CITIZENS TELECOMMUNICATIONS COMPANY OF MINNESOTA LLC *

DBA
FRONTIER CITIZENS COMMUNICATIONS OF MINNESOTA

GENERAL AND LOCAL EXCHANGE
SERVICE CATALOG

Furnished Within The

State of Iowa

This Service Catalog encompasses Sections 1 through 16
for Citizens Telecommunications Company of Minnesota
in the State of Iowa.

Applying to All Exchanges

Effective June 22, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are no longer available for new purchase by any customers. Effective September 8, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities are discontinued, subject to a reasonable period for existing customers to transition off the services. (N)

* All references in this Service Catalog to Citizens Telecommunications Company of Minnesota, Inc. should be understood as references to Citizens Telecommunications Company of Minnesota LLC.

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EXPLANATION OF SYMBOLS

The following symbols are applicable to all sections of this Service Catalog:

(C) Signifies a changed regulation.
(D) Signifies a discontinued rate, treatment, or regulation.
(I) Signifies an increased rate or new treatment resulting in an increased rate.
(M) Signifies a move of text from one area of the Service Catalog to another, but no change in rate, treatment or regulation.
(N) Signifies a new rate, treatment, or regulation.
(R) Signifies a reduced rate or new treatment resulting in reduced rate.
(T) Signifies a change in text but no change in rate, treatment, or regulation.
(Z) Signifies a correction.

GLOSSARY OF ACRONYMS AND TRADENAMES

ACRONYM	DEFINITION
ACD	Attendant Console Display
ACS	Auxiliary Communication Service
ALI	Automatic Location Identification
ANI	Automatic Number Identification
AT&T	American Telephone & Telegraph
BRA	Base Rate Area
CBX	Computerized Branch Exchange
C.O.	Central Office
CPE	Customer Premise Equipment
DA	Directory Assistance
DID	Direct Inward Dialing
DMS	Data Management System
EAS	Extended Area Service
EPABX	Electronic Private Automatic Branch Exchange
ESA	Emergency Service Agency
ESN	Emergency Service Number
ESZ	Emergency Service Zone
FCC	Federal Communications Commission
IMTS	Improved Mobile Telephone Service
IXC	Interexchange
MCC	Miscellaneous Common Carrier
MSAG	Master Street Address Guide
NID	Network Interface Device
NPA	Numbering Plan Area
OPX	Off Premises Extension
PABX	Private Automatic Branch Exchange
PBX	Private Branch Exchange
PSAP	Public Safety Answering Point
RSUS	Resale/Shared Use Service
R.G.	Rate Group
SR	Selective Routing
TDM	Time Division Multiplex
WATS	Wide Area Telecommunications Service

RULES AND REGULATIONS

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A. APPLICATION

1. The rules and regulations specified herein are in addition to those contained in the Local Exchange Service Catalog. They apply to the intrastate services and facilities furnished in Iowa by Citizens Telecommunications Company of Minnesota d/b/a Frontier Citizens Communications of Minnesota, hereinafter referred to as the Company. Failure on the part of customers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the privilege to cancel the contract and discontinue the furnishing of service.

   In the event of a conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the Local Exchange Service Catalog, the rate, rule, regulation or provision contained in this Local Exchange Service Catalog shall prevail.

   This Local Exchange Service Catalog cancel and supersede all other Local Exchange Tariffs of the Company issued and effective prior to the effective dates of this Local Exchange Service Catalog.

   Notwithstanding any other provision in this product guide, the Company will not provide any product or service discontinued in accordance with FCC technology-transition standards and procedures.

RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities and Equipment

   a. The Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

   b. The installation and restoration of services shall be subject to the regulations set forth in the Frontier Citizens Communications of Minnesota, Facilities for Intrastate Access concerning the Telecommunications Service Priority (TSP) System.

2. Interruptions of Service

   a. In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing in all cases the causes thereof, the subscriber assumes all risks connected with the service, as the Company cannot guarantee uninterrupted working of its facilities. Other than provided for in paragraph “b” below, no liability shall in any case attach to the Company.

   b. When a subscriber’s service is interrupted and remains out of service for more than 24 consecutive hours, the Company shall make appropriate adjustments to the subscriber’s account upon customer’s request. The adjustment, either by direct payment or a bill credit, shall be the proportionate part of the monthly charges for all services and facilities rendered inoperative during the interruption. Adjustments not in dispute shall be rendered within two billing periods after the billing period in which the interruption occurred. This paragraph does not apply if the outage occurs as a result of: (T) (T)

      1) A negligent or willful act on the part of the subscriber;

      2) A malfunction of subscriber-owned telephone equipment;

      3) Disasters or acts of God; or

      4) The inability of the Company to gain access to the subscriber’s premises.

RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Cont'd)

3. Directory Errors and Omissions

a. The Company, except as provided herein shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publication of such errors in the directory nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the customer's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period, which the error omission continues.

4. Adjustment of Charges

In the adjustment of charges for overbilling by the Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period or amount for which overbilling cannot be fixed from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a three-year period.

5. Transmitting Messages

a. The Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages the operator is deemed to be acting as an agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

b. While the Company's local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Company.

RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Cont'd)

6. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other Companies, the Company is not responsible or liable for any action of the Connecting Company.

7. Defacement of Premises

The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's facilities, on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Company.

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment or Service

a. All equipment and facilities furnished by the Company to provide transmission service on the premises of a customer are the property of the Company. The agents and employees of the Company shall have the right to enter said premises at any reasonable hours for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments and lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.

b. If the installation and maintenance of transmission service are requested at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service, and, if such service is furnished, may require the customer to install and maintain such service and may also require the customer to indemnify and hold the Company harmless from any claims, loss, or damage by reason of the installation and maintenance of such service.

RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (Cont'd)

2. Attachments or Connections (Also refer to Section 12)

The Company shall not be required to attach its equipment or facilities to facilities not owned and installed by it unless provided for elsewhere in this Service Catalog. In case any such unauthorized attachment or connection is made, the Company shall have the right to disconnect the same or to suspend the service during the continuance of such attachment or connection or to terminate the service.

3. Use of Customer Service

a. Customer telephone service, is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises.

b. Customers who subscribe to pay telephone service may resell such local exchange service to users of their customer-provided coin or noncoin pay telephone equipment. The Company is not responsible for the confidentiality of service between customers and their users.

4. Tampering with Equipment

The Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Company which shows any evidence of tampering, manipulation, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

5. Resale of Service

The resale of any service provided by the Company is not permitted unless the customer is in compliance with and certified under Section 214 of the Communications Act, and as may be excepted elsewhere in this Service Catalog or as specifically authorized by the Company.

RULES AND REGULATIONS

C. USE OF SERVICES AND FACILITIES (Cont'd)

6. Use of Profane Language or Impersonation of Another

The Company may refuse to furnish or may deny transmission service to any persons, firm or corporation who, over the facilities furnished by the Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent. The customer will first receive written notice as specified under "Refusal or Disconnection of Service" in this section of the Service Catalog.

7. Unlawful Use of Transmission Service

The Company may refuse to furnish or may discontinue transmission service to any person, firm, or corporation upon:

a. Objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is, or is to be, used for an illegal purpose.

b. Use with intent to terrify, intimidate, threaten, harass, annoy, or offend another telephone user.

8. Interference with Company Equipment or Transmission Service to Others

a. The Company may disconnect, without advance notice, transmission service to any person, firm, or corporation which:

1) Is used in such a manner as to interfere with the service of other telephone users.

2) Is used in such a manner as to adversely affect the Company's plant, property, or service. This includes overloading of telephone circuits resulting in preventing, obstructing, or delaying the transmission service of others.

b. Following the disconnection of service for any of these reasons, the Company will immediately notify the telephone customer thereof:

1) When the general transmission service to the public is impaired by a customer's use of exchange telephone service, the Company shall have the right to require the customer to contract for and properly attend as many additional central office access lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Applications for Service

   a. Applications for initial or additional services made verbally or in writing become a contract upon the establishment of the service or facility.

   b. Any change in rates or regulations prescribed by public authority having jurisdiction, modifies all terms and regulations of contracts to the extent of such changes.

2. Telephone Numbers

   The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the Company may change the telephone number of the central office designation, or both, of a customer whenever it deems it advisable in the conduct of its business to do so.

3. Alterations

   The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities located on his premises.

4. Connections to New or Existing Inside Wiring

   The Company is responsible for making all connections at the protector or providing a facility to permit customer connection with new inside station wiring at the demarcation point. Nothing contained herein shall require or necessitate changes or modifications to telephone utility connections with existing inside station wiring.

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

5. Customer Provided Terminal Equipment (Also Refer to Section 12)

a. General

1) Customer provided terminal equipment is all terminal equipment normally used on the customer's premises and owned by the customer; or owned by the Company or some other supplier and leased to the customer; including the terminal equipment located on the customer's premises or held in inventory.

2) Customer provided terminal equipment is no longer offered as a regulated part of this Company's Service Catalog; however, this does not give the customer the right to repair or maintain terminal equipment owned by the Company without the Company's consent.

3) It is the customer's obligation to ensure compliance with any applicable state or federal laws governing the installation and use of customer provided terminal equipment.

b. Standards for Customer Provided Terminal Equipment

1) The Company shall allow customers to secure the provision, repair, and maintenance of terminal equipment from any supplier provided that such equipment shall be in compliance with applicable registration standards promulgated by the Federal Communications Commission.

2) The Company will endeavor to answer any questions concerning the installation, repair, and maintenance of terminal equipment by telephone contact, personal contact, or printed material, upon request.

c. Service Requirements for Connection of Customer Provided Terminal Equipment to Multi-party Central Office Access Lines

1) Customers on multi-party central office access lines are required to contact the Company before connecting terminal equipment to their line to ascertain the correct ringer frequency and any other information necessary to insure that service to the other customer(s) on the line will not be interrupted.

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

6. Maintenance and Repairs

All ordinary expense of maintenance and repair, unless otherwise specified in the Company's Service Catalog, is borne by the Company. In case of loss of, damage to, or destruction of any of the Company's facilities, up to the demarcation point, not due to ordinary wear and tear, the customer is held responsible for the cost of replacing the facilities destroyed or for the cost of restoring the facilities to their original condition, except where such damage is not occasioned by the negligence of the customer. Customers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect, or remove any facilities, up to the demarcation point, installed by the Company, except upon the consent of the Company.

7. Unusual Installation Costs

Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.

8. Furnishing of Announcement, Answering and Recording Services

a. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions.

1) For purposes of identification, customers to transmission service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

2) Customers transmitting factual public announcements, such as time, stock market quotations, airline schedules, and similar information are excluded from the preceding condition.

3) Non-Publish telephone service will not be furnished for use with recorded public announcements.

4) Failure to comply with the provisions of this Service Catalog shall be cause for termination of the service.

RULES AND REGULATIONS

D. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

9. Vacation Get Away Service

a. General

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

b. Conditions

1) Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. (D) (D)

2) No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

3) Vacation Get Away Service will not be made available for periods of less than two (2) months.

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

5) During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

6) The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral.

8) Vacation Get Away Service will be available where technically feasible.

9) Charges for Vacation Get Away Service will be a monthly recurring fee.

c. Rates and Charges

	Recurring Charge
Vacation Get Away Service	$5.00

RULES AND REGULATIONS

E. TELEPHONE DIRECTORIES

1. Distribution

The Company will furnish to its customers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

2. Ownership and Use

Directories regularly furnished to customers are the property of the Company, are loaned to customers only as an aid to the use of the telephone service. Customers must not deface or mutilate directories. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the customer.

F. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. Business rates apply at the following locations:

a. In offices, stores, factories, and all other places of a strictly business nature.

b. In boarding houses, except as noted under 2.b., offices of hotels, halls, and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools or colleges, hospitals, libraries, churches and other similar institutions.

c. At residence locations when the customer has no regular business central office access line and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence central office access line service during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

d. Where the place of business and the residence of a customer are on the same premises and no transmission service is installed in the place of business, the business rate shall be charged for the central office access line installed in the residence.

e. At residence locations, when an additional station or extension bell is located in a shop, office, or other place of business.

RULES AND REGULATIONS

F. APPLICATION OF BUSINESS AND RESIDENCE RATES (Cont'd)

1. Business rates apply at the following locations: (Cont'd)

   f. In college fraternity houses.

   g. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under 2.c. following.

2. Residence rates apply at the following locations:

   a. In private residences where business listings are not provided.

   b. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.

   c. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the subscriber does not maintain an office in the residence.

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. The Company requires positive identification of the applicant to be included in the application for service. Positive identification can be accomplished either through the verification of the applicant's Social Security number or through the completion and notarization of a Positive Identification Form. The applicant's positive identification information will be held strictly confidential and will not be used by the Company for any other purposes other than for establishment of service.

2. The Company is not obligated to furnish service to any individual or firm that owes (refer to Refusal or Disconnection of Service) for service previously rendered at the same or a different address, until arrangements have been made to pay off the amount owed to the Company. The Company will consider employment status and other information pertaining to credit worthiness. Any applicant who has not previously had telephone service or established a payment record may be required to establish and maintain credit in one of the following ways:

   a. By furnishing references acceptable to the Company.

   b. By providing a suitable guarantee in writing, in form prescribed by the Company.

   c. By means of a cash deposit.

RULES AND REGULATIONS

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

3. Amount of Deposits - New Customers

a. The amount of the deposit required for the purpose of establishing a customer's credit shall not be more than the total of two months' local and two months' regulated long distance service. The amount of regulated long distance service may be estimated from: (1) past toll usage (2) customer estimated anticipated usage. The amount of deposit may exceed this total when the provision of service is for short periods of time or special occasions. Written notice shall be mailed advising the customer of the deposit requirements. Service may be disconnected unless the deposit is made within twelve (12) days after the mailing of written notification.

b. An applicant for network access, who under the Service Catalog credit rules is required to make a deposit to guarantee payment of bills, may be required to pay the service charges and deposit prior to access.

4. Amount of Deposits - Existing Customers

An existing customer may be required to make a deposit or to increase a deposit presently held in cases where a deposit is inadequate to cover two months' local exchange service and two months' regulated toll service or where regulated toll usage is abnormal. Service may be disconnected unless the new or additional deposit is made within twelve (12) days after mailing of written notification.

5. Records on Customer Deposits

a. The Company will maintain records, which show the name and, address of each depositor, the amount and date of the deposit and each transaction concerning the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

b. A receipt of deposit will be furnished to each customer from whom a deposit is received. Upon customer request, duplicate receipts will be provided to customers who have lost their receipt if the deposit is substantiated by Company records

RULES AND REGULATIONS

G. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

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6. Interest on Customer Deposits

a. Interest shall be paid for the period beginning with the date of deposit to the date of refund or to the date that the deposit is applied to the customer's account, or to the date the customer bill becomes permanently delinquent.

Rate Periods	Per Annum Rate
July 14, 1982 to April 20, 1994	12.0%
April 21, 1994 to July 7, 2009	7.5%
July 8, 2009 to present	4.0%

b. The date of refund is that date on which the refund or the notice of deposit refund is forwarded to the customer's last known address. Delinquent date is the due date of any service bill rendered to a customer, which is treated as an uncollectible item.

7. Refund of Customer Deposits

a. The deposit shall be refunded or credited to the customer after not more than twelve (12) consecutive months of prompt payment or eleven (11) timely payments and one late payment. At such time as the service is terminated, the amount of the deposit is credited to the customer's account and any credit balance is refunded.

b. The account shall be reviewed after 12 months of service and if the deposit is retained it shall again be reviewed at the end of the utility's accounting year or on the anniversary date of the account.

8. Deposit Not to Affect Regular Collection Practices

The fact that a deposit has been made in no way relieves the customer from complying with the Company's regulations as to the prompt payment of bills.

9. Service Reconnection (Restoral) Charge

Where service has been discontinued for failure to establish credit as authorized above, the regular restoral of service charge will be made and collected by the Company.

RULES AND REGULATIONS

H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES

1. Bills

a. Regular customer bills are issued monthly. They contain the dates included in the billing period, dates for service charges associated with work performed, and the last date for timely payment. Bills will be issued on a monthly basis showing the amount of the net charge, stated by category, for local transmission service and ancillary services and equipment. Bills will be issued with all services and equipment itemized for single line customers. Single line customers will also receive this detail itemization as changes appear in billing due to service order activity.

b. Toll service, sales tax and excise tax, together with the gross amount of the bill, with separate entries for total amounts current or in arrears will be included on each bill. Reasonable requests for bill detail will be furnished.

2. Payment

a. An applicant for network access, who under the "Establishment and Maintenance of Credit" portion of this Service Catalog section, is required to make a deposit to guarantee payment of bills, may be required to pay the service charges and deposit prior to access. An applicant not required to make a deposit shall not be billed a service charge earlier than the first regular monthly bill.

b. The customer shall pay for services and facilities monthly in advance - except Departments, Administrations, and Agencies of the Federal, State, County, Township, or Municipal Governments - and shall pay for toll messages and service charges when billed. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein.

c. Customer payments are considered prompt when received at the Company or its agent by the pay-by-date on the bill. The pay-by-date is 20 days after the bill is rendered. Residential customers may request a last date for timely payment later than the pay-by-date. Such requests must be made in writing and may be granted for good cause.

RULES AND REGULATIONS

H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES (Cont'd)

2. Payment (Cont'd)

d. The Company may request payment, upon issuance of a final bill, when service is terminated at the customer's request. For all other bills, payment will not be requested until the pay-by-date.

e. The customer is held responsible for all charges for exchange service and facilities furnished at the customer's request and for all toll service rendered at his telephone, including charges for toll messages received on which the charges had been reversed.

f. When a customer is connected or disconnected, the central office access line is out of order, or for cause other than customer premises equipment and wiring, the service received deviates by more than twenty-four (24) consecutive hours from the normal billing period, the bill shall be prorated. If the prorating indicates a refund is due, the refund shall be accomplished by bill credit.

g. The regular restoral of service charge will be made for reconnecting services, which have been discontinued for nonpayment of charges due. Subsequent to the completion of an order to terminate the service, it shall be reestablished only on the basis of a new application.

h. Installment Billing for Residence Customers

Residence customers may have nonrecurring charges billed in equal consecutive monthly installments over either three- or six-month periods, subject to the following conditions:

1) Installment billing is offered only to customers who are not known credit risks to the Company.

2) More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.

3) Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.

4) If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it, including the right to terminate telephone service.

5) Installment billing will be continued even when service is temporarily suspended.

RULES AND REGULATIONS

H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES (Cont'd)

2. Payment (Cont'd)

h. Installment Billing for Residence Customers

6) Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion.

7) No interest or finance charges apply.

3. Disputed Bills

In the event of a dispute concerning the bill, the Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the Company's Service Catalog, shall continue and for not less than forty-five (45) days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The forty-five (45) days may be extended by up to sixty (60) days if requested of the utility by the Commission in the event the customer files a written complaint with the Commission.

4. Returned Checks

a. Checks presented in payment for services and subsequently returned to the Company by the customer's bank as nonpayable, per customer, per check, in addition to any charges levied by the bank incur a nonrecurring charge. (Refer to Section 5, Service Charges).

b. A customer will be placed on a "cash only" basis upon receipt of two (2) returned checks within a twelve (12) month period of time. "Cash only" is herein defined as a cashier's check, U.S. currency, or money order.

RULES AND REGULATIONS

H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES (Cont'd)

5. Post Billing Toll Block

a. General

Post Billing Toll Block (PBTB) is a process whereby the Company will initiate toll blocking on high-risk accounts which have unpaid balances. A grace period will be given to the customer to respond to the toll block. This service is designed to minimize the Company's network exposure from uncollectible accounts and to act as an enhancement to the late payment treatment process. If payment is not received the normal late payment treatment process will continue. This process will be accomplished where the Company is technically capable.

b. Description

1) A risk level assessment process determines customers with high-risk accounts and is based as a result of either Credit Scoring for new customers or Behavioral Scoring (Company payment history) for existing customers.

(a) Risk level assessment is categorized for new customers via Credit Scoring whereby the Company will be provided a credit score through the use of a third party credit reporting service. A credit score is computed on the inquiry date by utilizing a credit scoring model plus information contained in the customer's credit files. The customer's score is delivered by the National Credit Bureau at the time of service application. Credit Scoring allows the Company to assign a low, medium or high credit risk rating to all new customer accounts.

(1) A high-risk level assessment is assigned to new customers having the following criteria:

- Collection judgements
- Charge (Written) off accounts
- Outstanding collection accounts
- Various degrees of delinquency history from 30-180 days, and not paid in full or current at time of scoring

RULES AND REGULATIONS

H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES (Cont'd)

5. Post Billing Toll Block

b. Description (Cont'd)

1) A risk level assessment process determines customers with high-risk accounts and is based as a result of either Credit Scoring for new customers or Behavioral Scoring (Company payment history) for existing customers. (Cont'd)

(b) Behavioral Scoring, based on Company payment history, will establish a risk assessment for existing customers. A score will be established and maintained (re-scored) on each customer when the program is initiated and/or after a six- (6) month service period has been established. Existing customers for the purpose of this Service Catalog, are those customers that have had continuous service with the Company over a six- (6) month period.

(1) A high-risk level assessment is assigned to existing customers having the following criteria:

- Six (6) or more telephone bills not paid by the due date or in full during the preceding 12 months
- Three (3) or more Non-Sufficient Fund (NSF) checks for telephone bill payments during the preceding 12 months
- Two (2) or more service denials due to nonpayment during the preceding 12 months
- Six (6) or more reminder notices on account during the preceding 12 months

2) A delinquent account customer will be given a grace period of two business days from the "please pay by date" or due date of the bill to make payment otherwise Post Billing Toll Block will be initiated.

3) An intercept recording will inform the delinquent account customer that the long distance (1+, 0+, and pay per call charges) call cannot be completed. Long distance service access will be restored when the delinquent balance is paid. Should the customer request payment arrangements; the account will remain toll blocked until the delinquent amount is paid. Should the customer ultimately fail to make payment for local service, disconnection of local and toll service will occur.

RULES AND REGULATIONS

H. BILLING AND PAYMENT FOR SERVICES AND FACILITIES (Cont'd)

5. Post Billing Toll Block

b. Description (Cont'd)

4) Toll blocked accounts will retain local dial tone, local calling and access to emergency services. However, the Company will also restrict all collect, credit card and third number bill calls.

5) No restoral of service charges will be incurred by the customer as a result of restoring toll service.

6) After the Post Billing Toll Block is initiated late payment treatment notices will be rendered. If payment is not received for local service or payment arrangement made a temporary disconnect and finally an out of service order will follow.

7) Deposit requirements will not be affected as a result of Post Billing Toll Block. (D)
(D)

I. FEES OR TAXES TO BE BILLED TO CUSTOMERS

1. When any municipality, other political subdivision or local agency of government, imposes upon the Company any license, occupation, or other similar charge or tax applicable to service by the Company to the customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts, or revenues from sale of telephone service by the Company, the charges for local service to customers within such municipality, other political subdivision or local agency of government, shall be increased by an amount equal to each such customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the customer's bill.

RULES AND REGULATIONS

J. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

1. Initial Contract Periods

a. Except as hereinafter provided, the initial (or minimum) period for all services and facilities is one month at the same location.

b. The length of contract period for directory listings where the listing has been published, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

c. The Company may require a contract period longer than one month at the same location in connection with special (nonstandard) types of arrangements or for unusual construction, necessary to meet special demands, and involving extra costs.

