

**FRONTIER COMMUNICATIONS OF LAKEWOOD, LLC**

COMPETITIVE SERVICES TARIFF

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**RATES AND RULES**

GOVERNING THE FURNISHING OF TELEPHONE SERVICE

IN

LAKEWOOD AND SURROUNDING AREAS  
IN THE STATE OF PENNSYLVANIA

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ISSUED: March 30, 2023

EFFECTIVE: April 1, 2023

By

STATE DIRECTOR  
GOVERNMENT AND EXTERNAL AFFAIRS  
FRONTIER COMMUNICATIONS  
COMMONWEALTH TELEPHONE COMPANY  
DALLAS, PENNSYLVANIA

**NOTICE**

See Sheet 2

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

LIST OF MODIFICATIONS

This filing is to remove Directory Assistance and Operator Services from the tariff. These services are transitioning to a 3rd party vendor.

**Title Page**

Fifty-Fifth Revised Title Page

**Modifications Sheet**

Fifty-Fifth Revised Sheet 2

**Check Sheet**

Fifty-Fifth Revised Sheet 3  
Eighteenth Revised Sheet 3.1

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Twentieth Revised Sheet 6

**Section 2**

Third Revised Sheet 1  
Second Revised Sheet 2  
Second Revised Sheet 3  
Second Revised Sheet 4

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

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\* Indicates page submitted with most recent filing

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**CHECK SHEET**

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Section 6	Sheet 1	First Revised
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\* Indicates page submitted with most recent filing

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**EXPLANATION OF SYMBOLS**

- (C) Indicates Change
- (D) Indicates Decrease
- (I) Indicates Increase

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**GENERAL REGULATIONS**

This Informational Tariff governs the provision of competitive services. In addition to the regulations included herein, the General Regulations contained in Tariff-Telephone PA P.U.C. No. 5 also apply. The Company may, from time to time, on a minimum of at least one (1) day's notice to the Commission, vary or waive the rates or terms and conditions of any products or services contained herein.

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39 Public Square  
Wilkes Barre, PA 18773

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

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(C)

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

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(C)



## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

Product bundles provide customers the option of subscribing to service packages that combine access line service with other features and services offered by or through the Company at a single bundle rate.

**1. Frontier Digital State Unlimited with Essentials 3\***

(C)

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Flat rate access line with:

Speed Call 8	Call Waiting/Cancel Call Waiting
Automatic Redial	Touch Tone
Caller ID plus Name	Call Waiting ID
Call Forwarding	

Optional features will be available to the Digital Phone State Unlimited with Essentials 3 bundle at a special price. The following features are available:

Speed Call 30 Anonymous	Call Rejection
Anonymous Call Acceptance	6-Way Calling
Call Trace	Call Forward Plus
Remote Call Forwarding	3-Way Calling
Call Return	

**A. Stay Connected**

The Stay Connected option allows the customer to suspend the Digital Phone Unlimited State for a minimum of one month and up to nine months in a rolling year for a reduced rate.

(C)

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 to do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

\*The service offering is limited to all existing subscribers at their existing locations.

(C)

(C) Change

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**1. Frontier Digital State Unlimited with Essentials 3\* (cont'd)**

(C)

A. Stay Connected (continued)

5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

(C)  
(C)

B. Regulations

1. The Frontier Digital State Unlimited with Essentials 1, Frontier Digital State Unlimited with Essentials 2, and Frontier Digital State Unlimited with Essentials 3 bundles are 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 bundled service. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. No discounts are provided to subscribers that do not use all the features or have some features turned off.

(C)

\*The service offering is limited to all existing subscribers at their existing locations.

(C) Change

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**1. Frontier Digital State Unlimited with Essentials 3\* (cont'd)** (C)

C. Rates

	<u>Monthly Rate</u>
Digital Phone State Unlimited with Essentials 3	\$23.99
One Optional Feature	5.99
Two Optional Features	7.99
Three Optional Features	9.99
All listed features	12.99
Stay Connected	9.99

\*The service offering is limited to all existing subscribers at their existing locations. (C)

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****2. Frontier Choices Bundles\***

The Choices Bundles are package offerings that give residential customers a combination of local services. The package includes either one or two Flat Rate Access Lines, a combination of local features plus ten free local directory assistance calls. Customer's can take any combination of features for the same flat rate charge.

**Basic Bundle**

Access Line	Call Forwarding
Call Forward Busy Line	Call Forward No Answer
Call Forwarding Fixed	Selective Ring
Call Waiting	Three-Way Calling
Speed Call 8	Speed Call 30
Audible Message Waiting Indication	Automatic Redial
Call Return	Caller ID Name
Anonymous Call Rejection	Cal Waiting ID
Selective Call Rejection	Selective Call Acceptance
Selective Call Forwarding	Priority Ring
10 local Directory Assistance Calls	
Visible Message Waiting Indicator	

**Additional Line Bundle**

Access Line	Call Forwarding
Call Forward Busy Line	Call Forward No Answer
Call Forwarding Fixed	Selective Ring
Call Waiting	Three-Way Calling
Speed Call 8	Speed Call 30
Audible Message Waiting Indication	Automatic Redial
Call Return	Caller ID Name
Anonymous Call Rejection	Cal Waiting ID
Selective Call Rejection	Selective Call Acceptance
Selective Call Forwarding	Priority Ring
10 local Directory Assistance Calls	
Additional Access Line	Visible Message Waiting Indicator

\*The service offering is limited to all existing subscribers at their existing locations.

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39 Public Square  
Wilkes Barre, PA 18773

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****2. Frontier Choices Bundles\* (cont'd)**A. Regulations

1. Bundles are available where technically feasible.
2. Bundled rates are based on the current access line rate groups.
3. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
4. It is the responsibility of the subscriber to enroll in the package.
5. Residential customers currently subscribing to all services in the Bundles Package may request billing at the package price.
6. When the customer changes or disconnects any component of the Bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
7. Customers may add or delete any features offered in the package without a Service Order Charge.
8. Customers may change Bundles without incurring a Service Order Charge.
9. The Bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
10. The free directory assistance calls encompass any free Directory Assistance offering that may be available.
11. Federal Subscriber Line charges, taxes, and surcharges will be billed separately, in addition to the Bundles offering.
12. Any applicable charges for call completion that would otherwise apply are not included in the Bundled service price.

\*The service offering is limited to all existing subscribers at their existing locations.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****2. Frontier Choices Bundles\* (cont'd)****B. Demonstration Period**

The demonstration period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges or both in order to promote the sale of the Bundled Services.

**Regulations**

The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles product at any time upon notice to the Commission.

Appropriate notification of waived charges will be made to eligible customers.

**C. Rates****Basic Bundle**

<u>Rate Group</u>	<u>Monthly</u>
Barnesville	\$30.50

**Additional Line Bundle**

Barnesville	\$43.50
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\*The service offering is limited to all existing subscribers at their existing locations.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**3. FrontierWorks**

FrontierWorks Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The pricing listed in Rates and Charges represents the charges for the regulated local service portion of all bundles subject to tariffing by the Pennsylvania Public Utility Commission.

