business, PBX, or Customized Multi-line Telephone Service line, thereby eliminating the need for a dedicated line. (T)
(T)

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

A. General - Continued

2. Terms and Conditions - Continued

(b) Allowance For Interruptions

An allowance for interruptions applies to each WATS ¹, or Dedicated 800 Service access line as set forth in (1) thru (4) below:

- (1) When a line is interrupted for a period of less than two hours, no credit applies.
- (2) When a line is interrupted for a period of 2 to 24 hours, and for each additional 24 hour period, a credit of one day, per 24 hour period as covered in III.A.2.(j). following applies.
- (3) No credit allowances will be made for:
 - Non-completion of messages due to busy network conditions.
 - Interruption of service due to customer-provided equipment or systems.
 - Interruption of service due to wire or standard jacks on the customer's side of the Company's local loop demarcation point.
 - Interruption of service due to the negligence of the customer.
 - Interruption of service during any period in which the Company is not afforded access to the premises at which the access line is terminated.
 - Interruption of service during any period when the customer has released the access line to the Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.
- (4) Frontier Communications of the Southwest Inc. IntraLATA Toll Service furnished at a customer's request when their service is interrupted is charged at the Frontier Communications of the Southwest Inc. IntraLATA Toll Service rates contained in Section 16 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

A. General - Continued

2. Terms and Conditions - Continued

(c) Applications

Applications for new service, moves or changes of existing service that are cancelled, modified or deferred by the applicant or customer, shall be subject to those provisions shown in Schedule Cal. P.U.C. No. D&R, Rule No. 2.

(d) Area of Service

All WATS ¹ and Dedicated 800 Service access lines and additional terminations must be located in the same LATA for which the access line is arranged.

(e) Chargeable Time (Timing of Messages)

- (1) Chargeable time begins when connection is established between a telephone station associated with the access line and the calling or called station.
- (2) Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- (3) Charges for messages beginning in one time period and completing in another time period, are determined by applying the appropriate rate for the portion of the message occurring in each period.
- (4) Elapsed time is measured separately for each message and accumulated in increments of one-tenth minute with fractions of a tenth-minute rounded to the next higher tenth minute. Minutes and tenths of minute are summed by rate period and chargeable hours determined rounded to the nearest tenth hour.

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

A. General - Continued

2. Terms and Conditions - Continued

(f) Customer-Provided Equipment

Customer provided equipment or protective circuitry may be connected at the Company's local loop demarcation point to WATS ¹ or 800 Service in accordance with provisions of the California Public Utilities Commission's Certification Program or the Federal Communications Commission's Registration Program as are now in effect or may become effective.

The customer-provided equipment shall be interconnected in accordance with the provisions set forth in Schedule Cal. P.U.C. No. D&R, Rule No. 41.

(g) Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a customer resulting from the existence of Company facilities on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company.

(h) Denial and Discontinuance of Service

Service to applicants may be denied and service of customers may be discontinued in accordance with the provisions of Schedule Cal. P.U.C. No. D&R, Rule No. 11.

(i) Deposits

An applicant for service may be required to make a deposit in accordance with requirements of Schedule Cal. P.U.C. No. D&R, Rule No. 6.

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

A. General - Continued

2. Terms and Conditions - Continued

(j) Fractional Periods (Other than Usage)

The charge for a fractional part of a month will be a proportionate part of the monthly recurring charge based on the actual number of days the service is provided.

For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have 30 days.

(k) Limitations of Service

(1) Dial-Type Service

WATS ¹ and 800 Service calls must be dialed and completed without the assistance of a Company operator except when facilities or conditions do not allow customer dial completion.

(2) Local Directory Assistance Service (WATS) ¹

Calls to Directory Assistance (normally accessed by dialing 411) are denied.

(3) Calls on WATS ¹ to California 900, California 976 and 900 IEC programs are denied except in those central offices where blocking is not technically feasible.

(l) Minimum Service Period

The minimum service period for Wide Area Telecommunications Service ¹ is one day.

(m) Fraudulent Use

A WATS ¹ or 800 Service call may be not be made in response to an uncompleted long distance call placed to send information and to avoid the Long Distance Service Charge.

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

A. General - Continued

2. Terms and Conditions - Continued

(n) Indemnity

The Company shall be indemnified and saved harmless by the customer against claims for libel, slander or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof, against claims for infringement of patents arising from combining with, or using in conjunction with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.