2. Termination of Service

a. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished.

1) In case of service for which the initial contract period is one month, the charges due for the balance of the initial month.

2) In the case of directory listings where the listing has been published, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listings, subject however to a minimum charge for one month:

a) The contract for the central office access line(s) is terminated.

b) The listed party becomes a customer to some class of exchange service.

c) The listed party moves to a new location.

d) The listed party dies.

3) For special types of arrangements, the charges will be based on the individual circumstances in each case as agreed upon at the time of installation.

b. Service may be terminated after the expiration of the initial contract period, upon the Company being notified, and upon payment of all charges due to the date of termination of the service.

RULES AND REGULATIONS

K. REFUSAL OR DISCONNECTION OF SERVICE

1. Telephone service may be refused or disconnected by the Company without incurring any liability for the following reasons:

   a. Without notice in the event of a condition on the customer's premises determined by the Company to be hazardous.

   b. Without notice in the event of a customer's use in such a manner as to adversely affect the Company's equipment (this includes overloading of a Company circuit) or the Company's service to others.

   c. Without notice in the event of tampering with equipment furnished and owned by the Company.

   d. Without notice in the event of unauthorized use.

   e. In the event the customer supplied false or inaccurate information of a material nature in order to obtain telephone service.

   f. For violation of or noncompliance with the Company's rules on file with the Commission, the requirements of municipal ordinances or law pertaining to the service.

   g. For failure of the customer or prospective customer to furnish service equipment, permits, certificates or rights-of-way specified to be furnished in the utility's rules filed with the Commission as conditions for obtaining service, or for the withdrawal of that same equipment or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon him or her as conditions of obtaining service by a contract filed with and subject to the regulatory authority of the Commission.

   h. For failure of the customer to permit the utility access to its equipment.

   i. The use of profane or indecent language over its facilities.

   j. The impersonation of any other person with fraudulent intent.

RULES AND REGULATIONS

K. REFUSAL OR DISCONNECTION OF SERVICE (Cont'd)

1. Telephone service may be refused or disconnected by the Company without incurring any liability for the following reasons: (Cont'd)

   k. Inequitable proportionate use of party line service as specified under General Regulations, Use of Party Line Service.

   l. For nonpayment of a bill, except for bills for: merchandise and new inside wiring purchased from the Company, Yellow Page Advertising, a different type of service (from residence to business or business to residence), another customer which had been guaranteed, or nonregulated toll charges.

   m. For nonpayment of a deposit as specified in this Service Catalog section under Establishment and Maintenance of Credit.

   n. When the instrument is readily accessible and available for use by the public, by patrons of the customer, or by others not authorized as specified under General Regulations, Use of Customer Service, in this section of the Service Catalog.

   o. In the event of unauthorized attachments or connections as specified in Section 12 of this Service Catalog.

   p. In the event the service is or will be used for illegal or unlawful purposes as specified under General Regulations, Unlawful Use of Transmission Service, in this section of the Service Catalog.

   q. For installation of inside wiring or utility cable between buildings across exchange boundaries in order to obtain service from an exchange other than which the customer is served; excluding foreign exchange service or adjacent exchange service as provided in this Service Catalog.

RULES AND REGULATIONS

K. REFUSAL OR DISCONNECTION OF SERVICE (Cont'd)

2. Customer Notification of Service Disconnection

a. Unless stated otherwise in K.1. preceding, written notice of a pending disconnect will be rendered five (5) days prior to the disconnection. Disconnection of existing inside wiring obtaining local exchange service within another exchange boundary shall be disconnected by the user within ten (10) days after receipt of written notification from the local exchange company. The notice will include all reasons for the disconnect and the final date by which payment is to be made or specific action taken. The notice will include a toll-free number where a customer can obtain additional information.

b. In unusual credit circumstances or abnormal usage of service, which would result in undue revenue loss, disconnection may occur prior to the expiration of the five- (5) day notice.

c. Except as provided in 1.a., 1.b., 1.c., 1.d and 1.q. preceding, or in unusual credit circumstances or abnormal usage of service, no service will be disconnected on the day preceding or day on which the Company's Business Office or agent is closed. Nor will service be disconnected on a weekend, holiday or after 2 p.m. unless service can be reconnected the same day.

3. Postponement of Disconnect Due to Medical Emergency

a. The Company shall postpone the disconnection of service to a residential customer for a reasonable time, not in excess of thirty (30) days, if the customer produces verification from a physician, or a public health or social services official, which states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the utility within five (5) days.

RULES AND REGULATIONS

L. CUSTOMER COMPLAINTS

1. A customer or prospective customer may initiate a complaint with the Company on any relevant matter by telephone, in writing or in person directed to the Company at any of its offices. The Company's response to the complaint will generally be in the same form used by the customer. However, the Company may respond to written complaints by telephone or personal visits when it believes such communications will be effective in resolution of the issues.

   The customer may, at any point during resolution of the complaint, refer to review by a supervisor or manager. If the customer is still not satisfied, the nature of the complaint with sufficient detail to afford an investigation should be documented and addressed to: Executive Office, Frontier Telephone of Rochester, 180 S. Clinton Ave 3rd Floor, Rochester, NY 14646

   Upon investigation and final resolution by the Company, if the customer wishes further review, the customer should direct all appropriate information to the Utilities Division Iowa Dept. of Commerce - Consumer Services Section, 350 Maple Street, Des Moines, Iowa 50319.

   CUSTOMER SERVICE TELEPHONE NUMBERS

   Local (515) 281-3839
   Toll Free (877) 565-4450

RULES AND REGULATIONS

M. CONSTRUCTION CHARGES

1. Line Extensions

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

a. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

1) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.

2) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

3) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

b. Real Estate Developments, Subdivisions and Apartment Complexes

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

1) “Subdivision” means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.

2) The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.

3) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.

RULES AND REGULATIONS

M. CONSTRUCTION CHARGES (Cont'd)

1. Line Extensions (Cont'd)

b. Real Estate Developments, Subdivisions and Apartment Complexes (Cont'd)

4) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

5) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

c. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

d. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

RULES AND REGULATIONS

M. CONSTRUCTION CHARGES (Cont'd)

2. Construction Charges, Special

a. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.

b. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.

c. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

3. Service Drops

a. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

1) A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 feet allowance, a facility charge may apply as described elsewhere in the Company's Service Catalog.

2) The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

RULES AND REGULATIONS

M. CONSTRUCTION CHARGES (Cont'd)

4. Facilities Provided of Different Type Than 1 Above

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in C.1.a.) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

5. Facility Relocation

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

6. Charges Applicable for Facility Extension (N)

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

N. ENGINEERING STANDARDS

1. All telephone plant of the Company shall be installed, maintained, and operated subject to the provisions of the Iowa Electrical Safety Code or the requirements of any municipality having jurisdiction, whichever may be the most stringent, and in accordance with accepted good engineering practice in the communication industry.

RULES AND REGULATIONS

O. TRADE NAMES

Marks are identified in text throughout this document in all upper case and italics: For example: *FRONTIER FEATURE5 PACK.*

FRONTIER	Service mark of Citizens Communications Company
FRONTIER CHOICES	Service mark of Citizens Communications Company
FRONTIER FEATURE5 PACK	Service mark of Citizens Communications Company

DEFINITIONS

ACCESS LINE - A line which connects a customer to the central (switching point) office of an exchange through which calls can be made.

ACCESS SERVICE - Access service exists between two or more exchanges when connections may be made between customers of such exchanges without the use of toll facilities and the interexchange circuits provided for such service are inadequate to permit completion of the connections without unreasonable delay.

ACOUSTICAL CONNECTION - A connecting arrangement without electrical connections that permits transmission of sound.

ADDITIONAL LISTING - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that which he is entitled in connection with his regular service.

ANCILLARY SERVICE OR EQUIPMENT - Any communication service or equipment not included in the definitions of transmission service, terminal equipment or inside station wiring.

APPLICATION - A request made orally or in writing for telephone service.

AUTHORIZED USER - A person, firm or corporation (other than the customer) on whose premises a telephone, PBX/PABX or private-line service or channel is located and who may communicate over such channels in accordance with the terms of the Service Catalog.

BOARD - Iowa State Utilities Board

BRIDGED SERVICE - The term means an arrangement whereby two main stations are connected so that calls to either station may be answered by both stations.

BUSINESS SERVICE - Telephone service furnished to customers where the actual or obvious use is of a business, professional or occupational nature.

DEFINITIONS

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

CENTRAL OFFICE ACCESS LINE - A circuit extending from the Central Office equipment to the demarcation point. The central office access line includes all drop, block, or buried wire and connecting equipment up to and including the network interface or demarcation point.

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

CIRCUIT - A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

CLASS OF SERVICE - The various categories of service generally available to the customer such as business, residential or pay telephone service.

COIN ACCESS LINE - Local exchange access line provided by the Company for use with customer provided coin telephone equipment.

COIN TELEPHONE SERVICE - Refer to "PAY TELEPHONE SERVICE."

COMMISSION - Iowa State Utilities Board

COMMUNICATING DEVICE - A device furnished by the Company consisting of a transmitter, receiver, network control signaling unit, and associated apparatus and so connected as to permit the sending and receiving of telecommunication messages.

COMMUNICATIONS SYSTEM - Channels and other facilities, which are capable, when not connected to exchange telecommunications service, of two-way communications.

COMPANY - A corporation, association, partnership or individual engaged in the business of furnishing telephone and other communications services to the public.

DEFINITIONS

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-premise facilities with the facilities of the Company or facilities of the Company with other facilities of the Company.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

CONNECTOR - Refer to "SWITCH."

CONNECTION CHARGE - Refer to "SERVICE CHARGES."

CONSTRUCTION CHARGE - A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in this Service Catalog.

CONTINUOUS PROPERTY - The plot of ground, together with any building thereon, occupied by the customer which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnished all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT - The agreement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of this Service Catalog.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOMER - The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER-PREMISES EQUIPMENT - Terminal Equipment located on the customer premise owned by the customer or owned by the Telephone Utility or some other supplier and leased to the customer.

CUSTOMER PROVISION - Customer purchase or lease of terminal equipment or new inside station wiring from the Telephone Company or from any other supplier, including cable between two or more buildings on the same premises.

DEFINITIONS

DATA ACCESS ARRANGEMENT - A protective connecting arrangement for use with the network control signaling unit; or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

DELINQUENT OR DELINQUENCY - An account for which a bill or payment agreement for regulated services or equipment has not been paid in full on or before the last day for timely payment.

DEMARCATION POINT - The term "Demarcation Point" means the point of connection, provided and maintained by the Telephone Company, to which the Telephone Company line is connected. This connection point will normally be adjacent to a standard protector affixed to the customer's building. Where a physical protector does not exist at the point of cable entrance into the building or facility, the demarcation point is defined as the entrance point of the cable into the building or facility. For multiple buildings constructed on continuous property, i.e., condominiums, industrial parks, the Telephone Company will establish a single demarcation point for the property. The owner(s)/customer(s) is responsible for service beyond that point.

DIAL SWITCHING EQUIPMENT - A unit of electromechanical or electronic switching used in a central office.

DIRECT CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic or inductive coupling.

DIRECTORY LISTING - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

DISCONNECT - Disabling of circuitry preventing both outgoing and incoming communications.

DISCONNECT NOTICE - The written notice sent to a customer following billing, notifying him that his service will be discontinued if charges are not satisfied by the date specified on the notice.

DROP WIRE - That portion of a circuit between the pole line or cable distributing box and building in which the station or switchboard is located.

DUE DATE - The last day for payment without unpaid amounts being subject to additional collection efforts.

DUE NOTICE - Refer to "DISCONNECT NOTICE."

DEFINITIONS

ENTRANCE FACILITIES - Facilities extending from the point of entrance on private property to the premises on which service is furnished.

EXCHANGE - A geographical area established for the administration of telephone service in a specified area, called the "exchange area," which usually embraces a city, town or village and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communication service within that area.

EXCHANGE AREA - The territory served by an exchange.

EXCHANGE LINE - Any circuit connecting an exchange station at the point of demarcation with a central office.

EXCHANGE SERVICE - The furnishing of facilities for the telephone communication within an exchange area in accordance with the regulations and charges specified in this Service Catalog. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long-distance calls or Extended Area Service calls.

EXCHANGE STATION - Refer to “STATIONS.”

EXISTING INSIDE STATION WIRING - Wiring located on customer premises beyond the demarcation point which is in existence prior to the transition date, including telephone utility cable within or between two or more buildings on the same premises.

EXTENDED AREA SERVICE - Extended Area Service exists between two or more exchanges when connections may be made between the customers of such exchanges without the use of toll facilities and the interexchange circuits provided for such service are adequate to permit completion of the connections without unreasonable delay.

EXTENSION SERVICE - A classification of exchange service, furnished to a customer that is connected on the same central office access line as a main station.

EXTENSION SERVICE, OFF-PREMISE - Extension service provides the capability of connecting stations and terminal equipment at a location or premise other than the main location.

EXTRA LISTING - Refer to "ADDITIONAL LISTING."

DEFINITIONS

FLAT-RATE SERVICE - Intraexchange service furnished at a fixed monthly charge.

FOREIGN ATTACHMENT - Equipment or facilities not owned, furnished or authorized by the Company, which are attached or connected to, and used with, exchange telephone service.

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EQUIPMENT - Refer to "FOREIGN ATTACHMENT."

FOREIGN EXCHANGE LINE MILEAGE - The measurement applying to that portion of a central office line connecting a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE - Telephone exchange service furnished to a customer through a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

GRANDFATHERED EQUIPMENT - Equipment listed by the FCC, which may be connected to access services of the Company.

HARM - Harm consists of hazards to personnel, damage to Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

HOUSEHOLD INCOME - Total annual cash receipts before taxes from all sources for all individuals residing at applicant's address. Household income includes money, wages, and salaries before any deductions. Income also includes net receipts from non-farm or farm self-employment.

INDIVIDUAL CENTRAL OFFICE ACCESS LINE - A classification of exchange service which provides that only one customer shall be served by the circuit connecting such central office access line with the central office equipment.

DEFINITIONS

INDUCTIVE CONNECTION - Electromagnetic coupling between customer-premise equipment and Company equipment by means of mutual inductance between an inductor in the Company equipment and a customer-premise inductor external to the Company equipment.

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

INSIDE STATION WIRING - The portion of the wiring located on the customer's premises, extending from the demarcation point to the terminal or ancillary equipment.

INSTALLATION CHARGE - A nonrecurring charge made at the time of installation of communications service or equipment which may apply in place of or in addition to service charges and other applicable charges for service or equipment.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

INTERCONNECTION - The method by which telecommunications facilities of the Company are arranged to transmit to, or receive information from, customer-provided equipment.

JACK - Interface equipment required under Part 68 of the F.C.C. Rules and Regulations for all connections of registered terminal equipment to the telephone network.

JACK AND PLUG EQUIPMENT - Equipment designed to give access to a line at one or more points by means of a portable telephone station equipped with a cord and plug to connect jacks bridged to the line.

JOINT-USER SERVICE - An arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate customer service is permitted to use the service of a customer.

KEY TELEPHONE SYSTEMS - An arrangement of equipment in combination with telephone sets and associated keys to connect the associated telephone to any one of a limited number of exchange, PBX, intercommunicating or private lines. Line indicating, signaling, holding features, etc. are or may be incorporated.

DEFINITIONS

LEASED LINE - A line furnished customers between two or more points and having no connection with any other line or exchange service.

LIMITED SERVICE - Limited Service consists of service no longer offered for new installations.

LINE CONSTRUCTION CHARGES - The charges applied for extension of existing central office line facilities to provide service to business or residence customers.

LINE EXTENSION - A circuit extending from a main terminal to an auxiliary terminal such as a line from a PBX switchboard to a telephone set or to a key.

LOCAL CHANNEL - That portion of a channel which connects a station to an interexchanging channel or channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE - Telephone communications within a local service area in accordance with the provisions of the Company's Service Catalog.

LOCAL MESSAGE - A completed communication between customers' stations located within the same exchange area or local service area.

LOCAL SERVICE - The term used to designate the privilege allowed a customer of sending messages from his telephone station to other telephone stations within a specified area without the payment of Long Distance charges.

LOCAL SERVICE AREA - The area within which telephone service is furnished under a specific schedule of rates without the application of toll service charges for each message.

LONG DISTANCE SERVICE - That part of the total telephone service provided by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

LOW-INCOME CONNECTION ASSISTANCE PROGRAM (LINK UP IOWA) - A program of federal assistance designed to make telephone service accessible to low-income residential households who are currently not on the Public Network by helping to defray the one-time charges for commencement of telephone service.

DEFINITIONS

MAIN TERMINAL - The termination of a central office line on a customer's premises, usually at the demarcation point.

MESSAGE - A completed customer call.

MILEAGE - The measurement upon which charges are computed for foreign exchange, extension, tie and private lines.

MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

MODULAR CONNECTING DEVICE - A type of jack and plug arrangement as defined by the FCC.

NETWORK ACCESS POINTS - A connector, outlet, or wiring termination on a customer's premises which affords connection to the services of the Company.

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

NETWORK INTERFACE - The point of connection with the telecommunications network which is located at the customer's premise in a place deemed necessary by the Company in order to ensure transmission quality and which is readily accessible to the customer. (Refer to Demarcation Point).

NEW INSIDE STATION WIRING - Wiring, in whole or in part, installed on the customer's premises beyond the demarcation point by a telephone utility or other supplier on and after the transition date, including telephone utility cable within or between two or more buildings on the same premises.

NONRECURRING CHARGE - A one-time charge associated with certain installations, charges or transfers of services either in lieu of or in addition to recurring monthly charges.

NOTICE - Refer to "DISCONNECT NOTICE."

NRC - Refer to "NONRECURRING CHARGE."

DEFINITIONS

OFFICIAL COMPANY STATION EQUIPMENT - Telephone sets, subscriber carriers, teletypewriters, radio equipment, facsimile equipment, key systems, PBX's and other terminal equipment installed by the telephone utility and used exclusively by the telephone utility for the transacting of Company business.

OTHER SUPPLIER - The customer or any entity other than the telephone utility providing, repairing, or maintaining terminal equipment or new inside station wiring or repairing or maintaining existing inside station wiring, including telephone utility cable within or between two or more buildings on the same premises.

OUTSIDE PLANT - Telephone equipment and facilities installed on, along, or under streets, alleys, highways, and private rights of way between customer locations, central offices or the central office and customer location.

PAY TELEPHONE ACCESS LINE - A circuit extending from the central office equipment up to and including the demarcation point to provide both local and toll service.

PAY TELEPHONE EQUIPMENT - Equipment used in the provision of coin-operated, calling card, or pay telephone service to the public, including telephone sets, housing, booths, public telephone signs, and other associated equipment.

PAY TELEPHONE SERVICE - A central office access line providing connections for pay telephone equipment.

POINT OF DEMARCATION - Refer to "DEMARCATION POINT."

PREMISES - The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIVATE BRANCH EXCHANGE (PBX) - A "Private Branch Exchange", or "Private Branch Exchange System", is an arrangement of equipment consisting of a switchboard or switching equipment situated on a customer's premises, stations connected with the switchboard or switching equipment, and connected by trunks with a central office, all of which provide for selective signaling and interconnection of such stations with each other, and for communication with the general exchange system of the Telephone Company and for toll service.

DEFINITIONS

PRIVATE BRANCH EXCHANGE TRUNK - A circuit connecting the PBX system with a central office.

PRIVATE LINE - A circuit provided to furnish communication between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

PROTECTOR - Utility owned electrical device located in the central office, at a customer's premises or anywhere along any telephone facilities which protects both the telephone Utility's and the customer's property and facilities from over-voltage and over-current by shunting such excessive voltages and currents to ground.

RATES - Recurring amounts billed to customers for regulated services and equipment.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment registered in accordance with FCC regulations which may be connected to access services of the Company.

RESIDENCE SERVICE - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

SERVICE CATALOG - The regulated rates, charges, rules and regulations adopted and filed by the Company with the Iowa Utilities Board.

SERVICE CHARGES - The charges a customer is required to pay for establishing telephone service or subsequent modification of that service.

SERVICE CHECK - An examination, test or other method utilized to determine the condition of customer provided terminal equipment and inside station wiring.

SERVICE STATION - A station or one of a group of stations which, under arrangements made by the service station customers, receive service from a Company central office over facilities provided in part by the Company.

SIGNALING EQUIPMENT - An audible device such as a bell, or a visual device.

STATIONS - The equipment at the customer's premises in which the central office access line facilities terminate to provide exchange, message toll and other communications services. Includes the telephone instrument, data set, network control signaling units and other station equipment which enable customers to establish communications connections and to effect connections through such connections.

DEFINITIONS

The term "stations" replaces references to extension service, telephones, terminal equipment, etc. such as a lamp, which calls attention for primary or secondary purposes.

SUBSCRIBER - Refer to "CUSTOMER."

SUBURBAN AREA - The territory outside of the Base Rate Area in which Suburban and Rural Services are furnished and in which urban classes of service are furnished at established rates plus extra exchange line mileage charges.

SUBURBAN SERVICE - Service furnished to customers outside the Base Rate Area but within the exchange area.

SUSPEND - Temporary disconnection or impairment of service which shall disable either outgoing or incoming communications, or both.

SWITCH - A unit of dial switching equipment which provides interconnection between station lines or trunks.

TELECOMMUNICATIONS SERVICE - The services offered by the Company accessing the exchange switching network including, but not limited to, those services covered by the Local Exchange Service Catalog and Mobile Telephone Service Tariff.

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

TELEPHONE COMPANY - Refer to "COMPANY."

DEFINITIONS

TELETYPEWRITER - Apparatus designed for the sending and receiving, or receiving only, of typewritten messages transmitted electrically.

TERMINAL EQUIPMENT - "Terminal Equipment" means all telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wirings, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

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

TIE TRUNK - A circuit connecting two P.B.X. systems for the purpose of intercommunicating between the stations connected with such P.B.X. switching apparatus. The circuit is not intended to provide for general exchange service through either of the P.B.X. systems with which it connects.

TIMELY PAYMENT - A payment on a customer's account made on or before the due date shown: (1) On a current bill for rates and charges, or (2) by an agreement between the customer and a utility for a series of partial payments to settle a delinquent account.

TOLL BLOCKING - A service that lets consumers elect not to allow the completion of outgoing toll calls from their telecommunications channel.

TOLL CENTER - A telephone switching center at which the operations (manual or dial) function (message timing, switching and recording) takes place in connection with the provision of Long Distance telecommunications service.

TOLL MESSAGE - A message made between different exchange areas for which a charge is made, excluding message rate service charges.

TOLL RATE - The tariff and/or Service Catalog charge prescribed for toll messages, usually based upon the duration of the message, the distance between the exchanges, the day and time of the message and the degree of operator assistance.

TOLL SERVICE - Toll service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

DEFINITIONS

TRANSITION DATE - The date selected by a utility as the effective date for implementation of its Service Catalog, which provides the utility will not be responsible for providing, repairing, and maintaining new inside station wiring or new telephone utility cable within or between two or more buildings on the same premises and repairing and maintaining existing inside station wiring or existing utility cable within or between two or more buildings on the same premises.