A. Bundle 1

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.
2. (C)
3. (C)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**3. FrontierWorks (cont'd)**

B. Bundle 2

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and local exchange service usage that would be otherwise subject to local measured service usage charges.
- 2.
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- 4.
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer, and local exchange service usage that would be otherwise subject to local measured service usage charges.
- 2.
- 3.
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)



INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**3. FrontierWorks (cont'd)**

D. Bundle 4

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.
2. (C)
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service Federally Tariffed
4. (C)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

E. Bundle 5

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See B.4
2. (C)
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. (C)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**3. FrontierWorks (cont'd)**

F. Bundle 6

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

2. (C)

3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)

4. (C)

5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

G. Bundle 7

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**3. FrontierWorks (cont'd)**

A. Optional Services

The following services may be added to any of the bundles above:

1. FrontierWorks Select5

Choice of five of the following:

Caller ID—Name and Number  
Call Forward or Call Forward Variable  
Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Three-Way Calling  
Busy Redial  
Call Return  
Hunting

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**3. FrontierWorks (cont'd)**

**B. Regulations**

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts.
  - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****3. FrontierWorks (cont'd)****B. Regulations (continued)**

## 2. (Cont'd)

- d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
- 1). The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**3. FrontierWorks (cont'd)**

B. Regulations (continued)

2. (Cont'd)
  - d. (Cont'd)
    - 2). The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
    - 3). The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
    - 4). In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.
3. The FrontierWorks Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
4. The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.
5. The bundle rate will appear as a single line item on the customer's bill.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****3. FrontierWorks (cont'd)****B. Regulations (continued)**

6. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
7. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
8. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

**C. Rates and Charges**

1. Unless otherwise stated elsewhere in this section, Service Charges\* apply to the installation of individual components of the bundles.
2. Service Charges\* apply if the customer switches from a bundle to an unbundled service.
3. Service Charges\* do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.
4. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge\*.

\* Service Charges identified in the applicable section of Frontier Communications of Lakewood, LLC's Tariff Telephone PA PUC No. 5

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****3. FrontierWorks (cont'd)****C. Rates and Charges (Continued)**

## 5. Monthly Rates:

## a. Bundle (Local Service Portion)

	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
All Exchanges	\$24.61	\$23.16	\$21.71

	<u>MonthlyRate</u>
b. FrontierWorks Select5	\$9.95



## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****3. FrontierWorks (cont'd)****D. Endnotes**

1. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
2. In the FrontierWorks Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same.
3. In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting.

**4. FrontierWorks Business Connections**

FrontierWorks Business Connections are package offerings available to basic business customers and Centrex customers. The basic business offerings include one flat rate business access line and Caller ID with Name.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**4. FrontierWorks Business Connections (cont'd)**

A. Optional Feature Services

The following services may be added to a business access line bundle:

1. Business Connections Select5

Choice of five of the following:

Call Forward or Call Forward Variable  
Call Waiting with Cancel Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Three-Way Calling  
Busy Redial  
Call Return  
Hunting  
Selective Call Forwarding

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****4. FrontierWorks Business Connections (cont'd)****B. Regulations**

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term contracts
  - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
  - e. The early termination liability charges shall be calculated as follows: A maximum termination liability that is equal to the non-recoverable costs associated with the service will be determined and indicated in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:  
The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****4. FrontierWorks Business Connections (cont'd)****B. Regulations (continued)**

- f. The early termination liability charges described in the paragraph above does not apply within 90 days of activation.
  - g. Customer contract will automatically renew at the current rate for one year if no cancellation notification is received
  - h. The FrontierWorks Business Connections Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- 3. The FrontierWorks Business Connections Select5 package is available only in association with a FrontierWorks Business Connections Solutions bundle.
  - 4. The bundle rate will appear as a single line item on the customer's bill.
  - 5. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
  - 6. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
  - 7. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
  - 8. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**4. FrontierWorks Business Connections (cont'd)**

**B. Regulations (continued)**

9. In the FrontierWorks Business Connections Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same
10. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles at any time upon notice to the Commission.
11. Individual promotional periods will not exceed six months during any rolling twelve-month period.
12. Appropriate notification of waived charges will be made to eligible customers.

**C. Rates and Charges**

1. Unless otherwise stated elsewhere in this section, Service Charges\* apply to the installation of individual components of the bundles.
2. Service Charges\* apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the features within the FrontierWorks Business Connections Feature package without incurring a Service Charge\*.

\* Service Charges identified in the applicable section of Frontier Communications of Lakewood, LLC’s Tariff Telephone PA PUC No. 5

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**4. FrontierWorks Business Connections (cont'd)**

C. Rates and Charges (continued)

4. Monthly Rates

a Basic Business Bundle

	<u>Term</u>		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
All Exchanges -	\$24.61	\$23.16	\$21.71

b. FrontierWorks Business Connections

Business Connections Select5 \$9.99

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**5. Frontier Small Business Advantage**

Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes either two Basic Business lines or two Centrex lines; a combination of enhanced calling features, certain designated non-regulated and price-listed services.

Bundle 1 – Basic Bundle 300 Minutes

Two Basic Business or two Centrex lines

Call Forwarding

Call Transfer

Call ID Name

Hunting (where available)

Conference Calling Three Way

Abbreviated Dialing (where available)

(C)

300 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business or two Centrex lines

Call Forwarding

Call Transfer

Call ID Name

Hunting (where available)

Conference Calling Three Way

Abbreviated Dialing (where available)

(C)

600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**5. Frontier Small Business Advantage (cont'd)**

Bundle 3 – Basic Bundle 900 Minutes

Two Basic Business or two Centrex lines  
Call Forwarding  
Call Transfer  
Call ID Name  
Hunting (where available)  
Conference Calling Three Way  
Abbreviated Dialing (where available)

(C)

900 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

**A. Optional Features**

The following services may be added to the bundle and will be billed on a per feature basis.

Additional Features:

BusyRedial  
Call Return  
Call Forward Busy  
Call Forward No Answer  
Speed Calling 8 or Speed Calling 30  
Selective Ringing  
Call Waiting/Cancel Call Waiting

**B. Regulations**

1. A 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.
2. The bundle is offered only under a two-year term commitment and requires a contract.



INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**5. Frontier Small Business Advantage (cont'd)**

B. Regulations (continued)

3. If the tariffed rates change during the term of the contract, the contract rates will remain in effect until the end of the customer's contract.
4. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
5. Early termination liability charges shall apply if the customer cancels the bundled service before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled.

The early termination liability charges shall be calculated as follows:

A Maximum Termination Liability of \$500.00 applies. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the contract period over the total months in the contract period multiplied by the Maximum Termination Liability.

The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundle within 30 days of activation.

Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

6. The bundle rate will appear as a single line item on the customer's bill.
7. Frontier Small Business Advantage is a service mark of Citizens Communications Company.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****5. Frontier Small Business Advantage (cont'd)****B. Regulations (continued)**

8. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
9. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
10. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan.
11. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.
12. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

**C. Rates and Charges**

1. Unless otherwise stated elsewhere in this section, Service Charges\* apply to the installation of individual components of the bundles.
2. Service Charges\* apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the services or features of the bundle without incurring a Service Charge\*.

\* Service Charges identified in the applicable section of Frontier Communications of Lakewood, LLC's Tariff Telephone PA PUC No. 5

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**5. Frontier Small Business Advantage (cont'd)**

C. Rates and Charges (continued)

4. Monthly Rate

a. Businesses Bundle

	<u>Two-Year Term</u>
Bundle 1	\$64.99
Bundle 2	\$74.99
Bundle 3	\$84.99
Additional Features (per feature)	\$1.99

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****6. Frontier Digital Phone Service – Grandfathered as of May 6, 2019**

(C)

The Frontier Digital Phone Service is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

**Basic Bundle**

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator

**A. Regulations**

1. The Frontier Digital Phone Service 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. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****6. Frontier Digital Phone Service – Grandfathered as of May 6, 2019 (cont'd)**

(C)

A. Regulations (continued)

9. The bundles are offered on a month-to-month basis.
10. The bundle will appear as a single line item on the bill.
11. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
12. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

B. Stay Connected

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service 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 does not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer’s line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the federal subscriber line charge.
7. The service does not change any other terms and conditions of the product.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****6. Frontier Digital Phone Service – Grandfathered as of May 6, 2019 (cont'd)****C. Frontier Digital Phone Enhanced Feature Package**

Digital Phone Enhanced Feature Package is a multi-feature package which includes:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable Call
Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	Speed Call 08
Calls Rejection-Selective	Speed Calling 30	VIP Alert
Call Forwarding Plus		

**D. Rates**

	<u>Monthly Rate</u>	(C)
Digital Phone Service	\$24.99	

The Digital Phone Service rate identified below for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Service identified in this tariff.