(o) Maintenance and Repairs

All ordinary expense of maintenance and repair of facilities provided by the Company up to and including its local loop demarcation point is borne by the Company. In case of damage to or destruction of facilities of the Company due to the negligence of the customer and not to ordinary wear and tear, or in the case of theft of such facilities, the customer is responsible for the cost of replacing the facilities destroyed or stolen or for the cost of restoring the facility to its original condition. Customers may not rearrange, disconnect, remove or attempt to repair any facilities installed by the Company on the Company's side of the local loop demarcation point or permit others to do so, except upon the written consent of the Company.

(p) Payment for Service

The customer is required to pay all rates and charges for service in accordance with the Company's regular billing and collection practices as covered in Schedule Cal. P.U.C. No. D&R, Rule No. 10.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

A. General - Continued

2. Terms and Conditions - Continued

(q) Power Supply

When Company equipment installed on the premises of a customer requires power for its operation, the customer is required to provide such power.

(r) Subscription Area

(1) Each WATS ¹ and Dedicated 800 Service access line for Metro, LATA, Half State and Full State is arranged for one subscription area, as requested by the customer. Specific subscription areas available are in III.B.2.(e) and III.C.2.(a) following.

(2) Rate centers and central office codes for each LATA are found in Pacific Bell's Schedule Cal. P.U.C. No. A6.2.7.B Message Toll Telephone Service - Toll Rate Guide for the State of California.

(s) Service Components (Facilities)

WATS ¹ and 800 Services are furnished only if the necessary service components are available.

(t) Service used for Dataphone Transmission

WATS ¹ and 800 Service is available for use with data transmission and receiving equipment (including telewriter equipment) and teletypewriter equipment for the transmission and reception of data signals. Data Transmission and Receiving equipment will be provided by the customer.

(u) Set-Up Charge

On WATS ¹, Metro, LATA, Half State and Full State 800 Service all messages will be billed a set-up charge as shown in IV.B.2.(a), Rates. Northern California Half State, Southern California Half State, Full State and Dedicated 800 bills with a minimum of 100 hours usage in a monthly billing period are not assessed the Set-up charge as shown in IV.B.2.(a), Rates.

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

A. General - Continued

2. Terms and Conditions - Continued

(v) Transmission Quality

Satisfactory transmission cannot be assured on the customer's side of the Company's local loop demarcation point where the dedicated access line is connected to other Company services or the customer-provided equipment or services.

(w) WATS ¹/800 Service Terminations

- (1) The terminating point of a dedicated-access line is a standard network interface (SNI). One termination is the dedicated access line. All other terminations on the same line are additional terminations. Such terminations must be within the same LATA as the original termination point.

Terminal equipment, e.g., customer provided multi-line terminating systems or a communication system on the customer's premises, may be connected on the customer's side of the network interface.

- (2) The dedicated access line may also terminate in one of the following:

- Switching equipment in the Company central office.
- Other Common Carrier (OCC) Central Office Connecting Facility (COCF) channels in the Company central office.

(x) Subscription Area Changes

Service Charges are applicable as specified 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

A. General - Continued

2. Terms and Conditions - Continued

(y) Use of the Service by the Customer

The service is provided only for communications in which the customer has direct interest and shall not be used for any purpose for which a payment or other direct compensation shall be received by them from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others, including personal communications of employees of the customer, except when WATS ¹ is used:

- (1) For public telegram message service or for overseas data message service.
- (2) By message forwarding service in receiving and forwarding messages for its transient clients. However, WATS cannot be used to establish a connection between two parties, neither of whom is the WATS customer.
- (3) By composite data service vendor for sending data (non-voice) communications for its customers.

(z) Four-Wire Terminating Arrangement

(1) Provision of Four-Wire Terminating Arrangements

- Four-wire terminating arrangements on dedicated lines may be provided at Rates and Charges shown in IV.D.2.c. preceding up to and including the Company's local loop demarcation point. This charge is in addition to the access line monthly rate and applies to each access line so arranged.
- In addition to the rates and charges above, the access line installation charge, as shown in Section 3 of this Product Guide applies to each access line so arranged.

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

A. General - Continued

2. Terms and Conditions - Continued

(z) Four-Wire Terminating Arrangement - Continued

(2) Change To or From Four-Wire Terminating Arrangement

- From a two-wire access line to a four-wire terminating arrangement at the Company's local loop demarcation point, the charge for each arrangement is the same as that for a new installation of an access line and a four-wire terminating arrangement. This charge applies to each access line so arranged.
- From a four-wire terminating arrangement to a two-wire access line up to and including the Company's local loop demarcation point, the charge for each access line is the same as that for a new installation of an access line.