TRANSMISSION SERVICE - The common carrier provision of exchange access, switching, intraexchange transmission and interexchange transmission, including private line service.

TRUNK - A Trunk consists of either a non-selective access line or a selective access line. A non-selective access line is a central office line that provides communications capacity between the serving central office and communications switching equipment normally installed on the customer's premises. This equipment is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls. A selective access line is a central office line that provides communication capacity between the serving central office and communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station or other equipment for incoming or outgoing calls.

WIDE AREA TELEPHONE SERVICE (WATS) [1] - Service beyond the local or extended area provided at a flat monthly rate or on a basis differing from customary message toll rate. (C)

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

LOCAL EXCHANGE SERVICE

A. GENERAL

1. The rates for Local Exchange Service as shown in the following rate schedules are subject to the conditions set forth herein and the General Rules and Regulations governing provision of such service. The General Rules and Regulations are set forth in Section 2 of this Service Catalog.

B. GRADE OF SERVICE

1. Services Offered

   a. Business service is offered only on an individual line basis in both urban and rural areas.

   b. Residence service is provided only on an individual line basis in both urban and rural areas.

C. TAXES

1. Applicable taxes levied by Federal, State, County, and local taxing authorities are in addition to the rates set forth in this Service Catalog.

LOCAL EXCHANGE SERVICE

D. LOCAL EXCHANGE SERVICE RATE COMPONENTS

1. Local Exchange Service consists of two components. They are the Local Exchange Rate Component and the Extended Area Service Additive component in exchanges, which have extended area service. These two components must be added together to determine the total rate for each Class of Service in an exchange.

2. Extended Area Service (EAS) Additive Rate Component - General

   a. This rate component is a type of telephone service furnished under this Service Catalog provisions whereby customers of a given exchange may complete calls to and may receive calls from one or more exchanges without the application of Long Distance Message Telecommunications charges.

   b. Where an exchange has Extended Area Service, an EAS additive may be applicable for the provision of this service. This additive is in addition to the basic exchange rates applicable to that exchange. EAS additives are non-optional and are applicable to all classes of exchange access service in an exchange.

   c. The rate for exchanges which presently have Extended Area Service are listed in the Summary of EAS Rate Additives By Exchange sheet with the appropriate monthly Extended Area Service additive for each class of service.

   d. Extended Area Service connections are included on the Exchange and Data Listing sheet.

LOCAL EXCHANGE SERVICE

D. LOCAL EXCHANGE SERVICE RATE COMPONENTS (Cont'd)

3. Extended Area Service Additive Component - Development of Rates (Cont'd)

a. Application:

1) EAS rates for one-way or foreign company exchange routes will be developed based on the cost of each route between communities.

2) EAS rates for two-way routes will be developed based in conformance with the General Order No. 11 using the following method:

a) Additive rates for Extended Area Service are computed by using tables 1 through 3. To compute rates the following must be determined:

(1) The number of central office access lines available for calling in the local home exchange calling area.

(2) The total number of central office access lines, which will be available for calling through Extended Area Service.

(3) The total Extended Area Service route miles (using V and H coordinates) of all extended area from the home exchange.

(4) The class of service for which the rate is to be computed.

b) The rate groups to be used for both the central office access lines available in the local home exchange calling area and the central office access lines available through Extended Area Service are as follows:

Calling Area Size	Central Office Access Lines
1	1 to 500
2	501 to 1,000
3	1,001 to 2,000
4	2,001 to 5,000
5	5,001 to 10,000
6	10,001 to 17,000
7	17,001 to 35,000
8	35,001 to 60,000
9	60,001 and over

LOCAL EXCHANGE SERVICE

D. LOCAL EXCHANGE SERVICE RATE COMPONENTS (Cont'd)

3. Extended Area Service Additive Component - Development of Rates (Cont'd)

a. Application: (Cont'd)

2) EAS rates for two-way routes will be developed based in conformance with the General Order No. 11 using the following method: (Cont'd)

c) The Extended Area Service Additive rate is to be determined by the following formula:

A x B x C = EAS Rate

A is the value from Table 1 based on the calling area size determined from D.3.a.2)b) To determine A, find the row in the left column to correspond to the proper calling area of the local home exchange. Follow this row across the table to the column, which corresponds to the proper calling area of the central office access lines in the Extended Area Service calling area.

In the formula B is the multiplier from Table 2 based on the total Extended Area Service route miles of all EAS routes from the exchange.

In the formula C is the multiplier from Table 3 based on the class of service for which the rate is to be computed.

3) Extended Area Additive Tables

TABLE 1

Value "A" for Computing Extended Area Service Rate Additives

Home Exchange	Extended Area Service Calling Area								
Calling Area	1	2	3	4	5	6	7	8	9
1	$1.35	$2.03	$2.32	$2.52	$2.62	$2.65	$2.68	$2.69	$2.70
2	.68	1.35	1.80	2.23	2.46	2.56	2.63	2.66	2.70
3	.39	.90	1.35	1.89	2.25	2.43	2.56	2.62	2.69
4	.18	.48	.81	1.35	1.84	2.15	2.38	2.52	2.67
5	.09	.25	.45	.86	1.35	1.74	2.10	2.33	2.63

LOCAL EXCHANGE SERVICE

D. LOCAL EXCHANGE SERVICE RATE COMPONENTS (Cont'd)

3. Extended Area Service Additive Component - Development of Rates (Cont'd)

a. Application: (Cont'd)

3) Extended Area Additive Tables (Cont'd)

TABLE 2

Multiplier "B" for Computing Extended Area Service Additives:

Total EAS Route Miles	Multiplier
0 thru 6 Miles	$1.00
7 thru 11 Miles	1.25
12 thru 16 Miles	1.50
17 thru 21 Miles	1.75
22 thru 26 Miles	2.00
27 thru 31 Miles	2.25
32 thru 36 Miles	2.50
37 thru 41 Miles	2.75
42 thru 46 Miles	3.00
47 thru 51 Miles	3.25
52 thru 56 Miles	3.50
57 thru 61 Miles	3.75
62 thru 66 Miles	4.00
67 thru 71 Miles	4.25
72 thru 76 Miles	4.50
77 thru 81 Miles	4.75

TABLE 3

Multiplier "C" for Computing Extended Area Service Additives:

Class of Service	Multiplier
Business 1-party	$2.00
Pay Telephone C.O. Line	2.00
Trunk	3.00
Residence 1-party	1.00

LOCAL EXCHANGE SERVICE

E. EXCHANGE AND DATA LISTING

1. The following information pertaining to each local exchange is provided below.

   a. Corresponding Iowa Location.

   b. Billing Table Location Code.

   c. Applicable NPA and NXX information.

   d. Extended Area Service Connections included in Local Calling Area.

Exchange	Iowa Location	Location Code	Zone Rates	NPA/ NXX	Extended Area Service Connections
Adams, MN	South Adams	H7102	X	641/586	Austin, MN
Bigelow, MN	South Bigelow	H7173	X	712/682	Worthington, MN
Kiester, MN	Amund	H7517	X	641/298	--
LeRoy, MN	Bailey	H7549	X	641/329	--
Lyle, MN	Mona	H7577	X	641/326	Austin, MN

LOCAL EXCHANGE SERVICE

F. LOCAL EXCHANGE MONTHLY ACCESS LINE RATE SCHEDULES

CLASS OF SERVICE

WITHIN THE EXCHANGE AREA

	Monthly Rates [1]	
Business Services:		
One Party	$33.20	
PBX Trunk	$43.80	
Key Trunk	$31.15	
Residence Services:		
One Party	$20.65	(I)
Key System	$20.65	(I)
Pay Telephone Services:		
Basic [2]	$30.20	
Smart [2]	$33.45	

[1] Applicable EAS Rate Additives apply in addition to these rates.
[2] Refer to Section 8 of this Service Catalog for description of this service.

LOCAL EXCHANGE SERVICE

G. SUMMARY OF EAS RATE ADDITIVES BY EXCHANGE

	BUSINESS			RESIDENCE
EXCHANGE	1-PTY	TRUNK	PAY TELE. C.O. LINE	1-PTY
Adams, MN	$11.34	$17.01	$11.34	$5.67
Bigelow, MN	$6.54	$9.81	$6.54	$3.27
Kiester, MN	$0.00	$0.00	$0.00	$0.00
LeRoy, MN	$0.00	$0.00	$0.00	$0.00
Lyle, MN	$6.40	$9.60	$6.40	$3.20

H. BOUNDARY LINE MAPS

Individual local exchange boundary maps are filed separately with the Iowa State Utilities Board.

LOCAL EXCHANGE SERVICE

(D)

(D)

LOCAL EXCHANGE SERVICE

(D)

(D)

LOCAL EXCHANGE SERVICE

(D)

(D)

SERVICE CHARGES

A. GENERAL

1. A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at customer's request:

   a. Connections
   b. Changes

2. Service charges are in addition to all other applicable rates and charges associated with the service being provided unless otherwise stated for specific items. Service charges apply in addition to and not in lieu of installation charges, nonrecurring charges or construction charges which are found in other sections of this Service Catalog.

3. Payment of Service Charges

   Refer to Section 2 - "Billing and Payment for Services and Facilities."

4. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun interrupted by the customer. If the customer requests overtime labor, being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

5. Service charges are not applicable to changes in grade of basic exchange service with the exception of service downgrade.

6. Certain interexchange Service Charges covered by connecting company tariffs apply to installations, moves and changes of interexchange services, such as Foreign Exchange lines and other special services, and may be in addition to charges in this Service Catalog.

B. DEFINITIONS

1. Central Office Access Line

   The term "Central Office Access Line" denotes the line between the serving Central Office and the demarcation point at the customer's premises.

SERVICE CHARGES

B. DEFINITIONS (Cont'd)

2. Change

The term "Change" denotes the substitution of a different telephone number or party line assignment made at the request of the customer that is not required to maintain adequate service. Change also denotes move of service drop, or station protector.

3. Connection

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

4. Premises (N)

Premises is a building, portion of a building, or buildings on the same continuous property occupied by the customer in the conduct of his business or occupied by the customer as a residence. All space for offices occupied by a customer on the same or separate floors of one building are considered as a single (or same) premises.

5. Access Line

The term "Access Line" denotes the line between the serving Central Office and the customer's premise. (N)

C. APPLICATION OF CHARGES

1. Service Charges apply as follows:

a. Service Order Charge - Initial

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

b. Service Order Charge - Subsequent

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

SERVICE CHARGES

C. APPLICATION OF CHARGES (Cont'd)

1. Service Charges apply as follows: (Cont'd)

c. Central Office Connection Charge (T)

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

d. Access Line Work Charge (T)

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

e. Reconnect Charge (T)

A restoral charge is applicable to each reconnection of service that is temporarily disconnected for nonpayment.

2. Installment Billing (T)

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

SERVICE CHARGES

D. CHARGES

1. Refer to E, Conditions, following for instances where Service Charges may not apply.

		Residence	**Business**	
a.	Service Order Charges			
	1) Initial Order, each	$26.00 [1]	$30.00	
	2) Subsequent Order, each	$20.00	$22.00	
b.	Central Office Connection Charge Per line, per central office	$21.00 [1]	$29.00	
c.	Access Line Work Charge	$15.00	$15.00	
d.	Reconnect Charge	$28.00	$28.00	(R)
e.	Returned Check Charge	$25.00	$25.00	

[1] A charge of one-half applies to customers eligible under the Low Income Connection Assistance Program - Link Up Iowa, subject to a maximum reduction of $30.00 of the total applicable Service Charges.

SERVICE CHARGES

E. CONDITIONS

1. No service charges apply for Telephone Company initiated work.

   a. To move or change telephone service or equipment up to the demarcation point if required or initiated by the Telephone Company.

   b. Disconnection of service for nonpayment of charges due. The charge applicable for restoral of service is specified under D., Charges, in this section.

2. No service charges apply for the following customer-initiated requests providing work is limited to that specified below:

   a. Termination of central office access line service.

   b. The "From" portion of work involved in a transfer of central office access line service from one to another premises.

   c. Changes in grade of basic exchange service with the exception of service downgrade.

   d. Service established at an interim location, nor to the subsequent re-establishment of service at the same or another location, due to the destruction of the customer's premises by a natural disaster, flood or other acts of God.

   e. Changes from nonpublished directory listings to published directory listings.

   f. Calling Card requests.

   g. Restoral of service from vacation rate.

SERVICE CHARGES

E. CONDITIONS (Cont'd)

3. Other instances where service charges do not apply:

a. Telephone equipment located on a customer's premises but used exclusively by the Company for maintenance or training activities.

b. Changes from one grade of service to another when made at the Company's initiative.

c. The following cases, if the contract for the service and responsibility for the account including any amounts due or past due, are taken over prior to discontinuance of service and without lapse in rendition of or charge for service:

1) A change in the ownership of a business, not requiring a service order.

2) A transfer of residence service from one member of a family to another member of such family at the same location.

d. A change of name without change in the identity of a customer, as where a customer's name is changed by marriage or by authority of a court order.

e. Establishing, changing or discontinuing arrangements for:

1) The issuance of telephone credit cards.

2) Bank-A-Matic bill payment plan.

f. Inside and outside temporary detachment and subsequent replacement without a change in location of drops or protectors.

g. The establishment or termination of a receivership, provided responsibility for service and facilities is assumed prior to discontinuance of service and without lapse in charge.

h. Service Charges do not apply when a customer's classification is changed from Business to Residence or from Residence to Business.

1) This does not apply to the seasonal changing of an account back and forth.

i. Changes in billing name and address, whether by customer notification or by address correction provided by the Post Office.

SERVICE CHARGES

F. FRONTIER ROAD WORK RECOVERY SURCHARGE

1. GENERAL

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

2. REGULATIONS

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

b. There will be no proration of charges.

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

3. RATES

	Monthly Rate Per Account	
Business	$4.00	(I)
Residence	$4.00	(I)

SERVICE CHARGES

G. DUAL PARTY RELAY SURCHARGE (N)

1. General

This charge is per-access line assessment to fund the dual party relay service and equipment distribution program. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its Local Exchange Service Catalog. The surcharge will be billed monthly per access line.

2. Regulations

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

b. There will be no proration of charges.

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

3. Rates

	Monthly Rate Per Access Line
Business	$0.03
Residence	$0.03

(N)

CUSTOM CALLING SERVICES

A. GENERAL

1. Custom Calling Services are limited to those areas served by central offices specifically equipped to provide such services and have the available suitable facilities.

2. These services are provided in connection with individual line residence and business services and some multiline services. Party line customers, PBX customers and public telephone services are excluded.

B. SERVICE DESCRIPTIONS

1. Custom Calling Services

Custom Calling Services are optional telephone service arrangements, which may be provided only from central offices equipped to provide one (1) or more of the following custom calling features:

a. Basic Call Forward (T)

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

b. Call Forward Busy

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

c. Call Forward Busy/No Answer

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

d. Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number. (T)

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

1. Custom Calling Services (Cont'd)

e. Call Waiting/Cancel Call Waiting (T)

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

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

f. 3 Way Calling Service

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

The pay per use charge is activated irrespective of whether the call is completed or not.

g. Special Call Waiting [1]

Allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

h. Speed Call 8 [1]

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

i. Speed Call 30

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

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

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

2. Calling Identification Services

a. *69 Call Return (T)

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

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

b. *66 Busy Number Redial

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

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

c. Priority Call

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call. (T)

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

2. Calling Identification Services (Cont'd)

d. Distinctive Ring (T)

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

e. Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forward list will be forwarded to the predetermined telephone number. Selective Call Forward 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 Forward list, as well as the forward-to telephone number, can be changed at any time.

f. Selective Call Rejection

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

g. Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "*64" or "1164" on a rotary telephone.

(T)

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

2. Calling Identification Services (Cont'd)

h. Call Trace (T)

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

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

i. Caller ID with Name

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

j. Caller ID Number Only [1] (T)

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

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

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

2. Calling Identification Services (Cont'd)

k. Caller ID Name and Number w/Anonymous Call Block/Rejection (ACB) [1] (T)

Caller ID will include Anonymous Call Block at no additional charge. Customers may activate or deactivate Anonymous Call Block by dialing a preassigned activation or deactivation code. When activated, Anonymous Call Block will block/reject calls from callers who have blocked delivery of their name and telephone number using either Selective Blocking or Complete Blocking. Such calls will be routed to a recorded announcement which tells the caller that the called party will not accept calls from callers who choose to prevent the display of their telephone number. The announcement will instruct the calling party to hang up and place the call again without the blocking feature activated. Local, expanded local and toll calls routed to the Anonymous Call Block recorded announcement are not expanded local and toll calls routed to the Anonymous Call Block recorded announcement are not considered completed calls and will not be billed by the Company. (T)

l. Last Number/Save Number Redial [1] (T)

Permits the customer to dial a code which initiates the switch to automatically place a call to the last called number stored. Each time a customer dials, the most recent number is stored. Save Number Redial allows the customer to store the called number by dialing a code at any point during a call, or upon encountering a busy or no answer condition when placing a call. The customer may place and receive any number of calls in the normal manner after a number is stored. A customer wishing to reinitiate a call to the party whose number was stored dials a code and the call is placed automatically.

m. Selective Blocking (Per Call)

Allows customers, in areas where Calling Identification Services are available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.

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

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

2. Calling Identification Services (Cont'd)

n. Complete Blocking (Per Line) (T)

Provides a permanent private indicator on a customer's line. Rates and charges are provided herein. Federal, State, and Local Law Enforcement Agencies, non-profit domestic violence/sexual assault agencies and their staffs, and victims of domestic/sexual assault or individuals who express a personal safety need and sign a personal safety exemption form may be provided additional arrangements for private status and/or line blocking, on a line-by-line basis, at no charge.

The certification form identifies the customer who is to receive Per Line Blocking at no charge and acknowledges that if a line is equipped with Per Line Blocking, that the telephone number and name will not be delivered to subscribers of Caller ID, including poison control centers, hospitals, medical centers and others who might use Caller ID to provide assistance. 911 is not affected. And, some subscribers of Caller ID Service may choose not to answer blocked calls.

The customer acknowledges that he/she understands the above. Further, the customer releases the company from all claims and liability, including personal injury caused by its errors, omissions and the operation or malfunction of Per Line Blocking service.

Should the customer be dissatisfied with per line blocking during the initial 90 days of the service and request the service removed, a refund of the monthly recurring charge will be issued.

o. Anonymous Call Block/Rejection (ACR) (T)

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

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

2. Calling Identification Services (Cont'd)

p. 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.

q. Remote Call Forward (RCF)

Is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company Central Office equipment to another station designated by the RCF customer (the Terminating station). The RCF customer does not have any premises service associated with the RCF number. Terminating stations must have incoming call capability.

1. Regulations

a) Remote Call Forward service is offered subject to availability of suitable facilities and provided no unusual expense is involved.

b) Remote Call Forward service is not offered where the terminating station is a coin telephone.

c) The Company will not provide identification of the originating telephone number to the Remote Call Forward customer.

1) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
2) Remote Call Forward is not represented as suitable for satisfactory transmission of data.

d) Remote Call Forward is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS [1] lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forward is programmed in the Company's central office. The calls will be forwarded to any number the customer specifies. (C)

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CUSTOM CALLING SERVICES

B. SERVICE DESCRIPTIONS (Cont'd)

2. Calling Identification Services (Cont'd)

q. Remote Call Forward (RCF) (Cont'd)

1. Regulations (Cont'd)

e) Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF services and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.

f) One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained under Service Catalog rates; refer to Section 9 of this Service Catalog.

g) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each portion shall be as follows:

Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this Service Catalog, or any other applicable Tariff and/or Service Catalog, for the type of call involved.

Between the call forwarding location and the Terminating station. The Remote Call Forward customer is responsible for the applicable customer-dialed station-to-station charges or WATS [1] charges specified in interstate, intrastate/intralata, or intrastate/interlata Long Distance Message Telecommunications Service Tariffs and Wide Area Telecommunications Service (WATS) [1] Tariffs. The aforementioned charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location. (C) (C)

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CUSTOM CALLING SERVICES

C. SERVICE CHARGES/WAIVER OR REFUND OF CHARGES

1. Service Charges are not applicable to customers wishing to subscribe to any services, except for the following:

   a. Frontier Feature5 Pack

      Service Charges apply when customers initially order this service package.
      Service charges do not apply when customers order subsequent changes in their choice of features in this package.

2. Special Promotions

   At times throughout the year, the Company may offer alternative special promotions in various exchanges equipped to provide calling services. The Company will notify the Board in advance of these promotions by letter and obtain their approval.

3. Satisfaction Guarantee

   If at any time the customer notifies the Company he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. The service(s) for which the credit is being issued will be discontinued from the customer's line. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

   The Satisfaction Guarantee will apply to all Custom Calling Services as listed in this Section of the Service Catalog.

CUSTOM CALLING SERVICES

D. RATES

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

1. Custom Calling, when provided individually, each service, per line equipped.

	Monthly Rate		Pay Per Use		
	Residence	Business	Residence	Business	
a. Basic Call Forward	$9.50	$9.00			(I)
b. Call Forward Busy	$9.50	$9.00			
c. Call Forward Busy/No Answer	$9.50	$9.00			
d. Call Forward No Answer	$9.50	$9.00			
e. Call Waiting/ Cancel Call Waiting	$9.50	$9.75			
f. 3 Way Calling	$9.25	$9.50	$3.50 [1]	$3.00 [1]	(I)
g. Special Call Waiting [2]	$5.99	$6.00			
h. Speed Call 8 [3]	$6.50	$5.50			
i. Speed Call 30	$6.50	$6.99			

[1] The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
[2] This service is limited to existing subscribers at their existing locations.
[3] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

The following rates apply in addition to all other rates and charges applicable to the associated individual central office access lines.