Digital Phone Enhanced Feature Pack	\$6.49	(I)
Stay Connected	\$9.99	

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

<b><u>7. Frontier Business Unlimited</u></b>	<u>Monthly Rate</u> \$ 35.00
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Business Unlimited is a bundled offering available to business customers that subscribe to a maximum of ten single party business lines per customer location. The bundle includes the following components: one basic business access line and a combination of local features.

Business line with:

- Call Forward
- Unlimited Extended Area Service
- Choice of 3 Features from Business All In Feature Package

(C)

A. Regulations

1. Business Unlimited is available where technically feasible.
2. Features provided subject to individual service regulations as specified in the applicable sections of the tariff.
3. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
4. Non-payment or partial payment of bill may result in the removal bundled service.
5. Additional features may be added or deleted without service order charge; additional features may be eligible for discount during bundle term ranging from 1 to 3 years.
6. No discounts are provided to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.

<b><u>B. Frontier Business All In Feature Bundle</u></b>	<u>Monthly Rate</u> \$ 4.99
--	--------------------------------

- |   |                              |
|---|------------------------------|
| Automatic Busy Redial                   | Automatic Call Return        |
| Select Call Rejection (where available) | Speed Call                   |
| Call Forward Busy/No Answer             | Call Forward Busy Line Fixed |
| Call Forward Busy/No Answer Fixed       | Call Forward No Answer Fixed |
| Call Waiting/Cancel Call Waiting        | Distinctive Ring             |
| Three Way Calling                       | VIP Alert (where available)  |

The Frontier Business All In Feature Package is a multi- feature package available to subscribers of the Frontier Business Unlimited Package for the monthly rate listed above.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****8. Frontier Digital Phone Bronze\*+**

The Frontier Digital Phone Bronze is a package offering available to residential Customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

## Basic Bundle

Flat Rate Access Line  
Call ID Plus NameCall Waiting/Cancel Call Waiting  
Call Waiting ID**A. Frontier Digital Phone Enhanced Feature Package**Call Return  
Call Forwarding  
Speed Calling.Call Repeat  
Conference Calls (3-Way)**B. Regulations**

1. The Frontier Digital Phone Bronze 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. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

\*The service offering is limited to all existing subscribers at their existing locations.

+This bundle was previously called Frontier Digital Phone Essentials.

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Issued: February 28, 2011

Effective: March 1, 2011

Issued by: Michael P. Sharry, State Director  
Frontier Communications  
39 Public Square  
Wilkes Barre, PA 18773



INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**8. Frontier Digital Phone Bronze\*+ (cont'd)**

(C)

B. Regulations (continued)

7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundles are offered on a month to month.
9. The bundle will appear as a single line item on the bill.
- 10.
11. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

C. Stay Connected

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service 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 does not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the federal subscriber line charge.
7. This service does not change any other terms and conditions of the product.

\*The service offering is limited to all existing subscribers at their existing locations.

+This bundle was previously called Frontier Digital Phone Essentials.

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Issued: May 3, 2019

Issued by: Regulatory Affairs Director  
Frontier Communications  
100 CTE Drive  
Dallas, PA 18612

Effective: May 6, 2019

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**8. Frontier Digital Phone Bronze\*+ (cont'd)**

D. Rates

	<u>Monthly Rate</u>	(C)
Digital Phone Bronze*+	\$19.99	
The rate identified below for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Service identified in this tariff.		
Digital Phone Enhanced Feature Package	\$6.49	(C)
Stay Connected	\$9.99	(I)

\*The service offering is limited to all existing subscribers at their existing locations.  
+This bundle was previously called Frontier Digital Phone Essentials.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

	<u>Monthly Rate</u>
<b><u>9. Frontier Business Essentials</u></b>	<b>\$ 39.99</b>

Frontier Business Essentials is a package offering available to business customers. The package includes one basic business access line and a combination of enhanced calling features.

Business line with:

- Call Forward
- Choice of 2 Features from Business All In Feature Package
- Call Waiting

(C)

A. Regulations

1. Frontier Business Essentials is available where technically feasible.
2. Features provided subject to individual service regulations as specified in the applicable sections of the tariff.
3. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
4. Non-payment or partial payment of bill may result in the removal bundled service.
5. Additional features may be added or deleted without service order charge; additional features may be eligible for discount during bundle term ranging from 1 to 3 years.
6. No discounts are provided to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.

B. Frontier Business Essentials Enhanced Feature Package: \$ 3.99 \*

Return Call	Busy Call Redial (where available)
3 Way Calling	Call Forward Variable (where available)
Speed Calling	

The Frontier Business Essentials Enhanced Feature Package is a multi- feature package available to subscribers of the Frontier Business Essentials Package for the monthly rate listed above.

\* This service to be grandfathered effective November 1, 2010

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****10. Frontier Digital Phone Plus Service – Grandfathered as of May 6, 2019**

(C)

The Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, and non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle	
Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy	Caller ID Plus Name
Call Forward No Answer	Local and Extended Area Calls
Message Waiting Indicator	

**A. Digital Phone Enhanced Feature Pack**

The following services are included in the feature package and may be added to the bundle.

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable Call
Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	Speed Call 08
Calls Rejection-Selective	Speed Calling 30	VIP Alert
Call Forwarding Plus		

**B. Regulations**

1. The Frontier Digital Phone Plus Service 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. All other surcharges and taxes will apply.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****10. Frontier Digital Phone Plus Service – Grandfathered as of May 6, 2019 (cont'd)**

(C)

**B. Regulations (continued)**

7. The bundle is offered on a one, two or three year term.
  - a. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
8. The bundle will appear as a single line item on the bill.
9. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
10. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

**C. Stay Connected**

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service 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. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the federal subscriber line charge.
7. This service does not change any other terms and conditions of the product.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**10. Frontier Digital Phone Plus Service – Grandfathered as of May 6, 2019 (cont'd)**

D. Rates

	<u>Monthly Rate</u>
Digital Phone Plus Service	\$24.99

The monthly rate for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Plus Service.

Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

(I)

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****11. Frontier Business Metro**

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines and a combination of enhanced calling features.

## Main Line Bundle:

Flat Rate Business Line	Call Waiting	
Extended Area Service	Call Forward	
Call ID Plus Name		(C)
Call Waiting ID (Where applicable)		

## Add-On Feature Pack:

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

**A. Regulations**

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a monthly basis.
3. The bundle rate includes Extended Area Service (EAS)
4. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
5. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

**B. Rates and Charges**

1. Unless otherwise stated elsewhere in this section, Service Charges\* apply to the installation of individual components of the bundles.

\* Service Charges identified in the applicable section of Frontier Communications of Lakewood, LLC's Tariff Telephone PA PUC No. 5

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Issued: April 2, 2014

Issued by: Michael P. Sharry, State Director  
Frontier Communications  
39 Public Square  
Wilkes Barre, PA 18773

Effective: April 18, 2014

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**11. Frontier Business Metro(cont'd)**

B. Rates and Charges (continued)

2. Service Charges\* apply if the customer switches from a bundle to an unbundled service.

The customer may add or delete the services or features of the bundle without incurring a Service Charge\*.