(aa) Hunting Rearrangement

Service Charges as shown in Section 3 of this Product Guide apply to:

- (1) Separating an existing Dedicated 800 Service group into two or more hunting arrangements which contain the same 800 Service access lines as the original hunting arrangement, and a new hunting arrangement is being established.
- (2) Combining two or more Dedicated 800 Service hunting arrangements containing the same Dedicated 800 Service access lines.

(bb) Signaling - See Section 3 of this Product Guide for rates.

(1) Signaling Operation Changes

Change of method of signaling operation on the access line from loop start to ground start or from ground start to loop start. (These terms refer to the method of obtaining dial tone.)

(2) Signal Power Level Adjustments

Basis for Charge

- Work is associated with acoustic or inductive connection of an access line or additional termination (access line extension) to customer provided terminal equipment.
 - Customer changes equipment at a specified location.
 - Visit to the customer's premises by Company personnel is needed to coordinate the necessary adjustments and testing.
- (3) All wire, cable, jacks and equipment beyond the Company's local loop demarcation point are the customer's responsibility.

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

B. WATS ¹

1. Description

The WATS customer is furnished a WATS access line arranged for outward calling only. WATS provides for directly dialed telephone calling from a WATS termination by way of the WATS ¹ access line and the public switched network to other locations in the same subscription area as that in which the access line terminates.

2. Terms and Conditions

(a) Area of Service

A WATS message must originate and terminate in the WATS ¹ subscription area for which the access line is arranged.

(b) Rate Structure

- (1) Monthly usage charges for a service group are computed on an average usage per line basis according to a tapered schedule. There is no minimum monthly usage requirement. Hourly rates for each hour of use decrease at defined levels of use called taper points.
- (2) This schedule requires a separate monthly charge for each access line in a service group independent of usage.
- (3) In addition to the charges described elsewhere, a Set-Up charge applies to each message, whether dialed by the customer or Company operator as provided in III.A.2., Limitations of Service, preceding.

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

B. WATS ¹ - Continued

2. Terms and Conditions - Continued

(c) Service Group

The term "Service Group", as used in connection with WATS, denotes one or more access lines for the same subscription area appearing in the same multiline system terminating on the customer's side of the Company's local loop demarcation point.

(d) Usage Charges

Method of determining usage charges for WATS:

- (1) Note the total actual hours to be billed for the service group.
- (2) Determine the chargeable hours rounded to the nearest tenth (one decimal place) for the service group. See III.B.2.(c). preceding.
- (3) Determine the number of access lines in the service group in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth (two decimal places).
- (4) Determine the average hours of use per line in the service group by dividing the chargeable hours in (2) above, by the number of access lines in (3) above. The result is rounded to the nearest hundredth of an hour.
- (5) Determine the usage charge per line by multiplying the hourly rate for the appropriate taper(s) by the number of hours used in each taper and then totaling these charges. The result is rounded to the nearest cent.
- (6) Determine the total usage charge for the service group by multiplying the usage charge per access line in (5) above by the number of access lines in (3) above. The result is rounded to the nearest cent.

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

B. WATS ¹ - Continued

2. Terms and Conditions - Continued

(e) Subscription Area

California has the following WATS Subscription Areas:

LATA ²

California Northern Half State ²: 209-408-415-707-916 California southern Half State ²: 213-310.619-714-805-818

Full State ³: All of the above NPAs

- (f) Frontier Communications of the Southwest Inc. Calling Services may be arranged to work with WATS service where facilities and conditions permit. Service will be administered and provisioned as set forth in Section 6 and 6A 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.

² LATA WATS service is only available where facilities and conditions permit.

³ Calls dialed with the incorrect NPA will be routed to intercept.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

C. DEDICATED 800 SERVICE

1. Description

(a) 800 Service Customer

The Dedicated 800 Service customer is furnished a dedicated access line arranged for inward calling only. The Dedicated 800 Service customer is furnished an 800 number that when dialed from within the subscribed area(s), calls are routed via the public switched network to the terminating access line(s) associated with the 800 number at no charge to the calling party.

2. Terms and Conditions

(a) Area of Service

(1) A Dedicated 800 Service message must originate and terminate in the 800 Service subscription area for which the Dedicated 800 Service access line is arranged.