2. Calling Identification Services, when provided individually, each service, per line equipped.

		Monthly Rate		Pay Per Use		
		Residence	Business	Residence	Business	
a.	*69 Call Return	$6.50	$6.99	$3.50 [1]	$3.00 [1]	(I)
b.	*66 Busy Number Redial	$6.50	$6.99	$3.50 [1]	$3.00 [1]	(I)
c.	Priority Call	$5.00	$6.50			
d.	Distinctive Ring	$6.99	$7.50			
e.	Selective Call Forward	$6.50	$6.50			
f.	Selective Call Rejection	$5.00	$6.50			
g.	Selective Call Acceptance	$6.50	$6.50			
h.	Call Trace			$7.00 [2]	$7.00 [2]	
i.	Call Waiting ID [4]	$0.00	$40.00			
j.	Caller ID with Name	$13.00	$14.75			(I)
k.	Caller ID Number Only [4]					
	Caller ID Number w/ Anonymous Call Block [4]	$9.99	$11.00			
l.	Caller ID Name and Number [4]					
	Caller ID Name and Number w/ Anonymous Call Block/Rejection	9.99	11.50			
m.	Last Number/Save Number Redial [4]	3.95	3.95			
n.	Selective Blocking - Per Call	-	-			
o.	Complete Blocking - Per Line	2.50	3.50			
p.	Anonymous Call Block/Rejection	$6.00	$5.50			
q.	Multiple Simultaneous Call Forward		$6.75			
r.	Remote Call Forward					
	First access path [3]	$27.00	$28.00			
	Each Additional access path [3]	$27.00	$28.00			
s.	Remote Activated Call Forward	$7.00	$6.99			(I)

[1] The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
[2] The maximum monthly pay per use charge is $32.50 for residential and business customers, regardless of the number of times the service is activated within a month.
[3] Minimum service is 6 months.
[4] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

		Monthly Rate		
3.	When provided as a service package, each package, per line equipped	Residence	Business	
a.	Custom Calling Prime Package #1 [2] Call Forward, Call Waiting, 3 Way Calling, Speed Call 8 [1]	$5.95	$5.95	(C)
	1) Including Distinctive Ring	$8.95	$8.95	
b.	Custom Calling Prime Package #2 [2] Call Forward, Call Waiting, 3 Way Calling, Speed Call 30 [1]	$11.50	$11.50	(C)
c.	Custom Calling Premium Package [2] Call Forward, Call Waiting, 3 Way Calling, Speed Call 8, Cancel Call Waiting, *66 Busy Number Redial, Last Number/Saved Number Redial [1]	$7.95	$7.95	(C) (T)
	1) Including Distinctive Ring [1]	$10.95	$10.95	

[1] This service package is limited to existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This service package is limited to existing subscribers at their existing locations as of November 15, 2015. (N)

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

2. When provided as a service package, each package, per line equipped	Monthly Rate Residence	Business	
d. CUSTOM PAK – ENHANCED [2] (Call Waiting, *69 Call Return, *66 Busy Number Redial and Selective Call Rejection) Residential Customers only - [1]	$8.75	--	(C) (T) (T)
e. CUSTOM PAK – VIP [2] (Call Waiting, 3 Way Calling, Call Forward, Speed Call 8, *69 Call Return, *66 Busy Number Redial, Selective Call Rejection, Priority Call and Cancel Call Waiting) Residential Customers only - [1]	$13.25	--	(C) (T)

[1] This service package is limited to existing subscribers at their existing locations. (N)
[2] This service package is limited to existing subscribers at their existing locations as of November 15, 2015. (N)

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

3. Flexible Packaging – Residence [2] (C)

The following rates apply in addition to other rates and charges applicable to the associated individual central office access lines.

a) This service offers a discount of 20% off the rates as specified D.1. preceding to residential customers who subscribe to individual Custom calling services. This discount applies only when the customer subscribes to four or more of the following services *:

*66 Busy Number Redial (T)
*69 Call Return (T)
Selective Call Rejection
Call Forward
Call Waiting/Cancel Call Waiting
Caller ID with Name

Distinctive Ring
Selective Call Acceptance
Selective Call Forward
Speed Call 8 [1] and 30
3 Way Calling
Priority Call

b) If four or more services are ordered, on an account basis, the discount will apply on rates of all services.

c) If the customer subscribes to less than four services or the customer removes a service(s) such that the total subscription becomes less than four, the discount does not apply.

d) A service may be added at a later date and the discount will apply. A service may be substituted for another at a later date and the discount will continue to apply.

* Selective Call Rejection and Cancel Call Waiting are not included in the threshold amount of four however; these services will be discounted if the threshold amount is met.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This service package is limited to existing subscribers at their existing locations as of November 15, 2015. (N)

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

4. Choice PAC – Business [2] (C)

The following rates apply in addition to other rates and charges applicable to the associated individual central office access lines.

a) This service offers a discount of 30% off the rates as specified D.1. preceding to business customers who subscribe to individual Custom calling services. This discount applies only when the customer subscribes to three or more of the following services *:

*66 Busy Number Redial (T)
*69 Call Return (T)
Selective Call Rejection
Call Forward
Call Waiting/Cancel Call Waiting (T)
Caller ID with Name
Distinctive Ring
Selective Call Acceptance
Selective Call Forward
Speed Call 8 [1] and 30
3 Way Calling
Priority Call

b) If three or more services are ordered, on an account basis, the discount will apply on rates of all services.

c) If the customer subscribes to less than three services or the customer removes a service(s) such that the total subscription becomes less than three, the discount does not apply.

d) A service may be added at a later date and the discount will apply. A service may be substituted for another at a later date and the discount will continue to apply.

* Selective Call Rejection and Cancel Call Waiting are not included in the threshold amount of three however; these services will be discounted if the threshold amount is met.

[1] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[2] This service package is limited to existing subscribers at their existing locations as of November 15, 2015. (N)

CUSTOM CALLING SERVICES

D. RATES (Cont'd)

		Monthly Rate	
5.	*FRONTIER FEATURE5 PACK*, per line [3] Offered to business customers only. Includes the following services:	$11.95	(C)
a.	Caller ID with Name		
b.	Call Forward Service—Variable Operation		
c.	Choice of three of the following services:		
	1) Call Waiting/Cancel Call Waiting		(T)
	2) *66 Busy Number Redial		|
	3) *69 Call Return		(T)
	4) 3 Way Calling		
	5) Line Hunt Service [1]		
	6) Speed Call 8 [2]		

[1] Line Hunt Service is described in Section 10.
[2] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)
[3] This service package is limited to existing subscribers at their existing locations as of November 15, 2015. (N)

NETWORK SERVICES

ADJACENT EXCHANGE SERVICE

A. GENERAL

1. Adjacent Exchange Service is a form of rural telephone service offered to meet certain customer requirements for rural telephone service from a contiguous exchange in addition to service from the exchange in which the customer is located.

B. DEFINITIONS OF TERMS

1. Primary Exchange - the exchange in which the customer is located.

2. Adjacent Exchange - an exchange which is contiguous to the customer's primary exchange and from which the customer desires to receive rural telephone service.

3. Rural Telephone Service - as used in the Service Catalog, is the minimum or standard grade of telephone service normally provided outside of the Base Rate Area.

C. CONDITIONS

1. The provision of Adjacent Exchange Service is contingent upon a customer contracting for and retaining local exchange service from his primary exchange.

   Primary exchange service may not be discontinued without also discontinuing Adjacent Exchange Service.

2. Adjacent Exchange Service will be furnished between any primary and adjacent exchange in the state of Iowa, whether the customer is located in an exchange of this Company or in an exchange of another company, with the exception of adjacent exchanges that are a part of a metropolitan calling plan arrangement. However, the other company must have a comparable tariff on file with the Iowa State Utilities Board or concur in this Service Catalog.

3. Adjacent Exchange Service will only be provided to rural customers of this Company who are located within one airline mile of the adjacent exchange boundary line from which service is desired.

NETWORK SERVICES

ADJACENT EXCHANGE SERVICE (Cont'd)

C. CONDITIONS (Cont'd)

4. Adjacent Exchange Service is provided to meet a customer's local calling needs and is not provided if Extended Area Service is available between the two exchanges.

5. All long distance (toll) messages must be placed through the primary exchange unless there is a service outage on this line. Violations of this regulation will be cause for suspension or termination of the Adjacent Exchange Service.

6. Adjacent Exchange Service shall be restricted to only residential classes of service, unless a waiver is permitted by the Iowa State Utilities Board for a particular customer for good cause shown.

   Grades and classes of service available to rural customers in the primary or adjacent exchange shall be determined by the serving company. Adjacent Exchange Service is not provided with pay telephone service.

7. Violation of any Rules and Regulations of this Company will be cause for suspension or termination of the Adjacent Exchange Service.

8. Installation, maintenance and ownership of telephone plant, up to the demarcation point shall be the responsibility of the telephone company in whose exchange area such plant is located.

9. Construction Charges

   a. Construction charges of each Telephone Company participating in provision of facilities for Adjacent Exchange Service shall apply for their portion of such facilities provided by that Company.

   b. An applicant located within the exchange area of this Company who requests Adjacent Exchange Service from another exchange shall be required to pay, in advance, the estimated cost of all construction associated with the provision of facilities from the applicant's premises to the Adjacent Exchange boundary. Any excess or deficit of estimated costs to actual completed costs will be refunded or billed to the customer.

   c. Applicants located within the area of another exchange that request Adjacent Exchange Service from an exchange of this Company shall be required to pay, in advance, all of the estimated cost of required construction within the exchange area of this Company. Any excess or deficit of estimated costs to actual completed costs will be refunded or billed to the customer.

NETWORK SERVICES

ADJACENT EXCHANGE SERVICE (Cont'd)

D. RATES

1. The applicable rural central office access line rate(s) in effect in the Adjacent Exchange shall apply, plus any mileage outside plant maintenance charges applicable by the primary exchange company.

2. When the customer is located within the primary exchange of this Company, mileage charges based on route measurement from the customer's location to the Adjacent Exchange boundary shall apply as follows:

		Monthly Rate
a.	First mile or fraction thereof (minimum charge)	$7.60
b.	Each additional one quarter mile or fraction thereof	$2.00

3. Rates for supplemental service not associated with the customer's central office access line shall be as specified in the Local Exchange Tariff of the secondary Adjacent Exchange Company.

4. It is the intent of this Company that each Company shall bill the customer for their costs and for the services they render.

NETWORK SERVICES

ADJACENT EXCHANGE SERVICE - MAINTENANCE CHARGE

A. GENERAL

1. This maintenance charge, as set forth below, for Adjacent Exchange service is not a general exchange offering to all customers but is only set forth to comply with Commission Order Docket U-357 as determined by the Iowa State Utilities Board.

B. RATES

	Monthly Rate
1. Maintenance charge for drop protector and distribution facilities within our exchange boundary.	$1.05

NETWORK SERVICES

CITIZENS DIAL DATA SERVICE

A. GENERAL

1. Citizens Dial Data Service is an enhancement to Residential and Business single line service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communication. This service is offered subject to the availability of suitable facilities.

B. RATES

1. The following rates are in addition to all applicable nonrecurring and recurring charges shown in Section 5 of this Service Catalog. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

a. Citizens Dial Data Service

		Monthly Rate	Nonrecurring Charge
1)	Business	$5.00	$25.00
2)	Residence	$5.00	$25.00

NETWORK SERVICES

CITIZENS DIAL DATA SERVICE (Cont'd)

C. CONDITIONS

1. The parameters of Citizens Dial Data Service are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch.

2. The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. No guarantee is made for a transmission level over the entire circuit.

3. Citizens Dial Data Service may not be compatible with other services offered in this Service Catalog, such as Call Waiting and Distinctive Ring, and is not offered in conjunction with the following:

   - Party Line Service
   - PBX trunks or stations
   - Foreign Exchange Service
   - Citizens Digital Centrex Service
   - Off-Premise Extensions
   - Foreign Central Office Service
   - Outward WATS [1] (C)
   - Residence or Business service provided by analog station carrier (e.g. 82A & 84A)

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

NETWORK SERVICES

FOREIGN EXCHANGE SERVICE

A. GENERAL

1. Foreign Exchange Service is exchange service from an exchange other than the one, which would normally serve. This service is offered only to those customers located within the foreign exchange area.

2. Foreign Exchange Service does not come within the Telephone Company's general undertaking, nor does the Telephone Company obligate itself to furnish such service generally but will do so where facilities of such a character are available as will permit satisfactory telephone transmission. It will not be provided when there may be a resulting impairment of service or when undue expense is involved.

B. RATES

1. The central office connection at the foreign exchange and the individual central office access line or PBX trunk at the exchange in which the customer is located are provided at the established monthly rates for that exchange.

2. Applicable service charges at the rates of the exchange in which the foreign exchange central office connections and/or the central office access line is located, will apply.

3. Supplemental service and associated service charges are provided at the charges, monthly and/or nonrecurring, of the exchange in which the central office access line is located.

4. Applicable Special Transport rates from the Company's Facilities for Intrastate Access, Section 5, will apply for interexchange mileage.

C. CONDITIONS

1. Foreign Exchange Service is offered between all exchanges of this Company and between exchanges of this Company and other companies located within the boundaries of this state. It will be furnished jointly with other companies only when those companies agree to furnish service in accordance with the provisions contained in this Service Catalog.

NETWORK SERVICES

FOREIGN EXCHANGE SERVICE (Cont'd)

C. CONDITIONS (Cont'd)

2. Only individual central office access line or PBX trunk foreign exchange service is furnished.

3. Off-premises services, will be furnished in accordance with the tariff or Service Catalog provisions of the local exchange provided that facilities and operating conditions permit. Off-premises service will be furnished only for the use of the foreign exchange customer.

4. One directory listing will be provided, without added charge in the alphabetical directory covering the serving exchange for each business or residence service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge. Additional listings in the alphabetical and/or classified directories covering the local or other exchanges may be provided at the rates effective in those exchanges.

5. Customers to Foreign Exchange Service are required to subscribe to service of the local exchange from which service would normally be rendered. Any suspension or termination of the primary Local Exchange Service will require suspension or termination of the Foreign Exchange Service.

6. Calls beyond the local service area of the service exchange will not be permitted. Local service area is considered to be the telephones served by the Foreign Exchange, plus any extended area service which may be provided from the Foreign Exchange.

7. Foreign Exchange Service will be furnished if the necessary facilities and equipment are available. Where the facilities and equipment are not available, and extraordinary facility costs, equipment cost, special operating expenses, and/or other special considerations are incurred in making such service available, the customer may be required to pay an additional charge to cover all or a portion of such unusual expenses, or be required to contract for service beyond the initial period, or both.

8. Where all or a portion of the interexchange channel facilities are furnished by another telephone company, charges shall apply to such interexchange channel facilities as specified in the regulations of such participating company, for the portion of the interexchange channel provided.

NETWORK SERVICES

MILEAGE CHARGES

A. OFF PREMISES STATION SERVICE MILEAGE

1. General

a. Off premises (OPX) mileage charges apply to additional stations not located on the same contiguous property as the central office access line or PBX frame.

b. If the loop of the additional station is bridged at the central office with the loop of the central office access line, the airline distance between the central office and the additional station is the mileage measurement. If the additional station is connected with the central office access line by a nonloop, the airline distance between the central office access line and additional station is the mileage measurement.

c. If the circuit connecting a PBX station with a PBX frame is routed through the central office in a loop, the airline distance between the PBX station and PBX frame via the central office is the mileage measurement. If the circuit connecting the PBX station and PBX frame is not routed through the central office, the airline distance between the PBX station and PBX frame is the mileage measurement.

d. Mileage charges are made on the basis of quarter mile airline units between the station and the central office access line or PBX frame, with each fractional quarter mile unit counting as an additional full quarter mile unit.

2. Rates

		Monthly Rate
a.	For the first 1/4 mile unit	$8.60
b.	For each additional quarter mile unit	$6.95

NETWORK SERVICES

MILEAGE CHARGES (Cont'd)

A. OFF PREMISES STATION SERVICE MILEAGE (Cont'd)

3. CONDITIONS

a. Separate telephone numbers are not assigned to OPX Service nor is code ringing permitted. Directory listings are not provided for OPX Service.

b. Off-Premise Extension Service may be furnished at any reasonable intraexchange location in connection with individual line exchange service or PBX stations only, subject to the following conditions:

1) A business customer may have an extension from the customer's business to another business location if the other location is also the same-billed account in the same exchange. A separate central office access line is not required in this instance.

2) Business stations may be located on the premises of another business when each party has its own separate central office access line.

3) Extensions from residence to residence are permitted when each party has its own separate central office access line.

4) Extensions from residence to business are permitted when each party has its own separate central office access line. If residence OPX service is installed at a business location, the residence main service and OPX service must be changed to business rates.

5) Extensions from business to residence are permitted when the residence location has its own separate central office access line. Business OPX service installed in a residence would not require a change in the residence service rates. If a proprietor actually lives in his business establishment, a separate central office access line is not required for extension service.

6) The offering is subject to the availability of facilities. If construction is required in regard to the installation of extensions, construction charges will be applied.

NETWORK SERVICES

MILEAGE CHARGES (Cont'd)

A. OFF PREMISES STATION SERVICE MILEAGE (Cont'd)

3. CONDITIONS (Cont'd)

c. Off-premise mileage charges shall apply when an extension is located on separate premises from the main station.

d. When located on the premise of another customer, the use of the OPX Service must be restricted to answering incoming calls only.

e. OPX Service is not provided in connection with coin access line service.

f. Intercommunication between main and extension station instruments is not contemplated.

B. CENTRAL OFFICE LOOP EXTENDERS

1. General

Central office loop extenders serve to enhance the clarity and transmission quality for customers served by circuit facilities which are greater in length than typical business one-party (B1) or PBX loops due to the existence of one or several off premises stations.

2. Rates

	Monthly Rate	Nonrecurring Charge
Per central office loop extender	$7.30	$39.70

3. If any portion of the circuit required to furnish the service is outside the base rate area, such circuit is furnished in accordance with the regulations contained under "Construction Charges" in the General Rules and Regulations.

NETWORK SERVICES

PRIVATE LINES - LOCAL

A. General

1. Mileage charges are assigned to communications services, which meet the following conditions:

   a. The service cannot access nor be accessed by message services provided to the general public.
   b. The service is furnished for the exclusive use of a customer and the customer's authorized users between specified points in the same Local Exchange Service Area.
   c. The service does not qualify for intrastate toll or interstate toll regulation.

2. Mileage charges are made on the basis of the length, in terms of airline mileage, of each circuit leg connecting two points. If the circuit connecting two points is routed through the Central Office, forming a local loop, the length of each individual leg is measured in order to determine the airline mileage between the two connected points. Mileage charges for non-loops are determined by the circuit length between each of the connected points.

3. If any portion of the circuit required to furnish the service is outside the base rate area; such circuit is furnished in accordance with the regulations contained under "Construction Charges" in Section 2.

B. Rates

		Monthly Rate
a.	For service types, refer to C. following	
1)	Private Line Mileage, first 1/4 mile	$8.60
2)	Private Line Mileage, each additional 1/4 mile	$6.95

NETWORK SERVICES

PRIVATE LINES - LOCAL (Cont'd)

C. The following are commonly provided services, which are subject to local private line mileage charges if the above criteria are, met (1):

PRIVATE LINE MILEAGE - LOOP and NON-LOOP for the following:

Auxiliary Communication
Systems (ACS) (2)

Burglar Alarm

Doctor/Pharmacy

Enhanced 911

Fire Alarm

Other Telegraph

Program Audio

Radio Control

Ringdown

School to Home

Telemetry

Teletypewriter

Tie Line

Wired Music

(1) For other service types and rates, refer to the Company's Facilities for Intrastate Access Tariff.
(2) Mileage charges do not apply to ACS, which begin and terminate in the same building.

NETWORK SERVICES

PRIVATE LINES - INTEREXCHANGE

Refer to Section 14 - Concurrence Statements

NETWORK SERVICES

TELEPHONE ANSWERING BUREAU SERVICE

A. GENERAL

1. The Telephone Company will provide facilities, as outlined herein, to customers for their use in providing telephone answering service for other telephone customers who subscribe to individual central office access line business, individual residence, or PBX trunk service when they are absent or do not desire to answer their calls personally.

2. Telephone answering bureau switchboards provide facilities for terminating a number of station lines connected to customer central office access lines, so that an attendant may answer incoming calls to the lines of customers who contract with the telephone answering bureau to do so during periods when customers leave their telephones unattended.

3. The patron receiving telephone answering service shall contract with the telephone answering bureau for the equipment and facilities, which may be required to furnish service.

4. An application for connection of a line to a telephone answering bureau switchboard shall be signed by (1) the client to the service and (2) an authorized representative of the telephone bureau. A copy of this authorization shall be furnished to the Telephone Company's Business Office prior to the connection of the customer line to the telephone answering bureau's switchboard.

5. Charges for telephone answering bureau line mileage and service charges will be billed to the client of the telephone answering bureau. All other charges in connection with the establishment of telephone answering service will be billed to the customer furnishing the telephone answering facilities.

6. Telephone answering bureau service will be furnished for incoming calls. Outgoing calls will be permitted only over the central office access lines in the name of the customer contracting for the telephone answering bureau switchboard. No outgoing calls will be permitted over station lines or central office access lines of clients of the telephone answering bureau nor will such lines be interconnected to the station lines or central office access lines in the name of the telephone answering bureau customer.

7. The provision of telephone answering bureau service is subject to the availability of spare cable facilities not required to provide exchange service. Where such facilities are not available, a construction charge will be made for the cable facilities required, based upon cost.

NETWORK SERVICES

TELEPHONE ANSWERING BUREAU SERVICE (Cont'd)

B. RATES

		Monthly Rates
1.	Telephone Answering Bureau Line Mileage (CO to Bureau) [1]	
	a. First 1/4 mile or fraction thereof (Airline measurement)	$8.60
	b. Each additional 1/4 mile or fraction thereof (Airline measurement)	$6.95

2. Telephone Answering Bureau Service Charges [1]

   a. Business service charges as quoted in Section 5 of this Service Catalog, shall apply to each customer line terminating on telephone answering bureau equipment. This charge shall apply on both the initial installation and for each subsequent connection.

3. Only patrons of the Telephone Company subscribing to either individual business or individual residence central office access lines or private branch exchange central office trunks may be connected to the answering bureau switchboard cabinets and, in all cases, circuit mileage will be calculated from the central office to the Telephone Answering Bureau's switchboard regardless of the location of the central office access line service in relation to the switchboard.

[1] Billed to the customer receiving Telephone Answering Bureau service.

NETWORK SERVICES

CITIZENS CYBERDS1 SERVICE

A. GENERAL

1. Citizens CyberDS1 (CCD) Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DSO) over a single high capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. CCD is available for data dialed access use.

2. CCD is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.

3. CCD provides a trunk side DS1 connection with 24 channels. CCD does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1.

4. The Citizens CyberDS1 Capacity will be offered at the rates and charges as specified following in this Service Catalog.

5. CCD customers will have to select capacity in increments of 24 digital channels.

B. DIGITAL ARCHITECTURE

1. CCD differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.

2. CCD will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel, which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

NETWORK SERVICES

CITIZENS CYBERDS1 SERVICE (Cont'd)

C. REGULATIONS

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

2. CCD is available within an exchange where appropriate digital facilities are available as determined by the Company. Special Construction Charges as specified in Section 2 of this Service Catalog may be applicable.

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

4. The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual.

D. DEFINITIONS

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

Citizens CyberDS1 Capacity - A DS1 signal between the customer premises and the central office. This digital Link can be used to transport switched data services. CCD is available in increments of 24 digital channels.

DSO - The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

DS1 - The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

NETWORK SERVICES

CITIZENS CYBERDS1 SERVICE (Cont'd)

E. APPLICATION OF RATES

1. The Citizens CyberDS1 Capacity rate is applicable to each Citizens CyberDS1.

2. The Citizens CyberDS1 Capacity element provides for the network facility to the customer premises and the central office channelization.

3. Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section 2 of this Service Catalog.

4. Unless specified herein, rules and regulations contained elsewhere in this Service Catalog are also applicable to CCD Service.

F. RATES AND CHARGES

	Monthly Rate	Nonrecurring Charge
Citizens CyberDS1 Capacity, each	$750.00	$500.00

COIN AND COINLESS TELEPHONE SERVICE

PAY TELEPHONE SERVICE (PTS) - BASIC

A. GENERAL

1. The customer shall be responsible for the installation, operation, and maintenance of any customer-owned "smart" pay telephones used in connection with this service.

2. The customer shall be responsible for payment of charges for all messages originating from or accepted at this type of service.

3. Customer-owned coin or non-coin operated telephones must be registered in compliance with Part 68 of the FCC's Registration Program.