Rates:

Frontier Business Metro Bundle	\$39.99
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C. Optional Offerings

Add-on Feature Pack	\$3.99
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(C)

\* Service Charges identified in the applicable section of Frontier Communications of Lakewood, LLC's Tariff Telephone PA PUC No. 5



## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****12. Frontier Digital Phone 100 # - Grandfathered as of May 6, 2019**

(C)

The Frontier Digital Phone 100# is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

## Basic Bundle

Flat Rate Access Line  
Extended Area CallingSpeed Call 8  
Touch ToneA. Regulations

1. The Frontier Digital Phone 100# 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 bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
8. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

#The bundle was previously called Frontier Digital Phone Essentials.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****12. Frontier Digital Phone 100 # - Grandfathered as of May 6, 2019 (cont'd)**

(C)

**A. Regulations (continued)**

9. Features will be available to the Digital Phone 100# at a special price. The following features are available:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable Call
Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	Speed Call 08
Calls Rejection-Selective	Speed Calling 30	VIP Alert

Call Forwarding Plus

**B. Stay Connected**

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100# Service 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 does not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the federal subscriber line charge.
7. This service does not change any other terms and conditions of the product.

**C. Rates**

Digital Phone 100 #	<u>Monthly</u> \$18.99
---------------------	---------------------------

The rate identified below for the Digital Phone Enhanced Feature Package is in addition to the monthly rate for Frontier Digital Phone 100# Service identified in this tariff.

	<u>Monthly Rates</u>
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

#The bundle was previously called Frontier Digital Phone Essentials.

Issued: May 3, 2019

Effective: May 6, 2019

Issued by: Regulatory Affairs Director  
Frontier Communications  
100 CTE Drive  
Dallas, PA 18612

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**13. Frontier Digital Phone Service X - Grandfathered as of May 6, 2019**

(C)

The Frontier Digital Phone Service X is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Call 8	

A. Regulations

1. The Frontier Digital Phone Service X 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. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**13. Frontier Digital Phone Service X - Grandfathered as of May 6, 2019 (cont'd)**

(C)

A. Regulations (continued)

8. The bundles are offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
11. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

B. Stay Connected

Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service 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 charge does not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the federal subscriber line charge.
7. The service does not change any other terms and conditions of the product.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**13. Frontier Digital Phone Service X - Grandfathered as of May 6, 2019 (cont'd)**

C. Frontier Digital Phone X Enhanced Feature Package

Digital Phone X Enhanced Feature Package is a multi-feature package, which includes

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable
Call Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	VIP Alert
Calls Rejection-Selective	Speed Calling 30	Call Forwarding Plus

D. Rates

Monthly Rate

Digital Phone Service X	\$24.99
-------------------------	---------

The rate identified below for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Plus Service X.

Digital Phone Enhanced Feature Pack	\$6.49
Stay Connected	\$9.99

(I)

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****14. Frontier Digital Phone Essentials 2 – 2010\***

(C)

The Frontier Digital Phone Essentials 2 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Flat rate access line with:

Call Waiting/Cancel Call Waiting	3 Way Calling
Extended Area Calling	Touch Tone
Caller ID plus Name	Call Waiting ID

Optional features will be available to the Digital Phone Essentials 2 bundle at a special price. The following features are available:

Caller ID	Call Forward Fixed
VIP Alert	Call Forward Variable
Speed Call 30	Call Rejection Selective
Anonymous Call Rejection	Internet Call Waiting
Call Trace	Call Forward Plus
Call Waiting	3-Way Calling
Auto Call Return	Auto Busy Redial
Call Acceptance/Selective	Speed Call 8
Call Forward Do Not Answer	Distinctive Ring

**A. Stay Connected**

The Stay Connected option allows the customer to suspend the Digital Phone Unlimited State for a minimum of one month and up to nine months in a rolling year for a reduced rate.

(C)

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

\*The service offering is limited to all existing subscribers at their existing locations.

(C)

+This bundle was previously called Frontier Digital Phone Essentials 2.

(C)

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**14. Frontier Digital Phone Essentials 2 – 2010\*+ (cont'd)**

(C)

A. Stay Connected (continued)

5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

(C)

(C)

B. Regulations

1. The Frontier Digital Phone Essentials 2 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 bundled service. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. No discounts are provided to subscribers that do not use all the features or have some features turned off.

\*The service offering is limited to all existing subscribers at their existing locations.

(C)

+This bundle was previously called Frontier Digital Phone Essentials 2.

(C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**14. Frontier Digital Phone Essentials 2 - 2010\*+ (cont'd)**

C. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 2	\$21.99	
Unlimited Features	6.49	(I)
Stay Connected	9.99	

\*The service offering is limited to all existing subscribers at their existing locations.

+This bundle was previously called Frontier Digital Phone Essentials 2.



INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**15. Frontier Business Nationwide Unlimited Service II\*\***

(C)

A. General

Frontier Business Nationwide Unlimited Service II is a bundled offering available to business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. In each bundle, customers may select any or all of the following services and features:

Basic Bundle:

- Single Party Flat Rate Business Access Line
- Call Forward Busy/Don't Answer
- Caller ID Name
- Six features from the feature package listed below

Frontier Business All In Feature Package:

- |                                  |                           |
|----------------------------------|---------------------------|
| Call Forward                     | Three-Way Calling         |
| Busy Redial                      | Selective Call Forwarding |
| Selective Call Rejection         | Speed Call 8 or 30 Number |
| Anonymous Call Rejection         | Multiline Hunt Service    |
| Call Waiting/Cancel Call Waiting | Call Forward Don't Answer |
| Call Return                      | Priority Call             |
| Selective Call Acceptance        | Call Transfer             |
| Selective Ring                   | Caller ID Blocking        |
| Call Forward Busy                | Call Waiting ID           |

B. Regulations

1. The Frontier Business Nationwide Unlimited Service II 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. Frontier Business Nationwide Unlimited Service II 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 basic local service.
4. Customers may add or delete any features offered within the bundle without incurring a service charge.

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(C)  
(C)

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**15. Frontier Business Nationwide Unlimited Service II (cont'd)\*\***

(C)

B. Regulations (cont'd)

- 5. The bundle rate will appear as a single line item on the customer's bill.
- 6. The bundles are offered on a month to month basis.
- 7. The bundle cannot be used in association with a Residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.
- 8. Up to eleven additional bundles can be purchased at the rate specified under Rates.
- 9. Customers may select any six features in the Frontier Business All In Feature Package for no extra charge.
- 10. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates

- 1. Federal Subscriber Line Charge will be billed separately from the bundles offering. All other surcharges and taxes will apply.

	<u>Monthly Rate</u>
First Frontier Business Nationwide Unlimited Service II Line	\$52.99
Additional Frontier Business Nationwide Unlimited Service II Lines	\$46.99
Frontier Business All In Feature Package, per line	\$4.99

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (C)  
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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**16. Frontier Business Local Unlimited II\*\***

(C)

A. General

Frontier Business Local Unlimited II is a bundled offering available to business customers. In each bundle, customers may select any or all of the following services and features:

Basic Bundle:

Single Party Flat Rate Business Access Line  
Two features from the feature package listed below

Frontier Business All In Feature Package:

Call Forward	Three-Way Calling
Busy Redial	Selective Call Forwarding
Selective Call Rejection	Speed Call 8 or 30 Number
Anonymous Call Rejection	Multiline Hunt Service
Call Waiting/Cancel Call Waiting	Call Forward Don't Answer
Call Return	Priority Call
Selective Call Acceptance	Call Transfer
Selective Ring	Caller ID Blocking
Call Forward Busy	Call Waiting ID
Caller ID Name	

B. Regulations

1. The Frontier Business Local Unlimited II is available where technically feasible.
2. The bundles are offered on a month to month basis.
3. The bundle cannot be used in association with a Residential line, PBX service, or ISDN service.
4. Customers may select any two features in the Frontier Business All In Feature Package for no extra charge.
5. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**16. Frontier Business Local Unlimited II (cont'd)**

(C)

C. Rates

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II	\$35.99
Frontier Business All In Feature Package, per line	\$4.99

\*\* This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers. (C)  
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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****17. Frontier Digital Phone Essentials**