(2) Subscription Area

California has the following Dedicated 800 Service Subscription Areas:

Metro 800: See IV.C.2.(a)(2). preceding
California Northern Half State ¹: 209-408-415-707-916
California Southern Half State ¹: 213-310-619-714-805-818
Full State ¹: All of the above NPAs

(b) Directory Listings

Directory Listings for Dedicated 800 Service lines will be provided at rates applicable for business additional listings as covered in Section 19 of this Product Guide.

(c) Line Hunt Service

The rate for each Dedicated 800 Service Line arranged for line hunt service will be as set forth in Section 4 of this Product Guide

(d) Calling Party Identification

Calling party identification is not available on Dedicated 800 service.

Note 1: Calls dialed with the incorrect NPA will be routed to intercept.

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

C. DEDICATED 800 SERVICE - Continued

2. Terms and Conditions - Continued

(e) Denial and Discontinuance of Service

Dedicated 800 Service is furnished upon the condition that the customer obtain adequate service to permit the use of the service without injurious effect upon it or any other service rendered by the Company. The Company may terminate or refuse to furnish 800 Service to any customer, without incurring any liability, if the use of the service would interfere with or impair WATS ¹ or any other service rendered by the Company. In the case of a termination of service, at least five days must elapse following written notification to the customer by mail or in person of the Company's intention to terminate the service for such cause. This notice need not be given by the Company in the case of any emergency which, in the judgement of the Company renders immediate discontinuance of service.

(f) Impairment of Service

- (1) A Dedicated 800 Service customer must subscribe to and make use of a sufficient number of access lines so that use of the service does not interfere with another customer's service or proper operation of the public switched network.
- (2) Any arrangement permitting customer control of the number of messages completed to a Dedicated 800 Service access line is not permitted.

(g) Service Group

The term "Service Group" as used in connection with Dedicated 800 Service, denotes the access lines for the same subscription area arranged in central office equipment furnished by the Company as part of a given hunting arrangement. (The term "hunting arrangement" denotes a grouping of Dedicated 800 Service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

C. DEDICATED 800 SERVICE - Continued

2. Terms and Conditions - Continued

(h) Rates Periods

Rates applicable to Dedicated 800 Service are based on the time of day or day of week as follows:

Rate Group

Northern California Half State, Southern California
Half State, Full State Metro, LATA and Dedicated 800

Business day period

9:00am to 9:00pm¹ Monday through Friday

Discount Period

All other hours

Calls completed on any Holiday listed in Section 16
of this Product Guide are billed at discount period rates.

(i) Telephone Numbers

(1) Telephone Number Change

When changing a Dedicated 800 Service telephone number to a different number at the request of the customer, service charges are applicable as specified in Section 3 of this Product Guide.

(2) Telephone Number Retention

Customers may retain the same 800 Service telephone number when moving to another location.

Note 1: To, but not including.

Effective: 11/15/15

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.

- Call Pick Up
- Call Transfer
(to another Station Line in the same Customized Multi-line Telephone Service System) (T)
- Call Forward No Answer
(to another Station line in the same Customized Multi-line Telephone Service System) (T)
- Basic Call Forward
(forward calls only within the Customized Multi-line Telephone Service system)

Descriptions, special conditions, charges and rates are set forth in Section 8 of this Product Guide apply.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

C. DEDICATED 800 SERVICE - Continued

2. Terms and Conditions - Continued

(k) Optional Features on a Dedicated 800 Service Line - Continued

- (2) Frontier Communications of the Southwest Inc. Calling Services may be arranged to work with Dedicated 800 Services where facilities and conditions permit. Service will be administered and provisioned as set forth in Section 6 and 6A of this Product Guide.

(l) Rate Structure

- (1) The usage rate structure for Dedicated 800 Service is on a fixed rate per hour basis with a reduced rate for discount period. A reduced business day period rate is also applied to Northern California Half State, Southern California Half State, Pull State and Metro 800 bills with a minimum of 100 hours usage on a monthly bill.
- (2) Monthly usage charges for a service group are computed on a total usage basis according to a fixed schedule. There is no minimum monthly usage charge.
- (3) This schedule requires a separate monthly charge for each access line in a service group independent of usage.
- (4) For Half State, Full State and Metro in addition to the charges described preceding, a set up charge described in IV.B.2.(a) applies to each message, whether dialed by a caller or the Company operator as provided for in III.A.2.(k), Limitations of Service, Northern California Half State, Southern California Half State, Pull State and Metro 800 bills with a minimum of 100 hours usage in a monthly billing period are not assessed the set up charge.