4. Pay Telephone Service - Basic connected to a two-way business access line is composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises and the network interface. These facilities are Company provided and maintained and provide access to and from the telecommunications network for long distance service and local calling. The line may be equipped with Billed Number Screening and Selective Class of Call Screening where facilities are available. The rate for Selective Class of Call Screening is found in Section 10 of this Service Catalog.

5. Calls to 1411 Directory Assistance will be charged to Pay Telephone Service line customers at the rate as specified in Section 9 of this Service Catalog. Calls to 1+555-1212 Directory Assistance will be charged to Pay Telephone Service line customers at the rates as found in Section 9 of this Service Catalog. No free call allowances apply.

B. OPTIONAL FEATURES TO PTS - BASIC

1. Answer Supervision

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. Answer Supervision will be provided for use with Pay Telephone Service - Basic as specified in this Service Catalog section to assist in determining when billing for a specific call should commence.

COIN AND COINLESS TELEPHONE SERVICE

PAY TELEPHONE SERVICE (PTS) – BASIC (Cont'd)

C. RATES

1. Refer to Section 4 for appropriate local access line rates.

2. Service charges, as specified in Section 5, for provision of central office access lines are applicable.

3. Optional Features

a) The customer may choose to subscribe to the following features in conjunction with PTS - Basic Service.

	Monthly Rate
b) Answer Supervision, Per Line	$4.25

COIN AND COINLESS TELEPHONE SERVICE

PAY TELEPHONE SERVICE (PTS) – BASIC (Cont'd)

A. GENERAL

1. Pay Telephone Service (PTS) - Smart is a coin voice grade exchange line that provides switch-based dial tone first (DTF) coin line functionalities for non-local exchange company customer-owned "dumb" pay telephones.

2. Pay Telephone Service (PTS) - Smart is provided at the request of a PTS provider that provides pay telephone service with switch-based coin line functionalities to the public on a resale basis.

3. A PTS - Smart subscriber must dedicate an individual PTS - Smart line for each pay telephone instrument installed and will be billed the Service Cataloged rate for each line. Pay telephone instrument off-premises extensions with a PTS - Smart line are not permitted.

4. Where PTS - Smart service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

5. The Company shall not be liable for shortages of coins deposited and/or collected from the PTS - Smart subscriber's equipment.

6. The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

7. Suspension of service for nonpayment as specified in Section 2 of this Service Catalog is not applicable to PTS - Smart service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a PTS - Smart service line rests with the Company.

8. The carriage and completion of local and intraLATA toll messages are provided by the Company.

9. PTS - Smart service will be provided from central offices where facilities are available and where technically feasible.

COIN AND COINLESS TELEPHONE SERVICE

PAY TELEPHONE SERVICE (PTS) – BASIC (Cont'd)

B. FEATURES

1. Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

2. Service is provided on a one-way or a two-way basis at the customer's option.

3. Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

4. Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

5. Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a PTS - Smart line which may require special handling and billing treatment.

6. Central office 900 and 976 blocking is provided.

7. Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a PTS - Smart line.

8. All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Company's operators service system.

9. All 0+, interLATA calls are routed to the presubscribed carrier.

10. Coin sent paid interLATA calls from PTS - Smart lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

COIN AND COINLESS TELEPHONE SERVICE

PAY TELEPHONE SERVICE (PTS) – BASIC (Cont'd)

C. RESPONSIBILITY OF THE SUBSCRIBER

1. The subscriber is subject to the requirements for Pay Telephone Service - Basic as set forth previously.

2. The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

3. Special billing and coin sharing arrangements between a PTS - Smart subscriber and another carrier are the responsibility of the PTS - Smart subscriber.

4. It is the subscriber's responsibility to ensure instruments used in conjunction with PTS - Smart service are compatible with the Company's network.

D. RATE REGULATIONS

1. No charge will be imposed for incoming calls.

2. Sent-paid local calls will be rated by the PTS - Smart service subscriber's equipment.

3. Operator assisted sent-paid local calls will be rated to the end-user, plus the appropriate additive operator service charges as specified in Section 9 of this Service Catalog. Non-sent paid local calls will be rated to the end-user and the appropriate additive operator service charges as specified in Section 9 of this Service Catalog.

4. Operator assisted sent-paid IntraLATA toll calls will be rated to the end-user at the message telecommunication service rate, plus the appropriate additive operator service charges. Non-sent paid toll calls will be rated to the end-user at the long distance rate and the appropriate additive operator service charges.

5. The appropriate service charges as specified in Section 5 of this Service Catalog are applicable for each PTS - Smart line installed, moved, or changed.

6. Rates for Verification/Interrupt Service are as specified in Section 9 of this Service Catalog.

COIN AND COINLESS TELEPHONE SERVICE

D. RATE REGULATIONS (Cont'd)

7. Calls to 1+ 411 Directory Assistance will be charged to pay Telephone Service line customers at the rate specified in Section 9 of this Service Catalog. Calls to 1+ 555-1212 Directory Assistance will be charged to the Pay Telephone Service line customers at the rates as found in Section 9 of this Service Catalog. No free call allowances apply.

8. Subscribers to PTS - Smart service may be listed in the directory as specified in Section 9 of this Service Catalog.

E. RATES

1. PTS - Custom Calling service is provided on a per line basis with a fixed monthly rate as found in Section 4 of this Service Catalog. (The customer to PTS - Custom Calling service does not have the option of subscribing to Answer Supervision. Answer Supervision is included in the rates as found in Section 4.)

DIRECTORY AND OPERATOR SERVICES

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. Directory Assistance service will provide the customer with directory listings for numbers within the customer's Local Access and Transport Area (LATA) from the Company's directory assistance database.

2. Rates specified in subparagraph B are not applicable to:

a) Calls placed from hotels and motels.

b) Calls from hospitals that have, as their principal undertaking, the medical and surgical care of the sick and disabled and which provide telephones in the majority of the patient rooms.

c) Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available.

d) Calls placed to Directory Assistance by the Operator in connection with operator-handled local and long distance calls.

B. RATES

Dialed calls or requests placed through the operator (when normal Directory Assistance service is available) shall be billed to the customer.

Directory Assistance, Per Call * (C)

* Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.com/tariffs/. (N)

DIRECTORY AND OPERATOR SERVICES

NATIONAL DIRECTORY ASSISTANCE (NDA)

A. GENERAL

NDA will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) from the Company's directory assistance database.

B. REGULATIONS

1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.

2. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

3. Charges for NDA Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

4. NDA Service will only be furnished where facilities and operating conditions permit.

C. RATES

NDA, Per Call * (C)

DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

A. GENERAL

DACC Allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

B. REGULATIONS

1. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

2. Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

3. DACC will only be furnished where facilities and operating conditions permit.

* Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.com/tariffs/. (N)

DIRECTORY AND OPERATOR SERVICES

DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (Cont'd)

B. REGULATIONS (Cont'd)

4. The calling party will incur a * usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. (C)

   IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

C. RATES

DACC, Per Call	*	(C)
Usage Charge	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.com/tariffs/. (N)

DIRECTORY AND OPERATOR SERVICES

DIRECTORY LISTINGS

A. GENERAL

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

1. Only information necessary to identify the customer is included in these listings.

2. The Telephone Company may use abbreviations in listings when, in its judgment the clearness of the listing or the identification of the subscriber is not impaired.

3. The Telephone Company may reject a residence listing, which is judged to be business or advertising. The Telephone Company may reject a listing, which it judges to be objectionable or fictitious and contrived.

4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.

5. A name made up by adding a term such as Company, Shop Agency, Works etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

6. Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.

7. Incoming calls to Non-Publish 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-Publish service customer in the directory or disclosing a Non-Publish 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-Publish listing service.

8. The Company reserves the right to forward the name, address and telephone number of Non-Publish telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

9. Non-Publish 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.

DIRECTORY AND OPERATOR SERVICES

DIRECTORY LISTINGS (Cont'd)

B. 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.)

1. The name of a subscriber
2. The name of each business enterprise, which the subscriber conducts
3. The name of a corporation, which is the parent or subsidiary of the subscriber

b. Residence Service

1. The name of the subscriber
2. Another authorized residential name
3. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
4. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

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.

DIRECTORY AND OPERATOR SERVICES

DIRECTORY LISTINGS (Cont'd)

C. TYPES OF LISTING

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 Exchange Listing – A listing appearing in a directory other than the directory in which local exchange service if furnished or associated with a service provider that does not have an directory listing agreement in place.

4. Extra Lines of Information – descriptive text that does not have a telephone number.

5. Non-Listing - A listing that is available in directory assistance but not printed in the telephone directory.

6. Non-Publish – A telephone number that is not listed in either directory assistance or in the telephone directory.

DIRECTORY AND OPERATOR SERVICES

DIRECTORY LISTINGS (Cont'd)

B. RATES

		Monthly Rates Business	Residence
1.	Primary Listing	No Charge	No Charge
2.	Additional Listing	$16.00 (I)	$6.00
3.	Foreign Exchange Listing	$6.50	$6.00
4.	Extra Lines of Information	$16.00 (I)	$5.50
5.	Non-Listing	$6.50	$6.50
6.	Non-Publish	$7.00	$7.00

DIRECTORY AND OPERATOR SERVICES

INTERCEPT SERVICES

BASIC INTERCEPT SERVICE

A. GENERAL

1. Basic Intercept Service is an optional service, which provides new number information to callers dialing changed or disconnected numbers. Dialing the subscriber's former number results in a pre-recorded message, which announces the new number.

B. RATES

The following rate is in addition to any other applicable charges shown in this Service Catalog. The nonrecurring charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

	Nonrecurring Charge	
1. Basic Intercept Service, each number intercepted, period of 30 days:	$0.00	(C)(R)

C. CONDITIONS

1. Basic Intercept Service is offered to residence and business customers subject to the availability of suitable facilities.

2. The above charges do not apply to company-initiated number changes.

3. Basic Intercept Service will not be provided to customers disconnected for nonpayment.

DIRECTORY AND OPERATOR SERVICES

LOCAL OPERATOR SERVICES

A. GENERAL

1. Operator Services is the provision of certain types of operator assistance features for the convenience of the Telephone Company's customers. These features include, but are not limited to, such items as; local operator assisted calls, selective class of call screening, and directory assistance calls. The types of available features offered may be expanded or deleted from time to time when determined to be in the best interest of the Telephone Company or its customers. (D)

2. The Telephone Company provides services as set forth in this section, however, as a service to its customers the Telephone Company has also contracted with third parties to make the offerings contained herein available for those customers requiring them. In third party arrangements the rates and charges apply when costs are passed on to the Telephone Company by contractor(s).

3. No liability shall accrue to the Telephone Company for errors or omissions during the use of operator services except for the rates and charges for each type of service, in which case its liability shall be limited to a refund at the applicable nonrecurring charge or monthly rate for the time the error or omission occurred, after reasonable notice in writing to the Telephone Company.

4. The customer indemnifies and holds the Telephone Company harmless from any and all liability, damages, losses, claims or demands arising from any actions, omissions, mistakes, or negligence of any kind occurring from the use of operator services.

DIRECTORY AND OPERATOR SERVICES

LOCAL OPERATOR SERVICES (Cont'd)

B. EMERGENCY HANDLING PROCEDURES

1. To ensure that routing of emergency calls through Telephone Company operators are handled accurately and expediently Telephone Company operators are provided emergency call training. As general practice the operator will take appropriate action necessary to provide any type of emergency assistance needed. However, two basic variations of handling emergency calls exist, one for calls to official public emergency agencies (e.g. police, fire and ambulance) and another for non-agency calls (e.g. to an individual end user). The operator is responsible for distinguishing which type of emergency call is to be completed.

2. When processing an emergency agency call the operator identifies where the call originates and where the city and type of agency the call is to be directed. Subsequently, the operator transfers the call to the emergency agency by using a prepared list of readily available agency telephone numbers. In advancing the call the operator ensures the connection is complete and the conversation is proceeding satisfactorily. The operator does not leave the line until the call has been expedited.

3. If the operator is unable to determine where to send the emergency call, where the call could go to several localities, the operator will ask the caller or connect the call to the most appropriate location under the circumstances. The operator will remain on the connection until the correct location is reached.

4. If the operator can not determine the required agency the call will go to the appropriate police department. If the operator can not secure a line to the appropriate emergency agency the operator will notify the caller and take any action deemed appropriate.

5. If the calling party leaves the line or requests the operator to report the emergency condition, the operator will report the occurrence to the proper agency giving whatever details the operator can provide.

6. Locally directed calls to emergency agencies are not billed. In cases of emergency calls to emergency agencies from public telephones a call will not be delayed to obtain a deposit.

7. If 911 access is available for emergency calls to the desired community the caller is connected to the emergency agency by dialing "911". Location information to E911 service will not transfer through an operator nor is it possible to accurately maintain 911 service areas. If 911 emergency service is not available within an exchange emergency calls must be handled via Telephone Company operators by end users dialing "0".

DIRECTORY AND OPERATOR SERVICES

LOCAL OPERATOR SERVICES (Cont'd)

(D)

(D)

DIRECTORY AND OPERATOR SERVICES

LOCAL OPERATOR SERVICES (Cont'd)

OPERATOR ASSISTANCE

A. DESCRIPTION

1. Local Telecommunications Service is that of furnishing telephone communications within local service areas.

2. Local operator assistance is furnished to customers upon request in order to complete local calls.

3. For the purpose of rate application, local operator assistance charges are categorized as follows: Calling Card, Operator Station, Person-to-Person calls, Bill to Third Party and Collect Call.

   a) Calling Card calls - The customer dialed Calling Card rate is applicable to "0+" calls, which are completed by the caller or the operator and are billed to the caller's calling card or special billing number. This rate is also applicable when no automatic recording equipment for operator assisted calls is available in order to complete a calling card or special billing number call.

   b) Operator Station calls - The Operator Station rate is applicable when calls are completed with the assistance of a Company operator, except as specified for the customer dialed Calling Card or Person-to-Person type calls. Customer dialed "0-" calls where the operator completes the call and arranges billing are charged the Operator Station rate. The call can be billed to the originating telephone number, a calling card, the called number (collect), or to a third number. Operator Station calls also include "0+" calls when the customer is placing a collect or billed to third number call.

   c) Person-to-Person calls - The Person-to-Person rate applies to customer dialed "0-" calls where the operator completes the call to a designated person or extension. The call can be billed to the originating telephone number, calling card, the called number (collect), or to a third number.

   d) Collect Call - A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station.

   e) Bill to Third Party - A billing arrangement by which a call may be charged to an authorized station other than the station originating the call or station where the call is terminated.

DIRECTORY AND OPERATOR SERVICES

LOCAL OPERATOR SERVICES (Cont'd)

OPERATOR ASSISTANCE (Cont'd)

A. DESCRIPTION (Cont'd)

4. Dial Station-to-Station class of service applies to operator station-to-station calls placed sent paid from residence service lines or trunks which are certified by a qualified authority as services of persons who are disabled and unable to dial telephone numbers. All station-to-station calling card calls charged to the certified line are subject to the charges in B.1. following.

   Certification is provided upon the customer's written application to the Telephone Company for each residence line or trunk to be included. Certification becomes effective with the bill following approval of the application. Requests to change to or from certification are not subject to charge. Customers may verbally identify themselves as being unable to dial a call because of their disability. Only the Dial Station-to-Station charges will apply to these sent-paid calls.

5. Customers who verbally identify themselves as being unable to dial a call because of their disability will not be required to pay the operator assisted charge for sent-paid station-to-station calls from pay telephones.

6. When an operator is used to complete a local call, the charges appearing in B.1, 2., and 3., following apply.

B. RATES

		Charge	
1.	For customer dialed Calling Card calls	*	(C)
2.	Operator Assisted Station to Station	*	|
3.	Person to Person	*	|
4.	Collect	*	|
5.	Bill to Third Party	*	|
6.	Operator Assisted Time and Charges	*	|
7.	Operator Assisted - Corrections	*	(C)

Local Operator Assistance charges are in addition to any local usage charges and any local service charges.

Local Operator Assistance charges do not apply to calls placed to the Telephone Company Business Office, Telephone Company Repair Service, or to emergency agencies such as 911 service, police, fire, rescue or ambulance.

These charges are not subject to any discounts.

* Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.com/tariffs/. (N)

DIRECTORY AND OPERATOR SERVICES

LOCAL OPERATOR SERVICES (Cont'd)

OPERATOR ASSISTANCE (Cont'd)

C. DEFINITIONS

(D)
(D)

Operator Assisted Station to Station

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

Collect

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

Person to Person

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

Operator Assisted Time and Charges

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

Operator Assisted - Corrections

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

Billed to Third Number

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

DIRECTORY AND OPERATOR SERVICES

LIVE OPERATOR FEE

A. GENERAL

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

This fee will not apply if:
- The automated payment systems are unavailable due to system outages.
- Customer is requesting a call to an emergency service.
- Call cannot be made by the automated system.

B. RATES AND CHARGES

	Nonrecurring Charge	
Live Operator Fee, per occurrence	*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at https://www.wimactel.com/tariffs/. (N)

MISCELLANEOUS SERVICES

CALL RESTRICTION SERVICES

BILLED NUMBER SCREENING SERVICE

A. GENERAL

1. Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of collect calls, third number billed calls or both to a customer's telephone account.

2. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.

3. Billed Number Screening Service is offered subject to the availability of suitable facilities.

4. The minimum contract period for Billed Number Screening Service is one month.

B. RATES

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

		Monthly Rate	Nonrecurring Charge
a)	Option 1 - No Collect or Third Number Billing, per line screened	$1.00	[1]
b)	Option 2 - No Third Number Billing, per line screened	$1.00	[1]
c)	Option 3 - No Collect Billing, per line screened	$1.00	[1]

[1] The Nonrecurring Charge associated with Billed Number Screening Service does not apply when this service is ordered in conjunction with the establishment of exchange telephone service or is ordered in conjunction with another service from this Service Catalog. A Subsequent Service Order charge, as shown elsewhere in this section of the Service Catalog, applies when this service is ordered by itself.

MISCELLANEOUS SERVICES

CALL RESTRICTION SERVICES (Cont'd)

BLOCKING SERVICE

A. GENERAL

1. Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.

2. The two types of Blocking Service available are 900 Blocking Service and 976 Blocking Service.

   a) 900 Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.

   b) 976 Blocking Service blocks access to all telephone numbers for which the prefix 976 (1+ NPA + 976 or 1+ 976) must be dialed.

3. The service is classified as a local exchange telecommunications service.

B. RATES

1. Customers will not be charged for initial orders for Blocking Service.

2. The following charges apply to all subsequent orders for Blocking Service:

   a) Blocking Service, per line

      Subsequent requests, where the initial blocking was discontinued at the customer's request, are subject to the applicable Subsequent Service Ordering Charge as set forth in Section 5 of this Service Catalog.

3. For subsequent Blocking Service requests, only one Nonrecurring Charge applies per line if 900 and 976 Blocking Service are ordered at the same time.

C. CONDITIONS

1. The Company's obligation to furnish network facilities for Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.

2. Blocking Service is available only for blocking access to all NPA or prefix telephone numbers from a particular network access line, and not for blocking access to a specific NPA or prefix telephone number.

MISCELLANEOUS SERVICES

CALL RESTRICTION SERVICES (Cont'd)

SELECTIVE CLASS OF CALL SCREENING

A. GENERAL

Selective Class of Call Screening service enables a customer, by means of Telephone Company operator identification, to restrict outgoing toll calls to only calls which are charged to the called telephone, a third number, or a Telephone Company credit card account

B. RATES

		Monthly Rate	Nonrecurring Charge
1.	Per Line or Trunk Equipped	$2.05	$49.80 [1]

C. CONDITIONS

1. Customers may elect to block "1+" calls with customer-provided equipment and request the Company to restrict "0+" calls, where facilities permit. In these situations, the customer assumes responsibility for all calls dialed "1+" and indemnifies and saves the Company harmless against claims resulting from abuse or fraudulent use of the service.

2. All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Service, and public emergency service numbers such as 911 will be permitted from the establishment.

3. This service is available to hospitals, hotels, motels, and other such institutions only where facilities permit.

4. Nonrecurring charges apply for installation, additions, and changes per line or trunk.

[1] A Subsequent Service Order charge will apply in addition to the Nonrecurring Charge.

MISCELLANEOUS SERVICES

CALL RESTRICTION SERVICES (Cont'd)

SELECTIVE CLASS OF CALL SCREENING (Cont'd)

C. CONDITIONS (Cont'd)

5. The following classes of Selective Call Screening are available:

CODE	TYPE	DESCRIPTION
74	Collect	Calling Card, Collect
79	Cellular - Mobile	Collect, Calling Card, Third Number Special Called
82	Minimum Security	Send Paid, Collect
88	Customer Owned Coin	Collect, Calling Card, Calling Third Number Billing, Called Special Billing
89	Multi-Interexchange Carrier Access Phone Billing	Collect, Calling Card, Calling Third Number Billing, Called Special
93	Restricted Line	Collect, Calling Card, Calling Third Number Billing, Calling Special Billing, Called Special Billing
94	Motel	Collect, Calling Card, Calling Third Number Billing, Called Special Billing
97	Hospital & Miscellaneous	Collect, Calling Card, Called Special Billing, Calling Special Billing
98	Coinless Payphone	Collect, Calling Card, Calling Third Number Billing, Called Special Billing

MISCELLANEOUS SERVICES

CALL RESTRICTION SERVICES (Cont'd)

TOLL RESTRICTION

A. GENERAL

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

2. Two Toll Restriction options are available:

a) Option 1 [1] - Any direct dialed one plus (1+) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to Inward WATS [2] will not be restricted (1 + 800 + XXX-XXXX). Examples of this option are: (C)

1 + NPA + XXX-XXXX
1 + XXX-XXXX
5-digit carrier access code + 1 + NPA + XXX-XXXX
5-digit carrier access code + 1 + XXX-XXXX

b) Option 2 - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. Zero minus (0-) calls will only allow calls to official emergency agencies. Examples of this option are:

1 + NPA + XXX-XXXX
1 + XXX-XXXX
5-digit carrier access code + 1 + NPA + XXX-XXXX
5-digit carrier access code + 1 + XXX-XXXX

and

0 + NPA + XXX-XXXX
0 + XXX-XXXX
5-digit carrier access code + 0 + NPA + XXX-XXXX
5-digit carrier access code + 0 + XXX-XXXX
0- (Official emergency agencies only)

[1] Includes Originating Line Screening which allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, or a Telephone Company credit card account.

[2] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

MISCELLANEOUS SERVICES

CALL RESTRICTION SERVICES (Cont'd)

TOLL RESTRICTION (Cont'd)

A. GENERAL (Cont'd)

3. Toll Restriction will be provided only to Residence One-Party and Business One-Party customers. Toll Restriction will not be provided on party lines or trunks.

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

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

6. The minimum contract period for this service is one month.

B. RATES

1. The following rates and charges apply to the provisioning of Toll Restriction and are in addition to all other applicable charges as specified elsewhere in this Service Catalog.

	Monthly Rate	Installation Charge [1]
a) Option 1, per line equipped		
One-Party Residence	$3.00	$25.00
One-Party Business	$4.00	$25.00
b) Option 2, per line equipped		
One-Party Residence	$3.00	$25.00
One-Party Business	$4.00	$25.00

[1] A Subsequent Ordering charge as listed in of the Service Charges, Section 5, of this Service Catalog also applies. The installation charge applies in addition to all other Service Connection charges when this service is ordered in conjunction with other services. The installation charge does not apply when a customer elects to change Toll Restriction options.