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Flat rate access line with:

Call Waiting/Cancel Call Waiting	Touch Tone
Extended Area Calling	Call Waiting ID
Caller ID plus Name	

Optional features will be available to the Frontier Digital Phone Essentials bundle at a special price. The following features are available:

Priority Ring	Call Forward Fixed or Variable
Selective Call Forwarding	Call Forward
Selective Call Acceptance	Selective Call Rejection
Anonymous Call Rejection	3-Way Calling
Call Waiting	Automatic Busy Redial
Call Return	Distinctive Ring
	Speed Call 8 or 30

A. Stay Connected Seasonal Offering<sup>1</sup> – Grandfathered as of June 12, 2020

(C)

The Stay Connected option allows the customer to suspend the Digital Phone Unlimited State for a minimum of one month and up to nine months in a rolling year 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. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

(C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**17. Frontier Digital Phone Essentials (cont'd)**

**A. Stay Connected Seasonal Offering**<sup>1</sup> – Grandfathered as of June 12, 2020 (cont'd)

(C)

5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

**B. Regulations**

1. The Frontier Digital Phone Essentials 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 bundled service. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. No discounts are provided to subscribers that do not use all the features or have some features turned off.
8. Customers may add or delete any features offered in the package without a service order charge.
9. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

(C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**17. Frontier Digital Phone Essentials (cont'd)**

C. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials	\$21.99	
Feature Pack	6.49	(l)
Stay Connected Seasonal Offering <sup>1</sup>	9.99	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****18. Frontier Digital Phone Unlimited**

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Flat rate access line with:

Automatic Busy Redial	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return
Touch Tone	Call Waiting ID
Caller ID plus Name	

Optional features will be available to the Frontier Digital Phone Unlimited bundle at a special price. The following features are available:

Priority Ring	Call Forward Fixed or Variable
Selective Call Forwarding	Call Forward Busy
Selective Call Acceptance	Selective Call Rejection
Anonymous Call Rejection	3-Way Calling
Distinctive Ring	Call Forward
Call Waiting	Speed Call 30

A. Stay Connected Seasonal Offering<sup>1</sup> – Grandfathered as of June 12, 2020

(C)

The Stay Connected option allows the customer to suspend the Digital Phone Unlimited State for a minimum of one month and up to nine months in a rolling year 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 to do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

(C)



INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**18. Frontier Digital Phone Unlimited (cont'd)**

**A. Stay Connected Seasonal Offering<sup>1</sup> – Grandfathered as of June 12, 2020 (cont'd)** (C)

5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

**B. Regulations** (C)

1. The Frontier Digital Phone Unlimited 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 bundled service. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. No discounts are provided to subscribers that do not use all the features or have some features turned off.
8. Customers may add or delete any features offered in the package without a service order charge.
9. Nonrecurring Service Order Charges do not apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**18. Frontier Digital Phone Unlimited (cont'd)**

C. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Pack	6.49	(I)
Stay Connected Seasonal Offering <sup>1</sup>	9.99	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****19. Frontier Digital Phone Unlimited Plus**

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Two Flat rate access lines with:

Automatic Busy Redial	Speed Call 8
Call Waiting/Cancel Call Waiting	Call Return
Touch Tone	Call Waiting ID
Caller ID plus Name	

Optional features will be available to the Frontier Digital Phone Unlimited Plus bundle at a special price. The following features are available:

Priority Ring	Call Forward Fixed or Variable
Selective Call Forwarding	Call Forward Busy
Selective Call Acceptance	Selective Call Rejection
Anonymous Call Rejection	3-Way Calling
Distinctive Ring	Call Forward
Call Waiting	Speed Call 30

A. Stay Connected Seasonal Offering<sup>1</sup> – Grandfathered as of June 12, 2020

(C)

The Stay Connected option allows the customer to suspend the Digital Phone Unlimited State for a minimum of one month and up to nine months in a rolling year 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 to do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

(C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**19. Frontier Digital Phone Unlimited Plus (cont'd)**

A. Stay Connected Seasonal Offering<sup>1</sup> – Grandfathered as of June 12, 2020 (cont'd) (C)

5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the Subscriber Line Charge.
7. This service does not change any other terms and conditions of the product.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

B. Regulations (C)

1. The Frontier Digital Phone Unlimited Plus 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 bundled service. Upon disconnection of any bundle component, remaining components will be billed at individual tariffed rates.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. No discounts are provided to subscribers that do not use all the features or have some features turned off.
8. Customers may add or delete any features offered in the package without a service order charge.
9. Nonrecurring Service Order Charges do not apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**19. Frontier Digital Phone Unlimited Plus (cont'd)**

C. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Pack	6.49	(I)
Stay Connected Seasonal Offering <sup>1</sup>	9.99	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****20. Frontier Simply Unlimited Service\*\***

(C)

Frontier Simply Unlimited Service is a package offering available to Business customers that subscribe to a maximum of twelve One-Party Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

**Basic Bundle**

One Flat Rate Business Access Line  
Extended Area Calling (where applicable)  
Call Forwarding Busy/Don't Answer  
Caller ID - Name

Eight Features from the Feature Package listed below

**Frontier Business All In Feature Package**

Call Waiting/Cancel Call Waiting	Three Way Calling
Multiline Hunt Service	Speed Call 8 or 30
Distinctive Ring	Anonymous Call Block
Priority Call	Call Transfer
Special Call Acceptance	Caller ID Blocking
*69	Busy Redial
Call Forwarding	Call Forwarding – Busy Line
Call Waiting ID	Select Call Forwarding
Call Block	Call Forwarding Don't Answer

**B. Regulations**

1. The Frontier Simply Unlimited Service 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. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

\*\*This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**20. Frontier Simply Unlimited Service (cont'd)\*\***

(C)

B. Regulations

- 5. Customers may add or delete any features offered in the package without a service order charge.
- 6. The bundle will appear as a single line item on the customer's bill.
- 7. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- 8. The bundles are offered on a month-to-month basis.
- 9. Bundles four through twelve are given an additional discount.

C. Rates and Charges

- 1. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
- 2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

Monthly Rate

Frontier Simply Unlimited Service (Lines 1 to 3)	\$48.99
Each Additional Package (Lines 4 to 12)	\$33.99
Frontier Business All in Feature Package	\$4.99

\*\*This service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

(C)  
(C)

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**21. Frontier Choices Package**

Monthly Rate  
Residential/Business  
\$17.95

The Frontier Choices package is a feature package available to residential and business customers. A customer may select an unlimited number of compatible services or features from the list following. Customers may add or delete features from this package at no additional charge.

- Call Forwarding
- Call Forward Busy Line
- Call Forward No Answer
- Selective Ring
- Call Waiting
- Conference Calls (3-Way)
- Speed Calling – 8 Number Capacity
- Speed Calling – 30 Number Capacity
- Audible Message Waiting Indication
- Busy Redial
- Call Return
- Caller ID Name
- Anonymous Call Rejection
- Call Waiting ID
- Selective Call Rejection
- Selective Call Forward
- Selective Call Acceptance
- Priority Ring

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**22. Frontier Feature5 Package**

Monthly Rate  
Small Business  
\$11.95

The Frontier Feature5 Package is a feature package available to small business customers where technically feasible. Customers may change Custom Calling features offered in this package at no additional charge.