Effective: 06/23/11

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE 800 SERVICE

(T)

1. Description

- (a) Business/Residence 800 Service allows a customer to terminate an 800/888 service on a regular, PBX, or Customized Multi-line Telephone Service 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 800 charges will be in addition to the applicable line or trunk rate. (T)
- (b) When a customer subscribes to additional service areas, the Company will provide Business/Residence 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. (T)
- (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 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. (T)
- (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 800 SERVICE - Continued

(T)

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 800 Service.

(T)

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE 800 SERVICE - Continued (T)

2. Terms and Conditions

- (a) This section contains specific conditions related to Business/Residence 800 Service. These conditions apply in addition to general terms and conditions applicable to WATS ¹ and Dedicated 800 Service unless otherwise indicated. (T)
- (b) Business/Residence 800 Service calls may not be terminated to dedicated 800/888 access lines. (T)
- (c) Only one 800/888 number will be assigned to terminate calls on any given exchange telephone service facility.
- (d) Business/Residence 800 Service is not available with semi-public, public, or public access line service. (T)
- (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 800 Service will be provided at rates applicable for business additional listings as covered in Section 19 of this Product Guide. (T)
- (g) Customers who change from Dedicated 800 Service to Business/Residence 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. (T)

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 06/23/11

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE 800 SERVICE - Continued (T)

2. Terms and Conditions - Continued

- (h) Variable Call Destination is a Business/Residence 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. (T)
- (i) All charges associated with Variable Call Destination will be billed to the Business/Residence 800 Number. (T)
- (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

Effective: 10/16/16

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

III. SPECIAL CONDITIONS - Continued

D. BUSINESS/RESIDENCE 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 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 800 Service are found in Section 3, Service Charges. (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.

IV. RATES

A. WATS ¹

1. Access Line	Monthly Rate
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: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

2. Usage Charges

Usage Charges apply to intraLATA outward calls placed over a WATS ¹ access line.

(a) Set-up Charge	<u>Charge</u>
- Per Message	\$.05

- (b) The hourly rates apply to the average use of the access lines within a service group rounded to the nearest tenth of an hour. ²

<u>Average Hours of Use</u>	<u>Rate Group</u>	<u>Rate</u>
0-5	1	\$ 5.30
15.1 - 30	3	4.60
Over 30	4	4.20

B. DEDICATED 800 SERVICE

800 Service served by the Company will be provided within the same LATA as the customer location.

1. Dedicated 800 Service Access Line	<u>Monthly Rate</u>
Access Line, each: ^{3,4,5}	
- Northern Cal. Half State	\$ 30.00
- Southern Cal. Half State	30.00
- Full State	30.00
- Metro	30.00

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

² See III.B.2.(d). preceding.

³ Service Order Charges as shown in Section 3 of this Product Guide are applicable for installation of a Dedicated 800 Service Access Line.

⁴ For four wire terminating arrangement option see III.A.2.(z). preceding.

⁵ For Dedicated 800 access line service provided in conjunction with an interexchange carrier, see Schedule Cal. P.U.C. No. C-1.

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

B. DEDICATED 800 SERVICE - Continued

2. Usage Charges

Usage charges apply to intraLATA inward calls placed over a Dedicated 800 access line.

(a) Set Up Charge

	<u>Charge</u>
- Per completed message on Metro	\$.05
- Per completed message on Northern Cal. - Half State, Southern Cal. - Half State, and Full State 800 bills with less than 100 hours of usage in a monthly billing period	.05
- Per completed message on Northern Cal. - Half State, Southern Cal. - Half State, and Full State 800 bills with a minimum of 100 hours of usage in a monthly billing period	None

Effective: 07/09/10

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

B. DEDICATED 800 SERVICE - Continued

2. Usage Charges - Continued

(b) Hours of Usage¹

The hourly rate applies to the actual use
of the access lines within a service group
rounded to the nearest tenth of an hour²

Messages placed on any of the holidays
listed in Section 16 of this Product Guide are
rated in the discount period following.

	<u>Rate Period</u>	
- Monday thru Friday, 9:00 a.m. to 9:00 p.m. ³	1	
- Discount Period, All Other Hours	2	
<u>Subscription Area</u>	<u>Rate Period</u>	
	<u>1</u>	<u>2</u>
- Northern or Southern Cal. Half State		
- bills with less than 100 hours, Per hour	\$6.74	\$5.09
- bills with a minimum of 100 hours, Per hour	5.24	3.94
- Full State		
- bills with less than 100 hours, Per hour	6.74	5.09
- bills with a minimum of 100 hours, Per hour	5.24	3.94
- Metro		
Per hour	6.74	5.09

Note 1: Charges for messages beginning in one time period and completing in the other time period are determined by applying the appropriate rate for the portion of the message occurring in each period.