MISCELLANEOUS SERVICES

CALL TRAP/CALL TRACE SERVICE

A. GENERAL

Call Trap/Call Trace Service is a local exchange telecommunications service whereby the calling party of an incoming call is identified. This service is different and distinct from service generally known as Automatic Number Identification (ANI).

B. RATES

		Monthly Rate	Nonrecurring Charge
1.	Per Circuit (TRAP)	$30.00	[1]

2. Service for fractional periods of one month (one month = 30 days) will be billed on a pro-rated basis.

C. CONDITIONS

1. The above rates apply only to call traps ordered on an on-going basis. Temporary call traps are provided without charge for short periods of time, usually ten (10) days. This interval may be increased or decreased as circumstances warrant or as Company operating procedures change.

   The Company will not provide Call Trap/Call Trace Service when the Custom Calling Service feature Call Tracing Service [2] is available in the serving central office unless the customer has customer premise equipment that precludes the use of Custom Calling - Call Tracing Service.

2. The third occurrence of a temporary call trap within a 30-day interval shall be subject to the above charges, unless the Company deems the charges to be waived on the advice of a law enforcement agency.

3. Call Trap/Call Trace Service must be ordered in writing by the customer in whose name the local exchange service is placed.

4. This service is provided only when there is a continuing need for the identification of the calling party in cases involving nuisance calls, emergency situations, or other circumstances involving public safety. At the Company's option, the advice and concurrence of a local law enforcement agency may be required.

[1] Service Charges apply (Refer to Section 5 of this Service Catalog).
[2] Refer to Section 6.

MISCELLANEOUS SERVICES

CUSTOMIZED NUMBER SERVICE

A. GENERAL

1. Customers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer are available, the Company may assign the number to the customer.

2. The Company reserves and retains the right:

   a. To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. If this should occur, the Customized Number Service charge will not be refunded to the customer.

   b. To reject any request for specific telephone numbers for any reason, including but not limited to relocation of a central office, limited central office capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.

   c. Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Service Catalog.

B. RATES

1. The appropriate Service Charges as found in Section 5 will apply for Customized Number Service in addition to a monthly rate when the service is requested after the initial installation of service.

	Monthly Rate
a. Each Customized Number requested and placed into service.	$2.50

MISCELLANEOUS SERVICES

CUSTOMIZED NUMBER SERVICE (Cont'd)

C. CONDITIONS

1. The Customized Number Service charge applies whenever a customer:

   a. Requests a telephone number other than the next available number from the allocation list, and such requested number is placed into service within six months of the date of the request.

   b. Requests a number change from their present number to a Customized Telephone Number.

2. The Customized Number Service charge does not apply whenever a customer:

   a. Requests assignment of the same telephone number that had been previously assigned to that customer.

3. The Company shall not be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Customized Number service.

4. Customized Number Service includes a standard directory listing consisting of the customer's name, address and telephone number. It does not include a directory listing where the number is reflected in alphabetical characters.

MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE

A. GENERAL

1. Direct Inward Dialing (DID) permits incoming dialed calls from the exchange network to reach a specific number within a customer system without the assistance of an attendant.

2. This service is subject to the availability of existing equipment and facilities. Construction charges will apply if additional equipment or facilities are required in the Central Office to provide this service. When equipment or service of a special type is requested and provided, rates and charges based on the additional costs involved to meet the requirements of each case shall apply.

3. Electro-Mechanical Central Offices

   The Telephone Company assigns station numbers for DID in blocks of 10 or 100 numbers in Electro-Mechanical Central Offices. When additional numbers are required, they will be made available as soon as the Telephone Company has equipment available for this purpose. The Telephone Company cannot guarantee that station numbers will be made available in all cases.

4. Stored Program Control Central Offices

   The Telephone Company assigns station numbers for DID in blocks of 20 numbers or in blocks of 100 numbers in Stored Program Control Central Offices.

5. Customers to DID shall be responsible for the mechanical or manual interception of calls placed to station lines or numbers not connected for service.

6. The rates and charges specified are in addition to the applicable trunk rate or other rates and charges for other services or facilities with which this service is associated. It is the customer's responsibility to ensure that the CPE selected is compatible to operate with DID service.

MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

A. GENERAL (Cont'd)

7. The rates and charges for the service contemplate the use of standard Telephone Company equipment and serving arrangements.

8. One primary directory listing will be provided with each account subscribing to DID. Direct Inward Dialing numbers furnished herein are not entitled to free directory listings. Additional listings will be provided at charges and in accordance with regulations found within this Section of the Service Catalog.

9. The service includes the central office switching equipment necessary for Direct Inward Dialing from the exchange and long distance message telecommunications network directly to the point of demarcation associated with customer-premises located switching systems.

10. The service must be provided on all lines in a trunk or Network Access Line group arranged for inward service. Routing of calls to selected numbers within the Direct Inward Dialing number group over a separate trunk or Network Access Line group is not contemplated.

11. The Telephone Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations or procedures of the Company render any facilities provided by a customer or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

B. RATES

1. The following rates are applicable:

	Monthly Rate	Nonrecurring Charge
a. Electro-Mechanical Central Offices -		
1) Block of 100 Seven-Digit DID Numbers		
a) Assigned or Reserved, each block	$133.65	-
2) Block of 10 Additional Seven-Digit DID Numbers		
a) Assigned or Reserved, each block	$13.25	-
3) Trunk Termination, per Trunk	$18.00 [1]	-
b. Stored Program Control Central Offices -		
1) Block of 100 Seven-Digit DID Numbers		
a) Assigned or Reserved, each block	$18.00	-
2) Block of 20 Seven-Digit DID Numbers		
a) Assigned or Reserved, each block	$8.00	-
3) Block of 20 Additional Seven-Digit DID Number		
a) Assigned or Reserved, each block	$2.65 [2]	-
4) Trunk Termination, per Trunk	$16.80 [1]	-

[1] This rate is in addition to the monthly PBX trunk rate (Refer to Section 4).
[2] This rate is to be used only for additional number blocks requested on the same order with an initial block of 20 or 100 numbers.

MISCELLANEOUS SERVICES

EMERGENCY CONFERENCE SERVICE (FIREBAR)

A. GENERAL

Emergency Conference Service or fire call service is furnished in the interest of the public safety by means of equipment located in a central office of the Company through which an announcement may be made to several stations simultaneously.

B. RATES

1. The following rates are applicable:

		Monthly Rate	Nonrecurring Charge
a.	Fire Reporting Systems		
	1) 10 or less connections, per connection	$2.35	Applicable Service Charges Will Apply
	2) 11 or more connections, per connection (Includes all connections - one through the total number)	$3.50	
b.	Volunteer Fire Call System [1]		
	1) First ten lines, Minimum	$38.75	-
	2) Each additional line	$1.55	-

[1] This service is no longer offered to new customers and will be limited to existing customers at their existing locations.

MISCELLANEOUS SERVICES

EMERGENCY CONFERENCE SERVICE (FIREBAR) (Cont'd)

C. CONDITIONS

1. This service may be furnished in connection with individual line service only.

2. A contract or agreement for Emergency Conference Service will be for a minimum service period of three years.

3. Such Emergency Conference equipment is not to be used for performing any function other than the reporting or dissemination of information of an emergency nature.

4. Obligation of the Company for liability in connection with Emergency Conference Service is specified in Section 2 of this Service Catalog.

5. Connection to a non-amplified Emergency Conference Service System may be denied by the Company if that connection exceeds the operational limits of that system, as determined by the Company.

6. The necessary access terminal (telephone number) and/or private line access arrangement are included with each system at no additional charge. When access terminals (telephone numbers) are provided, they shall be capable of receiving incoming calls only. They shall not be capable of originating outgoing calls.

MISCELLANEOUS SERVICES

EMPLOYEE TELEPHONE CONCESSION SERVICE

A. GENERAL

Concession service may be granted to regular full-time and qualified part-time employees.

B. CONDITIONS

1. Qualified employees must have completed their probationary period. To qualify, part-time employees must be scheduled to work twenty hours a week or more for at least six consecutive months.

2. The employee's place of residence must be within the area served by an exchange of the Company.

3. The directory listing must be published in the name of the employee, or in the name of the employee's spouse.

4. This concession does not extend to any toll charges, extended area service rate additives, or charges for terminal equipment.

5. Any retired employee of the Company that is receiving an employee concession in accordance with any existing or grandfathered Service Catalog shall retain such concession as long as the employee resides within the Company's exchange area and does not disconnect the service.

6. The telephone concession program is not available to any employee that retires on or after July 1, 2001.

C. RATES

1. The Company reserves the right to provide free or discounted service to all qualified employees according to guidelines established by Company policy.

MISCELLANEOUS SERVICES

LINE HUNT SERVICE

A. GENERAL

1. A Line Hunt line is any one-party service so arranged at the central office that if the number called is busy, the central office equipment selects another line in the customer's group that is idle. Line Hunt lines may be terminated on telephones, multi-line systems, PBX equipment or other equipment. Special central office facilities or arrangements are required to provide line hunt service.

B. RATES

		Monthly Rate	Nonrecurring Charge
1.	Line Hunt Service, per line	$2.00	[1]

[1] Appropriate Service Charges apply.

MISCELLANEOUS SERVICES

RESERVED TELEPHONE NUMBERS

A. GENERAL

1. Reserved Telephone Numbers are telephone numbers reserved by a customer for future use.

2. Reserved Telephone Numbers are offered subject to the availability of suitable facilities.

3. This service is not available for Direct Inward Dial (DID) numbers.

B. RATES

	Monthly Rate
1. Per Reserved Telephone Number	$5.00

2. Nonrecurring charges listed elsewhere in this Section of the Service Catalog are applicable in addition to all other applicable rates and charges when a customer orders Reserved Telephone Numbers.

MISCELLANEOUS SERVICES

LINE HUNT SERVICE

A. GENERAL

A Line Hunt line is any one-party service so arranged at the central office that if the number called is busy, the central office equipment selects another line in the customer's group that is idle. Line Hunt lines may be terminated on telephones, multi-line systems, PBX equipment or other equipment. Special central office facilities or arrangements are required to provide line hunt service.

B. RATES

	Monthly Rate	Nonrecurring Charge
Line Hunt Service, per line	$2.00	[1]

[1] Appropriate Service Charges apply.

MISCELLANEOUS SERVICES

SERVICE PERFORMANCE GUARANTEE

A. INSTALLATION AND REPAIR

1. If a customer requests installation or repair of Company owned facilities used to provide service offered under this Service Catalog, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit. One credit per order or trouble report may be applied for the affected Service Categories.

   a. Business: Credit will be provided in accordance with the above and following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a $100 credit on the customer's bill or equal value will be provided to the customer in the form of a pre-paid debit calling card.

   b. Residence: Credit will be provided in accordance with the above and following conditions at the request of the customer. The Service Performance Guarantee, as agreed upon by the Company and the customer, will appear as either a $25 credit on the customer's bill or equal value will be provided to the customer in the form of a pre-paid debit calling card.

B. SERVICE CATEGORIES

1. Local Exchange Services, including Foreign Exchange Service, associated Custom Calling Services, General or Miscellaneous Services, Citizens Digital Centrex Services, and Directory Listings.

2. Enhanced and Specialized Services.

3. Private Line Services billed by the Company.

4. Message Toll Services billed by the Company.

5. WATS [1] and 800 Services billed by the Company. (C)

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

MISCELLANEOUS SERVICES

SERVICE PERFORMANCE GUARANTEE (Cont'd)

C. CONDITIONS

1. Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.

2. Credit will be extended in accordance with the above only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company owned facilities used to provide those services.

3. A credit allowance will not be extended in accordance with liability conditions as set forth in the General Rules and Regulations Section of this Service Catalog for the installation or repair of Company owned facilities used to provide these services.

MISCELLANEOUS SERVICES

TOLL TAPES

A. GENERAL

1. Magnetic toll tape giving the customer a long distance calling or WATS [1] calling breakdown is available on either a one-time basis or on an on-going monthly basis upon customer request. (C)

B. RATES

		Monthly Rate	Nonrecurring Charge
1.	One-Time Toll Tape	-	$76.20
2.	On-Going Toll Tape	$50.30	-

LATE PAYMENT CHARGE

1. Residential Customers - A Late Payment Charge of 1.5% or $9.00, (whichever is greater) will be applied to a customer's bill.

2. Business Customers - A Late Payment Charge of 1.5% plus $9.00 of past due unpaid balances is applicable.

CONVENIENCE FEE

A. GENERAL

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

B. REGULATIONS

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

	Nonrecurring Charge
Convenience Fee, per occurrence	$10.00

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

MISCELLANEOUS SERVICES

DIGITAL BILLING (T)

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. (C)

B. RATES

	Monthly Rate		
	Residence	Business	(N) (N)
Rate for Digital Billing with Duplicate paper bill	$5.00	$5.00	(T)(I)

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

	Residence	Business
Duplicate Bill Charge, per copy of bill requested	$5.00	$5.00

MISCELLANEOUS SERVICES

FRONTIER EMERGENCY CONNECT SERVICE

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

A. REGULATIONS

- This service is available where technically feasible and subject to availability of existing facilities.
- All attempted inbound calls will receive a recording saying the number is not in service.
- Customers will not be given a telephone number of the service and no directory listing services will be available.
- The customer only has the following dialing options:
  - 911 and
  - Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
  - All other calling patterns will receive re-order tone.
- The call origination telephone number (ALI information) going to the 911 center will indicate NO CALL BACK allowed.
- Applicable Non-Recurring charges may apply.
- NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY'S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

B. RATES

	Monthly Rate
Frontier Emergency Connect Service	$4.99

SPECIALIZED SERVICES

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

A. GENERAL

1. Universal Emergency Number Service, also referred to as 911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the number 911. This service provides for the answering and dispatching of public emergency telephone calls dialed to 911.

2. Equipment used in conjunction with 911 Service located at the PSAP must be provided by the customer.

3. 911 Service is offered wherever feasible and subject to the availability of facilities.

4. The 911 Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully designated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police and fire and other services within the telephone central office areas arranged for 911 Service calling.

B. RATES

1. Universal Emergency Number Service (911) lines will be furnished at rates and charges for business access lines or trunks, as appropriate, as set forth in Section 4 of this Service Catalog.

2. Applicable service charges, as set forth in Section 5 of this Service Catalog, apply for installation, moves, or changes of the access lines or trunks for 911 Service.

3. Equipment and facilities not specifically offered elsewhere in this Service Catalog, including central office modifications, will be provided by the Company to customers contracting for 911 Service, when practical, at rates based on costs. Costs shall include material, engineering and maintenance labor plus the authorized rate of return.

SPECIALIZED SERVICES

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (Cont'd)

C. CONDITIONS

1. This service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one 911 Service will be provided within any government agency's locality.

2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies, which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in Section No. 4 of this Service Catalog.

3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

4. 911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.

5. Temporary or vacation suspension of service is not provided for any part of the 911 Service.

6. 911 Service is provided solely for the benefit of the customer operating the PSAP; the provision of such service shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or legal entity other than the customer.

7. The Company does not undertake to answer and forward 911 Service calls but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

8. The Company's entire liability to any person for interruption or failure of 911 Service shall be limited by the terms set forth in this section and other sections of this Service Catalog.

9. The customer will have the responsibility to determine whether the service is functioning properly for its use and shall promptly notify the Company in the event the system is not functioning properly.

SPECIALIZED SERVICES

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (Cont'd)

C. CONDITIONS (Cont'd)

10. 911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 Service is offered.

11. Because the Company's serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its 911 Service lines that originate from all telephones served by central offices within the 911 service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

12. Application for 911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 911 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 Service request.

13. The 911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP. The names, addresses and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.

SPECIALIZED SERVICES

UNIVERSAL EMERGENCY NUMBER SERVICE (911) (Cont'd)

C. CONDITIONS (Cont'd)

14. In addition to all other terms and conditions; the following requirements will apply:

    a. The customer will answer all 911 Service calls on a 24-hour day, seven-day week basis.

    b. The customer has the responsibility for dispatching the appropriate emergency service within the 911 Service area or will undertake to forward all 911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

    c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies, which may be directed to a 911 Service PSAP, by calling parties.

    d. The customer will subscribe to a sufficient number of 911 exchange lines to maintain an adequate grade of service as determined by the Company.

    e. The customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of out-going calls and for receiving other emergency calls including any which may be relayed by Telephone Company operators.

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

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911)

A. GENERAL

1. Enhanced Emergency Number Service, also referred to as E911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement, for the answering, transferring, and dispatching of public emergency telephone calls dialed to 911.

2. Equipment used in conjunction with Enhanced 911 Services located at the PSAP must be provided by the customer.

3. E911 Service is offered subject to the availability of facilities.

4. The E911 Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police and fire and other services within the telephone central office areas arranged for E911 Service calling.

B. DESCRIPTION OF SERVICE ELEMENTS

1. Dedicated 911 Central Office Circuits - Arranged for incoming use only in conjunction with an E911 Service.

2. ANI Spill - Provides for the telephone number of the calling party to be forwarded to the PSAP.

   a. ANI Spill does not guarantee the capability of forwarding the number of a multi-party line; off premise or stations behind business systems will possess the identity of the main billing number.

   b. ANI Spill can only be provided with the use of dedicated facilities from the central office serving the end user to the PSAP.

   c. The PSAP's premises equipment used in conjunction with E911 ANI Spill Service must be reviewed by the Telephone Company to determine the compatibility of the unit with the E911 Service requested.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. DESCRIPTION OF SERVICE ELEMENTS (Cont'd)

3. PSAP Data Base Update Service - Provides the PSAP with an initial list, as well as periodic updates, of customer names, telephone numbers, and addresses for exchanges served by the Company. This update will be accomplished by using a dial-up service.

4. Selective Routing Service - Available when an E911 System is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 911 Services. This service routes the call to the correct PSAP or to a recording/operator, as appropriate, based on the caller's telephone number. Selective routing is available only in central offices equipped for digital operation.

5. Alternate Network Routing

a. Alternate Network Routing service is offered to provide optional support or redundancy to the E911 system network. This non-mandatory service provides an additional route from the central office to the PSAP and is intended to provide a higher level of network reliability during adverse conditions. Alternate Network Routing is not intended for normal E911 network system use in lieu of dedicated circuits. The choices involve establishing a path that is not in the dedicated 911 network, such as routing via the Public Switched Telephone Network or cellular radio. The components offered in this Service Catalog include the terminating telephone network equipment and the cellular radio transceiver.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. DESCRIPTION OF SERVICE ELEMENTS (Cont'd)

5. Alternate Network Routing (Cont'd)

b. The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 911 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 911 trunk, failure of an intermediate central office in the dedicated 911 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

c. The Public Switched Telephone Network equipment consists of Call Dial Units (CDU) installed in a central office on the outgoing side of a 9-1-1 trunk and a Call Answer Unit (CAU) installed on the PSAP premises. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Call Dial/Answering Units.

d. Alternate Network Routing Service is offered with two categories of Call Dial/Answering terminal equipment:

1) Without Monitoring -- The Call Dial Unit performs the functions of receiving the 911 call from the originating switch, storing the ANI, dialing the telephone number of the Calling Answering Unit at the PSAP, contacting the Call Answering Unit to establish voice connection, and sending the caller's ANI to the Call Answering Unit. The Call Answering Unit will have an output connection that may be connected to the PSAP's E911 customer premises equipment so that the ANI may be provided to the answering attendant's console and be used to retrieve the associated ALI.

2) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph (a) above, but with the addition of sensors to monitor the outgoing trunk to detect signaling problems. Upon detecting a problem, it will seize control of the 911 call and establish an alternate path, over the Public Switched Network or a cellular network, to complete delivery.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. DESCRIPTION OF SERVICE ELEMENTS (Cont'd)

5. Alternate Network Routing (Cont'd)

e. Description of Rate Elements

1) Call Dial Unit (CDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 911 trunk to complete a call. Upon actuation, the Unit will receive the 911 call and ANI, store the ANI, and dial the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network (PSTN) or a cellular radio.

2) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept calls from a Call Dial Unit, including the ANI of the 911 callers and pass that voice and ANI to the E911 system's customer premises equipment.

3) Line Switch & 4/2-Wire Converter Card - Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert on incoming four-wire E&M trunk to a two-wire ground start line circuit (GSLC).

4) Cellular Transceiver - A radio transceiver that will interface one loop start or ground start telephone line to the cellular network. The transceivers are available in one- or four-channel models and are installed with a 3 dB gain antenna. To establish cellular connection, one unit is installed at the originating central office, connected to one through four CDUs, and the second unit is installed at the PSAP, connected to one through four CAU's. The number of pairs of CDUs and CAUs will match the number of channels established with the cellular transceivers.

5) 9 dB Gain Antenna - A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

B. DESCRIPTION OF SERVICE ELEMENTS (Cont'd)

5. Alternate Network Routing (Cont'd)

f. Application of System Components

1) Alternate Network Routing Without Monitoring

The components required include:

a) A Call Dial Unit
b) A Call Answer Unit
c) Business Line for the CDU
d) Incoming Business Line for the CAU

2) Alternate Network Routing with Monitoring

The components required include:

a) A Call Dial Unit with Monitoring Capability
b) A Call Answer Unit with Monitoring Capability
c) Business Line for the CDU
d) Incoming Business Line for the CAU

3) The additional components required may include:

a) A pair of one- or four-channel cellular transceivers
b) Cellular license for each channel
c) Optional 9 dB Gain Antenna

g. Customer Obligation

1) The 911 Customer will subscribe to a business access line for each outgoing CDU circuit and an incoming business access line to each CAU and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

2) Where the 911 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 911 Customer will obtain the cellular radio license and pay for all charges related to its use.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. RATES AND CHARGES

1. The following rates and charges apply in addition to all other applicable rates and charges shown elsewhere in this Service Catalog.