Constant Features:

Call Forwarding  
Caller ID Name

Choice of 3 Customer Calling features from the following:

Call Waiting  
Conference Calls (3-Way)  
Speed Calling – 8 Number Capacity  
Audible Message Waiting Indication  
Busy Redial  
Call Return

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****23. Frontier OneVoice**

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

**Basic Bundle**

Single Party Flat Rate Access Line  
Call Forwarding Busy/No Answer  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Caller ID  
Anonymous Call Rejection  
Call Forward  
Multi-line Hunting  
3-Way Calling

**Premium Feature Package**

Call Return (\*69)  
Call Transfer  
Distinctive Ring  
Busy Number Redial (\*66)  
Priority Call  
Selective Call Forward  
Selective Call Acceptance  
Selective Call Rejection  
Speed Call 30

**B. 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 tariff.
3. Call detail for 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.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**23. Frontier OneVoice (cont'd)**

**B. Regulations (cont'd)**

- 5. Customers may add or delete any features offered in the package without a service order charge.
- 6. The bundle will appear as a single line item on the customer's bill.
- 7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- 8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- 9. This bundle is offered on a month-to-month, one, two or three year term basis.

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|  
(C)

**C. Rates and Charges**

- 1. Applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
- 2. New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection Charges.

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	<u>Monthly Rate</u>
Monthly Rate Basic Bundle	\$44.99
Term Price with a 1, 2, or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****24. ISDN - Primary Rate Interface (ISDN-PRI) Bundle****A. 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.

**B. Regulations**

1. ISDN PRI Bundle Service is available where technically feasible.
2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Recurring Charges will incur for the remainder of the term commitment period.
3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office
6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****24. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (cont'd)****B. Regulations (cont'd)**

9. 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 tariff.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

**C. Rates and Charges**

	<u>Monthly Rate</u>
<u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**25. Frontier Commercial Voice Unlimited\*\***

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A. 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 tariffed 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 (where applicable)
- 3 Way Calling
- Hunting

B. 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 General and Local Exchange Service Catalog.
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.

\*\*This Service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****25. Frontier Commercial Voice Unlimited\*\***

(C)

**B. Regulations (Continued)**

6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one or two year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. At the end of the one or two year term, customers will be moved to the month to month pricing.

**C. Rates and Charges**

- Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- Unless otherwise stated elsewhere in this section, 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

\*\*This Service is Grandfathered. Effective December 20, 2017 this service offering is limited to existing subscribers.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**26. Frontier Digital Phone Unlimited (Challenger)**

A. General

The Frontier Digital Phone Unlimited (Challenger) 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. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial	Speed Call 30
*69 Call Return	Distinctive Ring
Anonymous Call Block/Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy/No Answer
Selective Call Forward	Priority Call

B. 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 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. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.



INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**26. Frontier Digital Phone Unlimited (Challenger) (Continued)**

B. Regulations (Continued)

8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
12. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
13. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle 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 time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - i. All other applicable taxes and surcharges apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**26. Frontier Digital Phone Unlimited (Challenger) (Continued)**

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 Service Order Charges 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	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**27. Frontier Digital Phone Unlimited Plus (Challenger)**

A. General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines 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

Unlimited Extended Area Service  
Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Speed Call 30
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	3 Way Calling
Anonymous Call Block/Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

B. Regulations

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 tariffed, 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.

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****27. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)****B. Regulations (Continued)**

8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
12. Stay Connected Seasonal Offering <sup>1</sup> allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. Customer's line will be available for 911 calls only at the time of suspension.
  - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - f. The cost of the service includes the Subscriber Line Charge.
  - g. This service does not change any other terms and conditions of the product.
  - h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - i. All other applicable taxes and surcharges apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**27. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)**

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Nonrecurring Service Order Charges 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	\$6.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****28. Frontier Residential Unlimited Voice Service**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 of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic Price List.

Basic Bundle

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

B. 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 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.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles**

**28. Frontier Residential Unlimited Voice Service (Continued)**

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

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****29. Frontier Unlimited Voice and Feature Bundle****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, Inc. 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 Block/Rejection	*69 Call Return
Basic Voicemail	Selective Call Acceptance
Touch Tone	Selective Call Rejection
Speed Call 30	Selective Call Forward
Wire Care	Directory Listing

**B. 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 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.



## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Product Bundles****29. Frontier Unlimited Voice and Feature Bundle (Continued)****B. Regulations (Continued)**

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.
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, Inc. Domestic Price List.
11. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listed, 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 Central Office 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

FRONTIER COMMUNICATIONS OF LAKEWOOD, LLC

Supplement 55  
Telephone – PA P.U.C. No. 500  
Section 2  
Third Revised Sheet 1  
Cancels Second Revised Sheet 1

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FRONTIER COMMUNICATIONS OF LAKEWOOD, LLC

Supplement 40  
Telephone – PA P.U.C. No. 500  
Section 2  
Second Revised Sheet 2  
Cancels First Revised Sheet 2

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FRONTIER COMMUNICATIONS OF LAKEWOOD, LLC

Supplement 55  
Telephone – PA P.U.C. No. 500  
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Cancels First Revised Sheet 4

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**1. Promotional Services**A. Simply Unlimited Multiline Bundle Service Promotion

Beginning May 7, 2013 and extending until July 30, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible for the Multiline Promotion which provides the second and third Simply Unlimited Bundle for \$23.99/line/month. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the 2nd and 3rd line remain in effect.

B. Simply Unlimited Multiline Bundle – All Lines Promotion

Beginning June 21, 2013 and extending until September 15, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

C. Simply Unlimited Multiline Bundle – All Lines Promotion

Beginning September 24, 2013 and extending until December 21, 2013, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

D. Simply Unlimited Multiline Bundle – All Lines Promotion

Beginning December 23, 2013 and extending until March 21, 2014, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

E. Simply Unlimited Multiline Bundle – All Lines Promotion Without Broadband

Beginning January 19, 2014 and extending until April 15, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**1. Promotional Services**

F. Simply Unlimited Multiline Bundle – All Lines Promotion Without Broadband

Beginning April 17, 2014 and extending until June 30, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

G. Frontier Simply Unlimited Promotion

Beginning August 18, 2014 thru December 31, 2014 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

H. Frontier Simply Unlimited Promotion

Beginning January 1, 2015 thru March 31, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

I. Frontier Simply Unlimited Promotion

Beginning April 1, 2015 thru June 29, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

J. Frontier Simply Unlimited Promotion

Beginning July 1, 2015 thru December 31, 2015 new and existing business customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**1. Promotional Services**

- K. 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."



## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Directory Listing**1. GENERAL REGULATIONS

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
2. The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
3. The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
8. The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
9. Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Directory Listing**

2. COMPOSITION OF LISTINGS

1. Name

a. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

- a. The name of a subscriber
- b. The name of each business enterprise which the subscriber conducts
- c. The name of a corporation which is the parent or subsidiary of the subscriber

b. Residence Service

- a. The name of the subscriber
- b. Another authorized residential name
- c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
- d. Name of a church that includes “parsonage”, “rectory”, “parish house”, “church study” or a descriptor that indicates it is part of a domicile

2. Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business

3. Address

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Directory Listing**

## 3. TYPES OF LISTINGS

1. Primary Listing - 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 Listing - 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 Listing - 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

## 4. RATES

	<u>Monthly Rate</u>		
	<u>Residential</u>	<u>Business</u>	
Additional Listing	\$6.00	\$6.00	(I)
Foreign Listing	\$6.00	\$6.50	
Extra Line of Information	\$5.50	\$6.00	
Non-Listed	\$6.50	\$6.50	(I)
Non-Published	\$7.00	\$7.00	(I)

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**1. CUSTOM CALLING SERVICEGeneral

Custom Calling Service includes the following features:

## A. Call Waiting/Cancel Call Waiting

This feature signals a customer talking on his line that another call has been placed to his line. The customer may answer that second call while holding the first and alternate between calls by momentarily depressing the switch-hook or receiver button. Cancel Call Waiting allows a customer with Call Waiting to inhibit the application of the Call Waiting tone for the duration of one call. The customer dials the Cancel Call Waiting code, obtains recall dial tone, and places a call normally. During this call, anyone calling the Call Waiting customer will receive the normal busy treatment. When the call is completed, Call Waiting will automatically be reactivated.