Note 2: See III.C.2.(h). following.

Note 3: To, but not including.

Effective: 06/23/11

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

C. BUSINESS/RESIDENCE 800 SERVICE (T)

	<u>Nonrecurring Charge¹</u>	<u>Monthly Rate</u>	
1. Business 800 Service		\$15.00	(T)
Month-to-Month	\$10.00		
One Year Agreement	5.00		
Two Year Agreement	3.00		
Three Year Agreement	0.00		
2. Residence 800 Service		5.00	(T)
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	
Variable Call Destination provides for multiple terminations, within one LATA of the 800/888 number assigned in conjunction with Business- Residence 800 Service.			(T)

Note 1: Nonrecurring charges as set forth in Section 3 of this Product Guide are applicable in lieu of the Business/Residence 800 nonrecurring charges when Business/Residence 800 Service is ordered by a customer requesting new telephone service. When Business/Residence 800 Service is added to existing service, only the nonrecurring charges for Business/Residence 800 are applicable, the charges in Section 3 of this Product Guide do not apply. (T)

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 800 Service. There is no additional nonrecurring charge for Variable Call Destination when added at the same time as Business/Residence 800 Service. (T)

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES – Continued

C. BUSINESS/RESIDENCE 800 SERVICE – Continued

(T)

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.

Effective: 06/23/11

WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES

IV. RATES - Continued

C. BUSINESS/RESIDENCE 800 SERVICE - Continued

(T)

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

IV. RATES - Continued

D. ANCILLARY SERVICES

1. Additional Terminations

- (a) When a WATS ¹/800 access line terminates, it is designated as the access line. Any other terminations of the same access line are designated as additional terminations.
- (b) Additional terminations are provided only within the same LATA in which the access line terminates.
- (c) Rates and Charges - refer to Schedule Cal. P.U.C. No. C-1.
 - (1) Special Access Lines
(Additional line terminations)
 - (2) Special Transport and Special Transport Termination

2. Four-Wire Terminating Arrangements

- (a) Four-Wire Terminating Arrangements are used in connection with Wide Area Telecommunications Service.
- (b) The Four-Wire Terminating Arrangement permits terminating equipment that is designed to use four-wire terminations to be connected to the Company's services. While this offering contemplates the use of four-wire facilities, between the local serving central office and the premises terminating equipment, two-wire facilities may be used. Transmission performance that meets the established standards of the Company will be obtained over facilities connected to a Four-Wire Terminating Arrangement. If a customer requires additional special equipment for which provision is not included herein, additional installation charges and monthly rates will be incurred based upon the total cost of the equipment furnished or of the special work required, subject to the review of such charges by the Public Utilities Commission of the State of California.

¹ Wide Area Telecommunications Service (WATS) is grandfathered and limited to existing customers at existing locations as of January 13, 2005.

Effective: 10/16/16

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.

	Installation Charge ²
- 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.

(T)

Effective: 11/15/15

GRANDFATHERED SERVICES

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3. Saved Number Redial	1	
4. Cancel Call Waiting	1	
5. Special Call Waiting	1	
6. Priority Call	2	
7. Selective Call Rejection	2	(T)
8. Caller ID Number Only	2	(T)
Rates		
1. Call Waiting	3	
2. *66 Busy Number Redial	3	(T)
3. Saved Number Redial	3	
4. Cancel Call Waiting	3	
5. Special Call Waiting	3	
6. Priority Call	3	
7. Selective Call Rejection	3	(T)
8. Caller ID Number Only	3	(T)
B. Packaged Services		
Special Conditions		
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Effective: 07/14/12

GRANDFATHERED SERVICES

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Effective: 11/15/15

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 3 Way Conference cannot be established.

(T)

2. *66 Busy Number Redial ^{2,3}

(T)

*66 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. Saved Number Redial ^{2,3}

(T)

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.

4. Cancel Call Waiting ¹

(T)

Cancel Call Waiting allows a customer with call waiting service to inhibit the operation of call waiting for one call.

5. Special Call Waiting ²

(T)

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.

(D)

Effective: 11/15/15

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

A. Individual Services - Continued

Special Conditions - Continued

6. Priority Call ¹ (T)

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.

7. Selective Call Rejection ¹ (T)

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.