2. Rates for Enhanced 911 Services

	Monthly Rate	Nonrecurring Charge
a. Dedicated Circuits		
1) Intraexchange Dedicated Circuits (CO to PSAP or CO to CO) (Airline mileage) per ¼ mile		Private Line Local Service Catalog Applicable
2) IntraLATA Interexchange Dedicated Circuits (between exchanges, except remotes)		Interexchange Private Line Concurrence Rates Applicable
b. ANI Spill Service		
1) Engineering/Installation (All technologies) Per central office arranged	-	$2,567.00
2) ANI Dedicated Circuit Enabling		
a) Analog Direct Control Office, Each dedicated circuit	$163.75	-
b) Analog SPC & Digital Office, Each dedicated circuit	$48.05	-
(Excludes RLU and RSU locations)		

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. RATES AND CHARGES (Cont'd)

2. Rates for Enhanced 911 Services (Cont'd)

	Monthly Rate	Nonrecurring Charge
c. PSAP Data Base Establishment and Update Service		
1) Data Base Establishment		
a) Each PSAP	-	$1,990.10
b) Each telephone number in data base	-	$0.35
2) Data Base Update		
a) Each PSAP	$73.50	-
b) Each telephone number in data base	$0.007	-
d. Selective Routing Service (when available)		
1) Establishment in Digital Offices Only		
a) Each central office	-	$1,239.85
b) Each telephone number in data base	-	$0.15
2) Data Administration, per data base telephone number	$0.03	-
3) Number Assignment for Multiple PSAP Locations, per data base telephone number	-	$0.40

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. RATES AND CHARGES (Cont'd)

2. Rates for Enhanced 911 Services [1] (Cont'd)

	Monthly Rate	Nonrecurring Charge
e. Alternate Network Routing		
(1) Call Dial Unit (CDU)		
(a) Without monitoring - (digital C.O.) - 1st trunk	$150.00	$776.25
(b) Without monitoring - (digital C.O.) additional trunk	$130.00	$571.00
(c) With monitoring - (electromechanical C.O.) - 1st trunk	$279.00	$681.00
(d) With monitoring - (electromechanical C.O.) - Additional trunk	$74.00	$337.00
(e) Four-to-two wire converter	$57.00	$13.00
(2) Call Answer Unit (CAU)		
(a) Without monitoring - (digital C.O.)	$71.00	$510.00
(b) With monitoring (electromechanical C.O.)	$148.00	$534.00

[1] Rates applicable to facilities provided within the Company's service territory. Connecting company rates apply to facilities located within connecting company service territory.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. RATES AND CHARGES (Cont'd)

2. Rates for Enhanced 911 Services [1] (Cont'd)

		Monthly Rate	Nonrecurring Charge
e.	Alternate Network Routing (Cont'd)		
(3)	Cellular Transceiver		
(a)	One channel	$57.00	$770.00
(b)	Four channel	$183.00	$866.00
(4)	Optional Cellular Antenna		
(a)	9 dB antenna	$8.00	$0.00

3. Tie Lines, Private Lines, and Extension Lines

Tie Lines, private lines, extension lines and other such lines connecting a PSAP to various agencies such as police, fire, or ambulance service, are provided at established Service Catalog rates for such services and facilities as specified in this and other appropriate Service Catalogs and/or tariffs.

4. Special Service Arrangement Charges

If E911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Company at charges designed at least to recover the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management as well as central office modification to provide basic 911 service where necessary.

[1] Rates applicable to facilities provided within the Company's service territory. Connecting company rates apply to facilities located within connecting company service territory.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

C. RATES AND CHARGES (Cont'd)

5. Program Development Charges

These charges are applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 Service, its billing and its data base management. The rate will be designed to at least recover the costs of providing such service.

6. Records Conversion Charges

These charges are applicable to the work necessary to design, review, modify, and maintain any Company customer records keeping systems in order to support E911 Service, its billing and data base management. The rate will be designed to at least recover the costs of providing such service.

7. Changes to Orders

When a customer requests changes for a pending order for the provision of emergency service in writing, the changes will be undertaken if they can be accommodated by the Company personnel and will be billed to the customer at the appropriate hourly charges.

8. Cancellation of Order

Cancellation of the service, in whole or in part, by the customer prior to establishment thereof, will require payment of an amount equal to the costs incurred up to the time of cancellation resulting from the customer's order for service in writing, but not to exceed the total nonrecurring charges.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

D. CONDITIONS

1. This Service is limited to the use of central office telephone number 911 as the universal emergency telephone number. Only one E911 Service will be provided within any government agency's locality.

2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies, which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in Section No. I of this Service Catalog.

3. The Service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

4. E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.

5. E911 Service is provided solely for the benefit of the customer operating the PSAP; the provision of such service shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of, any third person or legal entity other than the customer.

6. The Company does not undertake to answer and forward E911 Service calls but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

7. E911 Service information consisting of the name, address, and telephone numbers of telephone customers whose listings are not published in directories or listed in directory assistance offices is confidential, however, such information may be provided for the purpose of responding to emergency E911 Service calls or as otherwise required.

8. Any party residing within the E911 Service district forfeits the privacy afforded by nonpublished service to the extent that the telephone number and the address associated with the originating station location are furnished to the PSAP.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

D. CONDITIONS (Cont'd)

9. The customer releases, indemnifies, and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person caused, or claimed to have been caused, directly or indirectly by its publication of such number or the disclosing of said number to any person.

10. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this section and other sections of this Service Catalog.

11. The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Company in the event the system is not functioning properly.

12. E911 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered.

13. Because the Company's serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its E911 Service lines that originate from all telephones served by central offices within the E911 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

14. Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any E911 Service request.

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

    a. The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

D. CONDITIONS (Cont'd)

15. In addition to all other terms and conditions, the following requirements will apply: (Cont'd)

    b. The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

    c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies, which may be directed to an E911 Service PSAP, by calling parties.

    d. Each PSAP must subscribe to sufficient 911 Service Lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 911 Service network from each central office to the central office serving the PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard. This standard can be modified only when a waiver of this requirement has been specifically granted under 605 IAC 10.10 by the Emergency Management Division of the Department of Public Defense and a copy of such waiver is provided to the Company. Even with a waiver, a minimum of one dedicated circuit is required between each Central Office and the PSAP.

    e. The customer will subscribe to additional local exchange service at the PSAP location for administrative purposes, for placing of out-going calls and for receiving other emergency calls including any which may be relayed by Telephone Company operators.

16. The Telephone Company will load and establish the initial Database into the PSAP customer's equipment from the Company's master list. A special form will be sent to all customers by the Company on which they can record emergency and address information for use by the PSAP customer to be entered into their database for response to emergency calls. Data Base Update Service for the Company's exchange(s) will be provided to the PSAP customer on a cycle basis. A hard copy of the complete Database will be furnished by the Company to the customer on request for verification of telephone number, name, and address.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

D. CONDITIONS (Cont'd)

17. When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 serving area. An Emergency Service Number (ESN) will be provided for each unique agency by the Telephone Company. The customer will associate these ESN's with street address ranges or other mutually agreed upon routing criteria in the E911 serving area. These ESN's will be carried in the PSAP's system to permit routing of E911 calls to the primary and secondary PSAP's responsible for handling of calls from each telephone in the E911 serving area. The following terms define the customer's responsibility in providing this information.

    a. Initial and subsequent ESN assignments by street name, address range, and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Telephone Company prior to the effective date of service.

    b. After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file and to advise the Telephone Company of any changes in street names, establishment of new streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.

    c. The Telephone Company will provide to the customer on request a complete hard copy of the master address file to permit the customer to verify accuracy of the police, fire, and ambulance PSAP routing designations, at charges as provided for under Records Conversion Charges.

    d. Changes, which the customer desires to have made in the master address file, should be submitted on an "as occurred" basis.

SPECIALIZED SERVICES

ENHANCED EMERGENCY NUMBER SERVICE (E911) (Cont'd)

D. CONDITIONS (Cont'd)

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

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

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT

A. GENERAL

Customer premises equipment and wiring may be used with the facilities furnished by the Telephone Company for telecommunications service as set forth in this Service Catalog section and Section 2, Rules and Regulations.

This Service Catalog shall not be construed as to prohibit connection of registered or grandfathered customer premises equipment or protective circuitry, which may be directly connected to the telecommunication network in accordance with Part 68, of the F.C.C. Rules and Regulations.

B. CONDITIONS

1. Liability

a. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and because of unavoidability of errors incident to the services and the use of such facilities of the Telephone Company the services and facilities furnished by the Telephone Company are subject to the terms, conditions, and limitations herein specified.

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

c. The Telephone Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof, against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Telephone Company.

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT (Cont'd)

B. CONDITIONS (Cont'd)

2. Responsibility of the Telephone Company

a. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer premises equipment. Subject to the provisions of the General Rules and Regulations, telecommunications service is not represented as adapted for use with all customer premises equipment and, where such equipment is connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such telecommunications service. Subject to this responsibility, the Telephone Company shall not be responsible for (1) the transmission of signals through or generated by customer premises equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-premises equipment.

b. The Telephone Company shall not be responsible to the customer or otherwise if changes in the Network Protection criteria as set forth in this Service Catalog section, or in any of the facilities, operations or procedures of the Telephone Company render any customer premises equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

3. Responsibility of the Customer

a. Where telecommunications service is available under this Service Catalog for use in connection with customer premises equipment, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Telephone Company.

b. The customer shall subscribe to Telephone Company facilities, which are in parity with the operating characteristics of the customer premises facilities.

c. Such use is subject to the further provisions that the customer premises equipment does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of the facilities of the Telephone Company; interfere with the proper functioning of such facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services.

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT (Cont'd)

B. CONDITIONS (Cont'd)

3. Responsibility of the Customer (Cont'd)

d. Upon notice from the Telephone Company that the customer premises equipment or wiring is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. (Refer to Section 2 - Rules & Regulations)

e. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from the customer premises equipment or wiring.

4. Violation of Regulations

Where any customer premises equipment is used with telecommunications service in violation of any of the provisions set forth herein, the Telephone Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. (Refer to Rules and Regulations in Section 2 of this Service Catalog).

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT (Cont'd)

C. NETWORK PROTECTION CRITERIA

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

1. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer premises equipment to the network be limited so that the signal power at the output to the network (i.e., at the input to the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three-second interval. However, to permit each customer, independent to distance from the central office, to supply signal power which at the central office approximates 12db below one milliwatt when averaged over any three-second interval, the Telephone Company, at the customer's request, will specify, for each customer location, the signal power at the output of network control signaling unit (i.e., at the input to the Telephone Company line), which shall in no case exceed one milliwatt.

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

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

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

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

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

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

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT (Cont'd)

C. NETWORK PROTECTION CRITERIA (Cont'd)

3. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer premises equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control-signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

D. REGULATIONS APPLYING TO SPECIFIC TYPES OF EQUIPMENT AND FACILITIES

1. Recording Equipment

a. General

Telecommunications service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations. However, customer premises recording equipment may be used in connection with telecommunications service subject to the following conditions:

b. Recording of Two-Way Telephone Conversations

Recording equipment shall be equipped with or connected to a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except as follows:

- such distinctive recorder tone need not be produced when the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air.

- recorder connector equipment without the recording tone device is allowed in connection with public fire and/or police service for the recording of two-way telephone conversations, provided that proper public authority certifies that the service will be used exclusively for receipt of emergency fire and police calls.

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT (Cont'd)

D. REGULATIONS APPLYING TO SPECIFIC TYPES OF EQUIPMENT AND FACILITIES (Cont'd)

1. Recording Equipment (Cont'd)

b. Recording of Two-Way Telephone Conversations (Cont'd)

- the distinctive recorder tone need not be produced when the recording equipment is being used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

- such distinctive recorder tone need not be produced when the recording equipment is being used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to Long Distance Message Telecommunications Service.

2. Automatic Announcement Equipment

a. General

Customers providing automatic announcement service must subscribe to a sufficient number of central office access lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Telephone Company. In the event that the use of such customer premises equipment causes such interference, the Telephone Company shall have the right to discontinue service. (Refer to Section 2, Rules and Regulations)

b. Public Announcement Service

- For purposes of identification, customers to telephone service who transmit recorded public announcements over lines provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
- Subscribers transmitting factual public announcements such as stock market quotations, airline schedules, time of day, and similar information are excluded from the preceding condition.
- Failure to comply with the provisions of this Service Catalog shall be cause for termination of the service.

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

CONNECTIONS WITH CUSTOMERS PREMISES EQUIPMENT (Cont'd)

E. SERVICE CHECK CHARGES

1. General

a. A service check will be performed by the Company per a customer request to perform a check of the Company's facilities up to the demarcation point.

2. Rates

a. No charge will be assessed the customer regardless of whether the Company determines any difficulty exists on its side of the demarcation point.

b. When a customer requests the Company locate or repair any difficulty on the customer's side of the demarcation point, a deregulated charge may apply for checking the facilities on the customer's and the Company's side of the demarcation point.

CONNECTION WITH CPE AND SPECIAL ASSEMBLIES

SPECIAL ASSEMBLIES OF EQUIPMENT OR SPECULATIVE PROJECTS

A. GENERAL

Special equipment and arrangements consist of modifications of standard equipment, special equipment or service arrangements for which provision is not otherwise made in this Service Catalog. They will be furnished, when practicable, only if they are not detrimental to services provided for the general public.

B. RATES

1. Rates for assemblies of equipment or speculative projects are equivalent to the costs of furnishing the special equipment and arrangements.

2. Cost consists of an estimate of the total to the Telephone Company in providing the special services and facilities including:

   a. Maintenance expense
   b. Taxes - including federal income tax
   c. Administration expense
   d. Depreciation expense on the estimated cost installed of any facilities used to provide the special services and facilities based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
   e. Any other item of expense associated with the particular arrangement or equipment.
   f. An amount, computed on the estimated cost installed of the facilities used to provide the special services and facilities, for return on investment.

3. Estimated cost installed, mentioned above, includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, nonrecoverable material, removal cost, and other items which are chargeable to the capital accounts.

4. In the computation of rates for any special services and facilities, one of the following rate treatments shall be applied in accordance with the judgement of the Telephone Company based on the circumstances involved:

   a. A monthly rate and minimum period termination agreement, with or without an installation charge.
   b. A monthly rate with an installation charge
   c. An installation charge only
   d. A two-tier monthly rate with the first tier being applicable for a specified length of time and the second tier as an ongoing rate for the length of time the customer retains the special services and facilities. An installation charge could also be applicable.

SERVICES LIMITED TO EXISTING CUSTOMERS

COMBINATION CENTRAL OFFICE ACCESS LINE SERVICE

A. GENERAL

1. Where an individual or firm wishes to contract for two or more central office access lines at separate locations and wishes to be able to answer incoming calls for any central office access line at any of the locations, the arrangement described below is provided subject to the availability of the facilities necessary to furnish satisfactory service. Outgoing calls can be made from any central office access lines so arranged.

2. Combination central office access line service may be employed where one central office access line is at a business location and the other is at a residence, or where all central office access lines are at either business or residence locations. However, such an arrangement is permitted only on the premises of individuals or firms associated with each other.

3. The lines are bridged together so as to operate as one line and the signals for the stations may be arranged as follows:

   (a) So that all bells will ring at the same time; or

   (b) Individual call numbers may be assigned at each location, in which case, at common battery exchanges, an extension bell of distinctive tone can be provided at any station and arranged so as to ring when another station in the group is being signaled.

B. RATES

1. The rate for each central office access line is the established individual central office access line rate; the business or residence rate is applied in accordance with the character of use at each premises. Mileage charges do not apply between a central office access line at one location and the bell associated with such central office access line at the other location.

2. In applying extra exchange line mileage charges, each central office access line is considered separately and the mileage changes applicable for individual central office access line service are charged for each central office access line.

SERVICES LIMITED TO EXISTING CUSTOMERS

SPECIAL REVERSED CHARGE TOLL SERVICE

A. GENERAL

1. In order that customers may permit customers located in selected areas to call them without incurring a toll charge and without specifically requesting the reversal of the charges, a service known as "Special Reversed Charge Toll Service," may be arranged for.

2. Each customer to this service is assigned a special number different from the regular exchange numbering scheme. A regular listing in the alphabetical section of the directory at the other exchange is furnished without additional charge.

3. Toll calls from the exchange in which the special number is assigned to the customer of the service are billed at the established operator sent paid rates.

4. The customer must be responsible for all toll charges billed as a result of calls being placed to the special number. The contract period is the period of the directory in which the listing, including the special number, appears.

B. RATES

		Monthly Rates
1.	For Each Exchange Selected Special Reversed Charge Toll Service	$6.10
2.	For Each Exchange Selected Special Reversed Charge Toll Service/Different Company	Variable

SERVICES LIMITED TO EXISTING CUSTOMERS

TRANSFER SERVICE

A. GENERAL

1. This service provides for the automatic transfer of incoming calls from one line to another through the operation of a key at the customer's location.

2. This service is available only with one-party central office access line services served out of the same central office building and only where the central office is so equipped and only where the equipment allows.

3. Transfer service is not available with pay telephone service.

B. RATES

	Monthly Rate
1. Transfer service, including key	$4.65

CONCURRENCE STATEMENTS

MESSAGE TOLL TELEPHONE SERVICE

A. CONCURRENCE IN RATES AND CHARGES OF QWEST COMMUNICATIONS, INC.

1. The Company concurs in the rates and charges governing intrastate message toll telephone service, as applied by Qwest Communications in the state of Iowa.

2. The Company extends this concurrence to any and all charges which may be made subsequent to this date by Qwest Communications.
3. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to the best interest of the Company.

VOLUME DISCOUNT PLAN

A. CONCURRENCE IN RATES AND CHARGES OF QWEST COMMUNICATIONS, INC.

1. The Company concurs in the rates and charges governing the Volume Discount Plan, as applied by Qwest Communications for use within each Local Access and Transport Area (LATA) in the State of Iowa.

2. The Company extends this concurrence to any and all charges which may be made subsequent to this date by Qwest Communications.

3. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to the best interest of the Company.

PRIVATE LINES TELEPHONE SERVICE - INTEREXCHANGE

A. Interexchange Private Line Services are provided in the Qwest Communications Iowa No. 2 - Facilities for Intrastate Access Service Tariff.

CONCURRENCE STATEMENTS

WIDE AREA TELEPHONE SERVICE [1] – Grandfathered as of August 16, 2020 (C)

A. STATEMENT

1. This class of service will be furnished insofar as the ability and facilities of this Company permit in accordance with the following concurrence and statement of liability.

B. CONCURRENCE IN RATES AND CHARGES OF THE QWEST CORPORATION.

1. The Company concurs in the rates and regulations governing Wide Area Telephone Service as filed by the Qwest Corporation with the Iowa State Utilities Board, except as noted in B.3.

2. The Company extends this concurrence to any and all charges which may be made subsequent to this date by the Qwest Corporation with exceptions noted in B.3.

3. The Company hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears that such cancellation is to the best interest of the Company, but only after compliance has been made with such orders of the Iowa State Utilities Board as may be required in lieu of such cancellation.

Exception: Custom 800 Service

The Company concurs in Qwest Corporation Iowa Tariff No.7, Custom 800 Service offering with the exception of the provision of Call Detail billing and that the Company will offer this service as Frontier Citizens Communications of Minnesota Business/Residence Line 800 Service.

Exception: Late Payment Charge

The Company does not concur in the application of the late payment charge as referenced in the Qwest Corporation Iowa Tariff No. 7.

C. LIABILITY OF THE COMPANY

1. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of such service.

2. It is the Company's responsibility to make appropriate billing corrections in instances of service outage.

[1] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

BUNDLED SERVICES

A. Citizens Select – Grandfathered as of May 1, 2019 (C)

1. General

(A) Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following bundles is entitled to unlimited use of the selected services/features.

(B) Citizens Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Caller ID Number Only [1, 2]
- Caller ID with Name [1]
- Distinctive Ring
- Speed Call 8 [2]
- 3 Way Calling
- *69 Call Return
- *66 Busy Number Redial

[1] May select only one Caller ID feature.
[2] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

A. Citizens Select – Grandfathered as of May 1, 2019 (Cont'd) (C)

1. General (Cont'd)

(C) Citizens Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Call Waiting - ID
- Caller ID Number Only [1, 2]
- Caller ID with Name [1]
- Distinctive Ring
- Selective Call Acceptance
- Speed Call 8 [2]
- Speed Call 30 [2]
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial

(D) All rules, regulations and limitations as specified elsewhere in this Service Catalog for the respective services/features requested in a Citizens Select plan shall apply.

[1] May select only one Caller ID feature.
[2] May select only one Speed Call feature.
[3] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

A. Citizens Select – Grandfathered as of May 1, 2019 (Cont'd) (C)

2. Rates and Charges

(A) The Company reserves the right to waive the Service Order - Subsequent Order Nonrecurring Charge as specified in Section 5 for a period of ninety (90) days from the effective date of this Service Catalog. The waiver applies to the initial request for a Citizens Select plan(s) in association with an existing, additional or move from one location to another for a residential individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizens Select plan.

(B) Service Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation for a residence individual flat rate line service.

(C) Service Charges as specified in Section 5 of this Service Catalog do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.

(D) Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in S15 A.1 (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

(E) When a Citizens Select plan is provided at the same time as the installation or move of Residential Local Exchange Service, the customer will receive a $10.00 credit per line for each line on which the plan is ordered.

BUNDLED SERVICES

A. Citizens Select – Grandfathered as of May 1, 2019 (Cont'd)

2. Rates and Charges (Cont'd)

(F) Citizens Select plans are provided at the following rates.

	Monthly Rate	
Citizens Select		
Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in S8.1 (B), preceding.	$30.95	(I)
Citizens Select Plus		
Per individual flat rate residence line – May select any or all services/features as specified in S8.1 (C), preceding.	$34.95	(I)

BUNDLED SERVICES

B. FRONTIER CHOICES Tier Bundles – Grandfathered as of May 1, 2019 (C)

1. General

(A) FRONTIER CHOICES Tier Bundles are bundle offerings available to residential customers and include, as described below, either one or two flat-rate residential access lines, the customer's choice of specified features, ten free local directory assistance calls per month, and certain designated non-regulated and federally tariffed services. Listing of the non-regulated services and federally tariffed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

(B) Tier I Bundle consists of the following services and features:

- One Residence One-Party Local Exchange Service Access Line
- 10 Free Local Directory Assistance Calls
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Call Waiting - ID
- Caller ID Number Only [1, 3]
- Caller ID with Name [1]
- Distinctive Ring
- Selective Call Acceptance
- Speed Call 8 [2, 3]
- Speed Call 30 [2]
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial

[1] May select only one Caller ID feature.
[2] May select only one Speed Call feature.
[3] This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUNDLED SERVICES

B. FRONTIER CHOICES Tier Bundles – Grandfathered as of May 1, 2019 (Cont'd) (C)

1. General (Cont'd)

(C) Tier II Bundle consists of all services and features in Tier I Bundle, plus:

- FRONTIER dial-up Internet service (Non-regulated)

(D) Tier III Bundle consists of all items in Tier II Bundle, plus:

- One Additional Residence One-Party Local Exchange Service Access Line
- Interstate End User Common Line Charge on the Additional Line (Federally Tariffed)

(E) Tier IV Bundle consists of all items in Tier I Bundle, plus:

- 256 Kbps / 128 Kbps Asymmetric Digital Subscriber Line Service (Federally Tariffed)
- 256 Kbps FRONTIER Internet service (Non-regulated)

(F) Tier V consists of all items in Tier I Bundle, plus:

- 1 Mbps / 128 Kbps Asymmetric Digital Subscriber Line Service (Federally Tariffed)
- 1 Mbps FRONTIER Internet service (Non-regulated)

BUNDLED SERVICES

B. FRONTIER CHOICES Tier Bundles – Grandfathered as of May 1, 2019 (Cont'd)

2. Rates and Charges

(A) Unless otherwise stated in this section, Service Charges as specified in Section 5 apply to the installation of individual components of the Tier Bundles.

(B) The customer may subsequently add or delete services or features, as listed for the Tier Bundles, at no additional charge. Service charges do not apply to such changes.

(C) The otherwise applicable Service Order Charge does not apply when the customer switches to another Tier Bundle.

(D) When a customer orders a Tier Bundle concurrently with the installation or move of Residence Local Exchange Service, the customer will receive a one-time credit of $10.00 for each Tier Bundle ordered.