## B. Call Forward

Call Forward permits the customer to automatically transfer all incoming call to a telephone at another location. The customer activates Call Forward by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The feature may be deactivated by dialing another code. The customer may still make outgoing call even though a transferred call is in progress.

## C. Call Forward Busy

This feature forwards incoming calls to a customer preselected number when they are on another call.

## D. Call Forward Don't Answer

This feature forwards incoming calls (after a preselected number of rings) to a customer preselected number.

## E. Call Forward Busy/Don't Answer

This feature forwards incoming calls to a customer preselected number when they are on another call or after a preselected number of rings.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**1. CUSTOM CALLING SERVICEGeneral (Cont'd)

Custom Calling Service includes the following features:

## F. Three-Way Calling

Three-Way Calling permits the customer, by operation of the switch-hook, to place an existing call on hold, dial the telephone number of third party and establish a three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer establishing the conference must remain on the line for the duration of the call.

## G. Speed Calling

Speed Calling permits the customer to place calls to local or long distance numbers by dialing abbreviated codes instead of the complete telephone numbers. Two arrangements of Speed Calling are available; 8-number capacity using one digit abbreviated codes and 30-number capacity using two digit codes. Customers may take changes or entries in their repertory by dialing special codes.

## H. Remote Call Forwarding (RCF)

This feature is a local exchange service that utilizes a telephone number and Central Office facilities in the Remote Call Forwarding local area to automatically forward all incoming calls dialed to the RCF telephone number to another number in the same exchange or in a different exchange, subject to the availability of necessary equipment and facilities. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

The customer subscribing to Remote Call Forwarding is responsible for toll charges applicable to calls transferred from the forwarding location to the terminating location, if the terminating location is outside of the local calling area. The charges apply for each call answered, including person-to-person and collect calls which are refused at the terminating location.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**

1. CUSTOM CALLING SERVICE

General (Cont'd)

H. Remote Call Forwarding (RCF) (Cont'd)

Remote Call Forwarding paths may be used singly or in groups and only one forwarding number is permitted per group. The maximum number of paths per group is fifteen. Remote Call Forwarding is provided on the condition that the customer subscribes to sufficient RCF paths and terminating facilities to adequately handle all calls to the Remote Call Forwarding customer without interfering with or impairing any other services offered by the Telephone Company.

Remote Call Forwarding is not offered where the terminating telephone number is a Pay Telephone.

No other type of Call Forwarding service may be used in conjunction with Remote Call Forwarding. Remote Call Forwarding service cannot be terminated on a line equipped with Call Forwarding.

Identification of the originating telephone number is not provided to the Remote Call Forwarding terminating location.

Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

Each Remote Call Forwarding group is entitled to one alphabetical listing and one classified listing at no charge in the directory which serves the associated Remote Call Forwarding Central Office. All other listing regulations apply.

I. Distinctive Ring

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This feature allows two telephone numbers to be assigned to a single telephone line. Each number has a distinctive ringing pattern so that the called parties can recognize which number is ringing.

J. Home Intercom

This feature allows the subscriber to use the extensions on their telephone line as an intercom system.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**

1. CUSTOM CALLING SERVICE

General (Cont'd)

K. Warm Line

This feature provides for automatic dialing of a customer pre-designated number after the telephone is off the hook for 30 seconds. Dialing any number prior to the end of the thirty seconds automatically deactivates the warm line feature for that call. The pre-designated number is selected by the customer and programmed through the central office. The pre-designated number will be changed upon customer request.

L. Audible Message Waiting Indication\*

This feature allows the customer to receive an audible signal (Stutter Dial Tone) when they have a message. Subscribers that wish to utilize this service must subscribe to a voice mail service.

\*Only available as the first feature in a package. Not available for discounted price in Feature package.

M. Anonymous Call Rejection

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. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names.

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## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**1. CUSTOM CALLING SERVICEAvailability of Service

Custom Calling Service will be provided only in connection with individual line business and individual line residence service. Custom Calling Service is not provided in connection with Pay Telephone Line Service or PBX service.

Rates

	<u>Monthly Rates</u>		
	<u>Residential</u>	<u>Business</u>	
Call Waiting/Cancel Call Waiting, per line	\$9.50	\$9.00	(I)
Warm line	\$2.00	\$2.00	
# Call Forward, per line equipped	\$8.25	\$7.50	
# Call Forward Busy	\$8.25	\$7.50	
# Call Forward Don't Answer	\$8.25	\$7.50	
# Call Forward Busy/Don't Answer	\$8.25	\$7.50	
# Three-Way Calling	\$8.50	\$8.00	(I)
Home Intercon	\$2.00	\$2.00	
Speed Calling, per line equipped			
8 number capacity*	\$3.50	\$3.50	
30 number capacity		\$4.50	
Distinctive Ring	\$4.00	\$4.00	
# Remote Call Forward, Initial Path	\$25.00	\$26.00	
# Remote Call Forward, Each Additional Path**	\$25.00	\$26.00	
Audible Message Waiting Indication	\$1.50	\$1.50	
Anonymous Call Rejection	\$5.25	\$6.50	(I)

\* This service is grandfathered.

\*\* There is a maximum of 14 additional paths that can be assigned to a Remote Call Forwarding number.

# Toll charges apply to each call forwarded or conferenced to a location beyond the flat rate local calling area of the line with which the Custom Calling Service is associated.

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Issued by: Regulatory Affairs Director  
Frontier Communications  
100 CTE Drive  
Dallas, PA 18612



## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**2. ADVANCED CUSTOM CALLING SERVICEDESCRIPTIONCALLER ID NAME\*

Caller ID Name is a feature which provides a display of the name and telephone number of a caller on a customer's Customer Premise Equipment (separate display unit or specially equipped telephone). After the first ring, the calling party's name and number is displayed on the customer's display unit.

Anonymous Call Rejection (ACR) will be provided free of charge as part of the Caller ID product. ACR automatically blocks any "anonymous" or blocked calls, without ever ringing at the called party's location. The calling party will receive a recorded announcement that the called party does not accept "anonymous" or blocked calls, and suggests the calling party unblock the delivery of the caller's telephone name and number and redial. To activate this feature, dial "\*77" on a touch tone telephone or dial "1177" on a rotary telephone. To deactivate this feature, dial "\*87" on a touch tone telephone or dial "1187" on a rotary telephone.

CALLER ID PER-CALL BLOCKING\*

Caller ID Per-Call Blocking is a customer-activated feature which allows the caller to permit or withhold the delivery of the caller's telephone name and number on each call. By pressing "\*67" on a touch-tone telephone or dialing "1167" on a rotary/pulse phone, the calling party will "block" the transmission of the calling telephone name and number. When this option is used, the called party's Caller Identification equipment will display the word "Private" or "Anonymous." There is no charge to use this feature.

CALLER ID PER-LINE BLOCKING\*

Caller ID Per-Line Blocking is a service that "blocks" the transmission of telephone name and number on all calls. Per-line blocking customers will have the option to "unblock" on a per-call basis by dialing "\*82" on a touch-tone phone or dialing "1182" on a rotary/pulse telephone before they dial the phone number they are calling. There is no monthly charge and no charge for the initial installation of this feature. Subsequent changes will incur service order charge changes.