8. Caller ID Number Only ² (T)

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/Rejection is included with this service at no additional cost where facilities and conditions permit. (T)

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.

Effective: 11/15/15

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. *66 Busy Number Redial ^{2,3}	4.00	4.00	(T)
3. Saved Number Redial ^{2,3}	4.00	4.00	
5. Cancel Call Waiting ¹	1.00	1.00	
5. Special Call Waiting ^{2,4} , per line	5.00	5.00	
6. Priority Call ^{4,5} , per line	3.00	3.00	
7. Selective Call Rejecction, per line ^{4,6}	2.50	2.50	
8. Anonymous Call Block/Rejection, per line ⁶	3.00	--	
9. Caller ID Number Only ^{1,7} , per line	7.00	7.00	(T)

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.

Effective: 11/15/15

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services

Special Conditions

1. Feature Pack 4400 ¹

Feature Pack 4400 includes the following services:

*66 Busy Number Redial

*69 Call Return

Selective Call Rejection

Call Waiting

Distinctive Ring is available as an option

(T)

|

(T)

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

Basic Call Forward

3 Way Calling

Speed Call 8 ²

Distinctive Ring is available as an option

(T)

|

(T)

¹ Grandfathered and limited to existing customers at existing locations as of March 21, 2005. No moves, additions or changes will be permitted.

² This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 11/15/15

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:

*66 Busy Number Redial	(T)
*69 Call Return	
Selective Call Rejection	
Basic Call Forward	(T)
Call Waiting	
Call Waiting/Cancel Call Waiting	
Caller ID with Name	(T)
Calling ID Number Only	(T)
Distinctive Ring	
Selective Call Forward	(T)
Speed Call 8 ³	
Speed Call 30	
3 Way Calling	(T)
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/Rejection (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.

³ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 07/09/10

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Special Conditions – Continued

3. Flexible Packaging ¹ - Continued

- c. Once four or more of the features as specified in B.3.(a) preceding are subscribed to, the discount as specified in Rates B.3. following will apply to all of these features.
- d. If the number of qualifying features ordered is less than four, or the customer removes a feature or features such that the total subscribed to become less than four, 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 flexible packaging will be discounted by the percentage indicated in Rates B.3. following.
- g. Nonrecurring Charges as set forth in Section 3 of this Product Guide are applicable to customers ordering flexible packaging. These charges are not applicable when one feature is substituted for another in the flexible package or when other features are added to the flexible package after the initial installation of a flexible package.

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.

Effective: 06/23/11

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 150 Satellite Channel Programming PAC customers when, (a) ordering Flexible Packaging or 150 Satellite Channel Programming PAC, (b) when one feature is substituted for another in Flexible Packaging or 150 Satellite Channel Programming PAC or (c) when other features are added to Flexible Packaging or 150 Satellite Channel Programming PAC after the initial installation of a Flexible Packaging or 150 Satellite Channel Programming PAC.

(T)
|
(T)

Effective: 11/15/15

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 Basic Call Forward, Call Forward Busy and Call Forward No Answer	4.00	4.00	(T) (T)
a.	Two Feature Packages			
	(i) Call Forward and Call Waiting ²	4.25	4.25	(T)
	(ii) Call Forward and 3 Way Calling	4.25	4.25	
	(iii) Call Forward and Speed Call 8 ⁴	4.25	4.25	
	(iv) Call Waiting ² and 3 Way Calling	4.25	4.25	
	(v) Call Waiting/Cancel Call Waiting and 3 Way Calling	5.25	5.25	
	(vi) Call Waiting ² and Speed Call 8 ⁴	4.25	4.25	
	(vii) Call Waiting/Cancel Call Waiting and Speed Call 8 ⁴	5.25	5.25	
	(viii) 3 Way Calling and Speed Call 8 ⁴	4.25	4.25	
b.	Three Feature Packages			(T)
	(i) Call Forward, Call Waiting, ² and 3 Way Calling	4.25	4.25	
	(ii) Call Forward, Call Waiting, ² and Speed Call 8 ⁴	4.25	4.25	
	(iii) Call Forward, 3 Way Calling, and Speed Call 8 ⁴	4.25	4.25	
	(iv) Call Waiting ² , 3 Way Calling and Speed Call 8 ⁴	4.25	4.25	
c.	Remote Activate Call Forward ³	2.50	42.50	(T)

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.