CALL WAITING ID\*

This feature allows a customer to control the treatment applied to incoming calls while the customer is off-hook on a call. It notifies the customer of an incoming call with the Call Waiting tone and Call ID information. The customer must subscribe to a Caller ID Name to use this feature.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**2. ADVANCED CUSTOM CALLING SERVICE (Cont'd)DESCRIPTION (Cont'd)CALL RETURN (\*69)\*

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Call Return (\*69) automatically returns a call to the telephone number of the last incoming call (if made from within the LATA). If the line is busy, it will continue to redial for up to 30 minutes. Call Return is activated by dialing "\*69" or "1169" from a rotary telephone. If the called number is busy, the caller is notified and instructed by an announcement, after which automatic processing of the call continues until both lines are idle. When both lines are idle, the calling party hears a special ring. The caller can continue to originate and receive calls without affecting the Call Return request. Call Return requests can be canceled by dialing the deactivation code "\*\*89" or "1189" from a rotary telephone. Call Return will not return a call to a "blocked" number and the customer will be advised of this when attempting to activate the feature. This feature is available on a monthly flat rate basis or on a per-use basis.

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BUSY NUMBER REDIAL (\*66)\*

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Busy Number Redial (\*66) automatically redials the last number dialed (if made within the LATA). If the called number is busy, the caller can make or receive calls and a tone will sound when the redialed line is free. If the caller's phone is not in use, Busy Redial will sound a distinctive ring signal that the redialed line is free, and the call will be initiated when the phone is picked up. Dial "\*66" on a touch tone telephone or "1166" on a rotary telephone to activate this feature. To deactivate the service before the call-back is complete (the activation period is 30 minutes), the customer dials "\*\*86" on a touch tone telephone or "1186" on a rotary/pulse telephone. This feature is available on a monthly flat rate basis or a per-use basis.

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\*The Company does not assure the delivery or nondelivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID Name, Caller ID Per Call Blocking, Caller ID Per Line Blocking, Call Return, Call Waiting ID, Busy Redial services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Busy Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID Name, Caller ID Per Line Blocking, Call Return, Call Waiting ID, Busy Redial or other similar services identified in this tariff.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**

2. ADVANCED CUSTOM CALLING SERVICE

DESCRIPTION (Cont'd)

MULTIPLE SIMULTANEOUS CALL FORWARD

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

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**2. ADVANCED CUSTOM CALLING SERVICE (Cont'd)DESCRIPTION (Cont'd)PRIORITY CALL

Priority Call allows a customer to assign, up to 15 telephone numbers within their LATA, a distinctive ring to alert him/her when any of the 15 assigned numbers is calling him/her. It also includes a special Call Waiting tone for customers who have Call Waiting. When a customer subscribes to Priority Call, the service is equipped on the line and the customer is ready to establish a customer telephone number list. To gain access to this service, the customer dials "\*61" or "1161" on a rotary telephone. This feature is available on a monthly flat rate basis.

SELECTIVE CALL REJECTION

Selective Call Rejection allows a customer to reject call attempts from up to 15 telephone numbers within the LATA. To use this service, the customer pre-programs telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. 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. This feature is available on a monthly flat rate basis.

SELECTIVE CALL ACCEPTANCE

Selective Call Acceptance allows a customer to store up to 15 telephone numbers within the LATA from which a subscriber wishes to receive calls. An incoming call from a number that is not on the Selective Call Acceptance list is routed to an announcement stating that the called party does not wish to receive the call. Selective Call Acceptance is accessed by dialing "\*64" or "1164" on 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. This feature is available on a monthly flat rate basis.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**2. ADVANCED CUSTOM CALLING SERVICE (Cont'd)DESCRIPTION (Cont'd)SELECTIVE CALL FORWARDING

Selective Call Forwarding allows a customer to program up to 15 telephone numbers within the LATA 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. This feature is available on a monthly flat rate basis.

CALL TRACE

Call Trace allows a customer to initiate a trace of the last incoming call (whether or not the call was blocked) by dialing "\*57" on a touch tone telephone or "1157" on a rotary telephone. Call Trace provides the customer with an immediate option of tracing an abusive, harassing or threatening call.

The Call Trace feature is designed to provide a written record that may assist the customer and law enforcement authorities in legal proceedings. When the Call Trace feature is activated, the calling party telephone name, number, and the date and time of the call is automatically transmitted to Frontier Communications where that information is stored in a computerized database. Call Trace information is **not** provided to the customer.

If the trace is successful (the calling party name, number, date and time of the call are captured), the person who activated the feature will receive confirmation through a recorded announcement which will tell the customer to contact his or her local law enforcement agency if they wish to further pursue the matter. If Call Trace is successful, a fee is applied to the customer's telephone bill. The charge does not apply if Frontier Communications releases the trace information, at the customer's request, to the law enforcement agency. If the trace is unsuccessful, the telephone company does not have record of the call and the customer is not charged for attempting to activate the feature.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**

2. ADVANCED CUSTOM CALLING SERVICE (Cont'd)

DESCRIPTION (Cont'd)

Toll Restriction - This feature permits a customer to voluntarily restrict his line from access to the toll network.

The customer can choose from three different levels of toll restriction. The customer may choose:

Direct Dial Restriction - Operator not restricted - This type of restriction blocks direct dial calls where 1+ the number is dialed, or long distance where just the seven digit number is dialed. Access to the operator is not restricted. Access to 911 and toll free numbers is still available.

Direct Dial Restriction - This type of restriction includes all direct dial calls, including those where 0 + the number is dialed. This type of restriction will allow access to the operator (0) and 911 for emergency purposes. Access to toll free numbers is still available.

Complete Direct Dial Restriction - This type of restriction blocks all direct dial calls, including all access to the operator. Access to 911 and toll free numbers is still available.

## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Custom Calling Service**2. ADVANCED CUSTOM CALLING SERVICE (Cont'd)RATES

The following rates and charges are in addition to all other applicable rates and charges, including nonrecurring charges, for service and equipment furnished.

<u>Advanced Features</u>	<u>Monthly Rates</u>		
	<u>Residential</u>	<u>Business</u>	
Caller ID Name	\$13.75	\$13.50	(I)
Call Return (*69)	\$5.00	\$5.00	
Busy Number Redial (*66)	\$5.00	\$5.00	
Priority Call	\$4.50	\$4.50	
Selective Call Rejection	\$4.50	\$4.50	
Selective Call Acceptance	\$4.50	\$4.50	
Selective Call Forwarding	\$4.50	\$4.50	
Complete Direct Dial Restriction	\$3.50	\$3.50	
Multiple Simultaneous Call Forward		\$11.00	
<u>Usage Sensitive Features</u>	<u>Per Use</u>		
	<u>Residential</u>	<u>Business</u>	
Call Return (*69)	\$3.50	\$3.00	(I)
Busy Number Redial (*66)	\$3.50	\$3.00	(I)
Call Trace	\$6.75	\$6.50	
Three Way Calling	\$3.50	\$3.00	(I)

- i. There is no connection charge associated with usage sensitive Call Return (\*69), Busy Number Redial (\*66), or Call Trace.
- ii. The per-use charge applies for successful activation only.
- iii. These features are not available on Key, PBX or Centrex systems or Party Line customers.
- iv. These features may not be available in all areas of service. The per use features require that both the calling party and called party be within participating calling areas.
- v. A monthly cap of \$15.00 will be provided to all customers for each usage sensitive feature except Call Trace. Call Trace monthly cap is \$32.50.

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Issued by: Regulatory Affairs Director  
Frontier Communications  
100 CTE Drive  
Dallas, PA 18612

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Miscellaneous Service and Equipment**

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1. CONVENIENCE FEE

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A. General

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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. Regulations

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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.

C. Rates and Charges

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Convenience Fee, per occurrence                      \$10.00



## INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES

**Miscellaneous Service and Equipment**2. DUPLICATE BILL CHARGE

## A. General

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

## B. Rates and Charges

	<u>Residence</u>	<u>Business</u>
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00

3. DIGITAL BILLING

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## A. General

Digital billing provides a complete version of the bill, including bill detail, bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

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## B. Rates and Charges

	Monthly Rate		
	<u>Residential</u>	<u>Business</u>	
Rate for Digital Billing with Duplicate paper bill	\$5.00	\$5.00	(C)

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