⁴ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 11/15/15

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

B. Packaged Services - Continued

Rates - Continued

		<u>Monthly Rate</u>		
	<u>Bus</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				(T)
(includes Call Forward, Call Waiting, 3 Way Calling				
and one of the following Speed Call services)				
a. Speed Call 8 ⁵	5.50		6.25 (I)	
b. Speed Call 30	5.25		6.25	(T)
7. Shapest Call Pack ⁴ , each line				(T)
(includes Call Forward, Call Waiting/Cancel Call Waiting,				
3 Way Calling, *66 Busy Number Redial, Saved Number				
Redial and one of the following Speed Call services)				
a. Speed Call 8 ⁵	7.00		7.00	
b. Speed Call 30	8.00		8.00	(T)

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.

⁵ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: 11/15/15

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

- C. Call Forward and Speed Call (T)

Rates

Monthly Rate

- | | | |
|--|---------|-----|
| Call Forward and Speed Call 8 ² | \$ 4.00 | (T) |
|--|---------|-----|

- D. Custom Calling Service ¹

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.

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.

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.

² Limited to customers of record as of October 2, 1988.

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. Custom Calling Service ¹ - Continued

(T)

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 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)

Effective: 06/23/11

GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. Custom Calling Service ¹ - Continued

(T)

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.

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GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. Custom Calling Service ¹ - Continued

(T)

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 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.

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GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. Custom Calling Service ¹ - Continued

(T)

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 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.

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GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE

D. Custom Calling Service (T)

Rates

	<u>NRC</u>	<u>Monthly Rate</u>	
Custom Calling Service ¹ , per number			(T)
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	
Custom Calling Service Package ^{2, 4} per package			(T)
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 Custom Calling Service Basic Service before the Optional Features may be ordered. The Optional Features are not stand alone offerings. (T)

⁴ Custom Calling Service Package includes Basic Service, User Schedule, Selective Call Acceptance and Caller Access Codes (two codes). (T)

Effective: 11/15/15

GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012

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 with Name
3 Way Calling

(T)
(T)

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:

*66 Busy Number Redial
Selective Call Acceptance
Speed Call 8 ¹
Priority Call
Anonymous Call Block/Rejection
Call Trace
Basic Call Forward

Distinctive Ring
Selective Call Rejection
*69 Call Return
Caller ID with Name
Call Waiting/Cancel Call Waiting
Speed Call 30
Call Forward No Answer

(T)
|
(T)

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.

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

Effective: 01/01/25

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.
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 3-2010 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	\$23.99	
Stay Connected Seasonal Offering	\$9.99	
Unlimited Feature Pack	\$7.49	(l)

Effective: 11/15/15

GRANDFATHERED SERVICES

Frontier Digital Phone State Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012

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	Speed Call 8 ¹	(T)
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting	
Caller ID with Name	Call Waiting ID	
Basic Call Forward	*66 Busy Number Redial	(T)

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 Call 30	*69 Call Return	(T)
Selective Call Acceptance	Anonymous Call Block/Rejection	
Call Trace	3 Way Calling	(T)

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

Effective: 06/01/23

GRANDFATHERED SERVICES

Frontier Digital Phone State Unlimited 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 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	\$25.99	(I)
One Feature	5.99	
Two Features	7.99	
Three Features	9.99	
All listed features	12.99	
Stay Connected Seasonal Offering	9.99	

Effective: 11/15/15

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited with Essentials 3-2010 – Grandfathered as of July 14, 2012

- 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	*66 Busy Number Redial	(T)
Caller ID with Name	Speed Call 8 ¹	
Caller ID Number Only	*69 Call Return	(T)
Voice Mail with Message Waiting Indication		

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 Call 30	3 Way Calling	(T)
Call Forward Busy/No Answer	Selective Call Rejection	
Call Forward Busy Line	Selective Call Acceptance	(T)

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.

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

Effective: 01/01/25

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	\$31.99	
Digital Phone Enhanced Feature Pack	\$7.49	(II)
Stay Connected Seasonal Offering	\$9.99	

Effective: 11/15/15

GRANDFATHERED SERVICES

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 – Grandfathered as of July 14, 2012

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	Speed Call 8 ¹	(T)
Caller ID with Name	*69 Call Return	
Caller ID Number Only	*66 Busy Number Redial	(T)
Voice Mail with Message Waiting Indication		

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 Call 30	3 Way Calling	(T)
Call Forward Busy/No Answer	Selective Call Acceptance	
Call Forward Busy	Anonymous Call Block/Rejection	(T)

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.

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

Effective: 01/01/25

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.
 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	\$31.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)
Stay Connected Seasonal Offering	\$9.99	