	Monthly Rate	
Tier I	$39.00	(I)
Tier II	$57.00	
Tier III	$79.00	
Tier IV	$81.00	
Tier V	$91.00	(I)

BUNDLED SERVICES

B. FRONTIER CHOICES Tier Bundles – Grandfathered as of May 1, 2019 (Cont'd) (C)

2. Rates and Charges (Cont'd)

(J) One-Year Term Rate Plan

a. Customers may subscribe to a Tier I Bundle under a one-year term contract, with a $5.00 discount from the normal monthly charge.

b. Early termination liability charges shall apply if the customer cancels the Tier I Bundle 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: For each cancelled Tier I Bundle, a rate differential shall be determined, equal to the difference between the Tier I Bundle rate under the contract and the Tier I Bundle rate under month-to-month subscription. 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 Tier I Bundle under contract before cancellation. The result shall be the early termination liability charge for the cancelled Tier I Bundle.

c. After the end of the one-year period, the monthly rate with a one-year term commitment will apply for another one-year term commitment unless the customer requests that the one-year term not be renewed, in which case the normal monthly rate will apply on a month-to-month basis. The Company will notify the customer of this provision before renewal of the one-year term.

BUNDLED SERVICES

B. FRONTIER CHOICES Tier Bundles – Grandfathered as of May 1, 2019 (Cont'd) (C)

3. Conditions

(A) A Tier Bundle is available only to customers who are served from a central office in which all services in the Tier Bundle are offered and can be provided by the Company to the customer.

(B) Each Tier Bundle includes an allowance of ten free Local Directory Assistance calls per month. This allowance applies only to calls to the Local Directory Assistance Service described in Section 9 and does not include directory assistance calls to other carriers. The allowance is per bundle, not per line for multiple line bundles, and includes the free call allowance per line specified in Section 9. Unused free calls from one month may not be carried over to subsequent months.

(C) With the exception of the Interstate End User Common Line Charge associated with the additional line within the Tier III Bundle, all Interstate End User Common Line Charges and other applicable surcharges, taxes, and rates including EAS rate additives will be billed separately from and in addition to the rates for the Tier Bundles.

BUNDLED SERVICES

C. Frontier Digital Phone Service – Grandfathered as of May 1, 2019 (C)

1. General

The Frontier Digital Phone Service is a bundle offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for purpose of clarity and does not imply that these services are subject to state authority.

Call Forward Busy/No Answer
Call Waiting/Cancel Call Waiting
Caller ID with Name
Frontier Communications of America's, Frontier Digital Phone Service Calling Plan (Federally Price listed)

Digital Phone Enhanced Feature Pack

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

*66 Busy Number Redial
*69 Call Return *
3 Way Calling
Speed Call 8 [1] or 30
Basic Call Forward

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

BUNDLED SERVICES

C. Frontier Digital Phone Service – Grandfathered as of May 1, 2019 (Cont'd)

2. Regulations

The Frontier Digital Phone Service is available where technically feasible.

The features and services, except those listed as non-regulated or federally price listed, are provided subject to their descriptions and regulations as specified elsewhere in the Service Catalog.

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 Service Catalog rules.

Customers may add or delete any features offered in the bundle without a service order charge.

Federal Subscriber Line Charge and the State End User Common Line Charge will be billed separately.

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Service	$51.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)

BUNDLED SERVICES

D. Frontier Business Unlimited Service

1. General

Frontier Business Unlimited Service 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 Local Exchange Service Access Line, Extended Area Service (where applicable), Custom Calling Features and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Basic Local Exchange Service Access line
Extended Area Service (where applicable)
Call Forward Busy/No Answer
Caller ID with Name
Two Features from the feature package listed below

Frontier Business all in Feature Package

Anonymous Call Block/Rejection
*66 Busy Number Redial (T)
*69 Call Return |
Basic Call Forward (T)
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Call 8 [1] or 30
Distinctive Ring
Priority Ring
3 Way Calling

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

BUNDLED SERVICES

D. Frontier Business Unlimited Service (Cont'd)

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

c. Call detail for Extended Area Service (where applicable) will not be displayed on the customer's monthly telephone bill.

d. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle will result in disconnection of the basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Cataloged monthly rates.

g. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

3. Rates and Charges

a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Unless otherwise stated elsewhere in this section, Service Connection Charges as defined elsewhere in the Service Catalog apply to the installation of individual components of the bundle.

c. Frontier Business Unlimited Service is provided at the following rate:

Monthly Rate $59.99

BUNDLED SERVICES

E. Frontier Digital Phone Bronze [2]+ - Grandfathered

1. General

a. Frontier Digital Phone Bronze is a bundle offering available to residential customers and includes one flat-rate residential local exchange service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services.

Features and Services

Residence Local Exchange Service
Extended Area Service (EAS Additive)
Caller ID with Name
Call Waiting/Cancel Call Waiting

b. Digital Phone Enhanced Feature Pack

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

*66 Busy Number Redial
*69 Call Return (T)
3 Way Calling (T)
Speed Call 8 [1] or 30
Basic Call Forward

2. Regulations

a. The Frontier Digital Phone Bronze is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Cataloged rates.

+ This bundle previously was called Frontier Digital Phone Essentials.
1 This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
2 This service offering is limited to existing subscribers of the service at their existing locations.

BUNDLED SERVICES

E. Frontier Digital Phone Bronze 2+ - Grandfathered (Cont'd)

2. Regulations (Cont'd)

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. The bundles are offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

a. Extended Area Service, where provided, is included in the bundle and will not be billed separately. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Frontier Digital Phone Bronze is provided at the following rate:

	Monthly Rate	
Frontier Digital Phone Bronze	$21.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)

[1] This service offering is limited to existing subscribers of the service at their existing locations.
+ This bundle previously was called Frontier Digital Phone Essentials.

BUNDLED SERVICES

F. Frontier Digital Basic Bundle [2] - Grandfathered

1. General

The Frontier Digital Basic Bundle is a bundle offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Basic Call Forward
Call Forward Busy/No Answer
Call Waiting/Cancel Call Waiting
Caller ID with Name
Digital Phone Enhanced Feature Pack

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

*66 Busy Number Redial (T)
*69 Call Return (T)
3 Way Calling
Speed Calling 8 [1] or 30
Basic Call Forward

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

BUNDLED SERVICES

F. Frontier Digital Basic Bundle [1] - Grandfathered (Cont'd)

2. Regulations

The Frontier Digital Basic Bundle is available where technically feasible.

The features and services are provided subject to their descriptions and regulations as specified elsewhere in the Service Catalog.

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 Service Catalog rules.

Customers may add or delete any features offered in the bundle without a service order charge.

Federal Subscriber Line Charge and the State End User Common Line Charge will be billed separately.

3. Rates and Charges

Monthly Rate	$31.99	
Digital Phone Enhanced Feature Pack	$7.49	(I)

[1] This service offering is limited to existing subscribers of the service at their existing locations.

BUNDLED SERVICES

G. Frontier Business Essentials

1. General

Frontier Business Essentials is a bundle offering available to business customers. The bundle includes a flat rate Basic Business Line, and a combination of enhanced calling features.

Features and Services

Flat Rate Business Line
Extended Area Service
Call Forward Busy/No Answer
Three Features from the Frontier Business All in Feature Package listed below.

Frontier Business all in Feature Package

Anonymous Call Block/Rejection
*66 Busy Number Redial (T)
*69 Call Return (T)
Basic Call Forward
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Call 8 [2] or 30
Distinctive Ring
Priority Call
3 Way Calling

Digital Phone Enhanced Feature Pack [1]

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

*66 Busy Number Redial (T)
*69 Call Return (T)
3 Way Calling
Speed Call 8 [2] or 30

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

BUNDLED SERVICES

G. Frontier Business Essentials (Cont'd)

2. Regulations

The Frontier Business Essentials is available where technically feasible.

The bundles are offered on a month-to-month basis.

The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.

3. Rates and Charges

	Month Rate
Frontier Business Essentials Bundle	$49.99
Enhanced Feature Pack [1]	3.99
Frontier Business all in Feature Package	4.99

[1] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

H. Frontier Digital Phone Plus Service – Grandfathered as of May 1, 2019 (C)

1. General

The Frontier Digital Phone Plus 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, including certain non-regulated services.

Two Flat-Rate Residential One-Party Access Lines
Extended Area Service (where provided)
Call Forward Busy
Call Forward No Answer
Call Waiting /Cancel Call Waiting
Caller ID with Name

Enhanced Feature Pack

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

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 8 [1] or 30

2. Regulations

The Frontier Digital Phone Plus Service is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Service Catalog.

The bundle rate includes Extended Area Service (EAS), where provided. The call detail for EAS calls will not be displayed on the bill.

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

BUNDLED SERVICES

H. Frontier Digital Phone Plus Service – Grandfathered as of May 1, 2019 (Cont'd)

2. Regulations

Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges and taxes will apply.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

Customers may add or delete any features offered in the bundle without a service order charge.

The bundle is offered on a one, two, or three, year term basis.

1. If the Service Cataloged rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.

2. If the customer cancels the bundle before the end of the term contract, an early termination charge of $200.00 shall apply

The bundle will appear as a single line item on the bill.

The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

3. Rates and Charges

	Per Rate	
Frontier Digital Phone Plus Service	$53.99	
Enhanced Feature Pack	$7.49	(I)

BUNDLED SERVICES

I. Frontier Business Metro

1. General

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

One Single Business Line
Unlimited Local Measured Service
Caller ID with Name
Call Waiting
Call Forward Busy/No Answer

Enhanced Feature Pack

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

*66 Busy Number Redial (T)
*69 Call Return (T)
3 Way Calling
Speed Call 8 [1] or 30

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

BUNDLED SERVICES

I. Frontier Business Metro (Cont'd)

2. Regulations

Frontier Business Metro is available where technically feasible.

The bundle is offered on a month-to-month basis.

The bundle rate includes Extended Area Service (EAS) where applicable. The call detail for EAS calls will not be displayed on the bill.

All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate

The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

Customers may add or delete any features offered in the bundle without a Service Ordering Charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.

3. Rates and Charges

	Monthly Rate
Frontier Business Metro	$39.99
Enhanced Feature Pack	$3.99

BUNDLED SERVICES

J. Stay Connected Seasonal Service – Grandfathered as of May 7, 2020 (C)

1. General

Stay Connected Seasonal Service allows a customer to suspend their Digital Phone Service Bundle, Digital Phone 100 Bundle, Frontier Digital Basic Bundle, Frontier Digital Phone Plus Service, Frontier Unlimited State, Digital Phone Essentials 1 - 2010, Frontier Digital State Unlimited with Essentials 1 -2010, Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010, Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010, Frontier Digital Phone Essentials, Frontier Digital Phone Unlimited or Frontier Digital Phone Unlimited Plus while they are away, for a minimum of one month or up to nine months in a rolling year for a reduced rate.

2. Regulations

The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then reconnection charges do not apply

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.

Customer's line will be available for 911 calls only at the time of suspension.

The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

Customer will be removed from the Stay Connected discount after the nine month period if no date is given.

This service does not change any other terms and conditions of the bundle being suspended.

The monthly rate includes the Federal End User Common Line Charge.

Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

3. Rates and Charges

	Monthly Rate
Stay Connected Seasonal Service	$9.99

BUNDLED SERVICES

K. Frontier Digital Phone 100 [2] - Grandfathered

1. General

The Frontier Digital Phone 100 is a bundle offering available to residential customers that subscribe to flat rate service.

The bundle includes:

One basic Flat Rate Access Line
EAS Additive
Speed Calling 8 [1]

2. Regulations

The Frontier Digital Phone 100 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Service Catalog.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

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

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

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

BUNDLED SERVICES

K. Frontier Digital Phone 100 [2] - Grandfathered

2. Regulations

The following features are available at rates specified below:

Basic Call Forward
Call Forward Busy/No Answer
Call Waiting/Cancel Call Waiting
Caller ID with Name
Caller ID Number Only [1]
Call Waiting ID
*66 Busy Number Redial
*69 Call Return *
3 Way Calling
Speed Call 30
Call Trace

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone 100	$20.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	
All Listed Features	$12.99	

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

BUNDLED SERVICES

L. Frontier Unlimited State [1] – Grandfathered as of October 1, 2014

1. General

The Frontier Unlimited State is a bundle offering available to residential customers that subscribe to flat rate service.

The bundle includes:

One basic Flat Rate Access Line
EAS Additive
Call Waiting/Cancel Call Waiting

2. Regulations

The Frontier Unlimited State is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Service Catalog.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

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

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

[1] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

L. Frontier Unlimited State [2] – Grandfathered as of October 1, 2014 (Cont'd)

2. Regulations

The following features are available at rates specified below:

Basic Call Forward
Call Forward Busy/No Answer
Call Waiting/Cancel Call Waiting
Caller ID with Name
Caller ID Number Only [1]
Call Waiting ID
*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 30
Call Trace

3. Rates and Charges

	Monthly Rate	
Frontier Unlimited State	$20.99	(I)
One Feature	5.99	
Two Features	7.99	
Three Features	9.99	
All Listed Features	12.99	

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

BUNDLED SERVICES

M. Frontier Digital Phone Essentials 1 – 2010 [1] - Grandfathered

1. General

a. The Frontier Digital Phone Essentials 1 -2010 is a bundle offering available to residential customers that subscribe to flat rate service.

The bundle includes:

One basic Flat Rate Access Line
EAS Additive
Call Waiting/Cancel Call Waiting
Call Waiting ID
Caller ID with Name
Basic Call Forward
3 Way Calling
Call Forward No Answer

b. Unlimited Feature Pack

Speed Call 30
*66 Busy Number Redial
*69 Call Return (T)
Call Trace (T)
Call Forward Busy

2. Regulations

The Frontier Digital Phone Essentials 1- 2010 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Service Catalog.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

[1] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

M. Frontier Digital Phone Essentials 1 – 2010 [1] - Grandfathered (Cont'd)

2. Regulations - Continued

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

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Essentials 1 - 2010	$30.99	
Unlimited Feature Pack	$7.49	(I)

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

BUNDLED SERVICES

N. Frontier Digital State Unlimited with Essentials 1 [2] - Grandfathered

1. General

a. The Frontier Digital State Unlimited with Essentials 1 is a bundle offering available to residential customers that subscribe to flat rate service.

The bundle includes:

One basic Flat Rate Access Line
EAS Additive
Call Waiting/Cancel Call Waiting
Call Waiting ID
Caller ID with Name
Basic Call Forward
3 Way Calling
Speed Call 8 [1]
*66 Busy Number Redial (T)
*69 Call Return (T)

b. Additional Features- These features can be purchased in addition to the bundle.

Speed Call 30
Selective Call Rejection
Call Trace

2. Regulations

The Frontier Digital State Unlimited with Essentials 1is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Service Catalog.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

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

BUNDLED SERVICES

N. Frontier Digital State Unlimited with Essentials 1 [1] - Grandfathered (Cont'd)

2. Regulations

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

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate	
Frontier Digital State Unlimited with Essentials 1	$35.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	

[1] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

O. Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010 [2] - Grandfathered (Cont'd)

1. General

a. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010 is a bundle offering available to residential customers that subscribe to flat rate service.

The bundle includes:

One basic Flat Rate Access Line
EAS Additive
Call Waiting/Cancel Call Waiting
Caller ID with Name
Call Forward Busy/No Answer
3 Way Calling
Speed Call 8 [(1)]
*66 Busy Redial
*69 Call Return (T)
10 Free DA Calls (T)

b. Enhanced Feature Pack

Speed Call 30
Call Forwarding Busy/No Answer
Call Forwarding Busy
Selective Call Acceptance
Selective Call Rejection

2. Regulations

The Frontier Digital Phone Nationwide Unlimited with Essentials 1 -2010 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Service Catalog.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

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

BUNDLED SERVICES

O. Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010 [1] - Grandfathered (Cont'd)

2. Regulations

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

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010	$41.99	
Enhanced Feature Pack	$7.49	(I)

[1] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

P. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 - 2010 [2] - Grandfathered

1. General

a. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 -2010 is a bundle offering available to residential customers that subscribe to flat rate service. Features will be added to the first line.

The bundle includes:

Two basic Flat Rate Access Line
EAS Additive
Call Waiting/Cancel Call Waiting
Caller ID with Name
Call Forward Busy/No Answer
3 Way Calling
Speed Call 8 [(1)] (T)
*66 Busy Redial
*69 Call Return (T)
10 Free DA Calls (T)

b. Enhanced Feature Pack

Speed Call 30
Call Forward Busy/No Answer (T)
Call Forward Busy (T)
Selective Call Acceptance
Selective Call Rejection

2. Regulations

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010 is available where technically feasible.

The features are provided subject to their individual service regulations as specified in this Service Catalog.

Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

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

BUNDLED SERVICES

P. Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 - 2010 [1] - Grandfathered (Cont'd)

2. Regulations

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

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 -2010	$41.99	
Enhanced Feature Pack	$7.49	(I)

[1] This service offering is limited to all existing subscribers at their existing locations.

BUNDLED SERVICES

Q. Frontier Business Nationwide Unlimited Service I [2] – Grandfathered as of December 20, 2017 (C)

1. General

a. Frontier Business Nationwide Unlimited Service I 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:

The bundle includes

One Single Business Line
Call Forward Busy/No Answer
Extended Area Service Additive
Caller ID with Name
Eight Features from the Frontier Business All in Feature package listed below

b. Frontier Business all in Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Rejection
3 Way Calling	Selective Call Acceptance
Speed Call 8 [1] or 30	*69 Call Return
Distinctive Ring	*66 Busy Number Redial
Multilane Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward

2. Regulations

a. The Frontier Business Nationwide Unlimited Service I is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

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

BUNDLED SERVICES

Q. Frontier Business Nationwide Unlimited Service I [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

2. Regulations (Cont'd)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. Frontier Business Nationwide Unlimited Service I 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.

e. Customers may add or delete any features offered within the bundle without incurring a service charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundles are offered on a month to month basis.

h. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forward service, ISDN service, Toll Free service, or Foreign Exchange services.

i. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.

j. Customers may select any eight features in the Frontier Business all in Feature Package for no extra charge.

k. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

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

	Monthly Rate
First Frontier Business Nationwide Unlimited Service I Line	$66.99
Additional Frontier Business Nationwide Unlimited Service I Lines	$56.99
Frontier Business all in Feature Package, per line	$4.99

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

R. Frontier Business Nationwide Unlimited Service II [2] – Grandfathered as of December 20, 2017 (C)

1. General

a. 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:

The bundle includes

One Single Business Line
Call Forward Busy/No Answer
Extended Area Service Additive
Caller ID with Name
Six Features from the Frontier Business All in Feature package listed below

b. Frontier Business all in Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance
3 Way Calling	*69 Call Return
Speed Call 8 [(1)] or 30	*66 Busy Number Redial
Distinctive Ring	Basic Call Forward
Multilane Hunt Service	Call Forward Busy
Anonymous Call Block/Rejection	Call Waiting ID
Call Forward No Answer	Selective Call Forward
Priority Call	Selective Call Rejection

2. Regulations

a. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

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

BUNDLED SERVICES

R. Frontier Business Nationwide Unlimited Service II [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

2. Regulations (Cont'd)

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. 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.

e. Customers may add or delete any features offered within the bundle without incurring a service charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundles are offered on a month-to-month basis.

h. The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forward service, ISDN service, Toll Free service, or Foreign Exchange services.

i. Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.

j. Customers may select any six features in the Frontier Business all in Feature Package for no extra charge.

k. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

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

	Monthly Rate
First Frontier Business Nationwide Unlimited Service I Line	$52.99
Additional Frontier Business Nationwide Unlimited Service I Lines	$46.99
Frontier Business all in Feature Package, per line	$4.99

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

R. Frontier Business Local Unlimited I [2] – Grandfathered as of December 20, 2017 (C)

1. General

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

The bundle includes

One Single Business Line
Extended Area Service Additive
Three Features from the Frontier Business All in Feature package listed below

b. Frontier Business all in Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance
3 Way Calling	*69 Call Return
Speed Call 8 [1] or 30	*66 Busy Number Redial
Distinctive Ring	Basic Call Forward
Multilane Hunt Service	Call Forward Busy
Anonymous Call Block/Rejection	Call Waiting ID
Call Forward No Answer	Selective Call Forward
Priority Call	Selective Call Rejection

2. Regulations

a. The Frontier Business Local Unlimited I is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. The bundle cannot be used in association with a Residential Line, PBX service, or ISDN service.

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

BUNDLED SERVICES

S. Frontier Business Local Unlimited I [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

2. Regulation (Cont'd)

e. Customers may select any three features in the Frontier Business all in Feature Package for no extra charge.

f. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

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

	Monthly Rate
Frontier Business Local Unlimited I Line	$42.99
Frontier Business all in Feature Package, per line	$4.99

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

S. Frontier Business Local Unlimited II [2] – Grandfathered as of December 20, 2017 (C)

1. General

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

The bundle includes

One Single Business Line
Extended Area Service Additive
Two Features from the Frontier Business All in Feature package listed below

b. Frontier Business all in Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance
3 Way Calling	*66 Call Return
Speed Call 8 [1] or 30	*69 Busy Number Redial
Distinctive Ring	Basic Call Forward
Multilane Hunt Service	Call Forward Busy
Anonymous Call Block/Rejection	Call Waiting ID
Call Forward No Answer	Selective Call Forward
Priority Call	Selective Call Rejection

2. Regulations

a. The Frontier Business Local Unlimited II is available where technically feasible.

b. The bundles are offered on a month-to-month basis.

c. Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

d. The bundle cannot be used in association with a Residential Line, PBX service, or ISDN service.

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

BUNDLED SERVICES

T. Frontier Business Local Unlimited II [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

2. Regulation (Cont'd)

e. Customers may select any three features in the Frontier Business all in Feature Package for no extra charge.

f. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

3. Rates and Charges

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

	Monthly Rate
Frontier Business Local Unlimited I Line	$35.99
Frontier Business all in Feature Package, per line	$4.99

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

Q. Frontier Digital Phone Essentials* - Grandfathered as of January 1, 2025 (C)

1. General

a. The Frontier Digital Phone Essentials is a bundled 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.

The bundle includes

One Flat Rate Access Line
Extended Area Service Additive
Call Waiting ID
Caller ID with Name
Call Waiting/Cancel Call Waiting

b. Feature Package

3 Way Calling	Call Forward Busy
*66 Busy Number Redial	Speed Call 8 [1] or 30
*69 Call Return	Distinctive Ring
Call Forward Busy/No Answer	Call Waiting
Selective Call Forward	Call Forward No Answer
Selective Call Acceptance	Selective Call Rejection

2. Regulations

a. The Frontier Digital Phone Essentials is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

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

BUNDLED SERVICES

Q. Frontier Digital Phone Essentials* (Cont'd) – Grandfathered as of January 1, 2025 (C)

2. Regulations (Cont'd)

d. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Cataloged rates.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. 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.

g. The bundles are offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill.

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Essentials	$21.99	
Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

R. Frontier Digital Phone Unlimited* - Grandfathered as of January 1, 2025 (C)

1. General

a. The Frontier Digital Phone Unlimited Service is a bundled 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.

The bundle includes:

Flat Rate Residential Access Line
Extended Area Service
*66 Busy Number Redial
Caller ID with Name
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Call 8 [1]
*69 Call Return

b. Feature Package

Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Block/Rejection
Priority Ring	Call Forward No Answer
Call Forward Busy	Selective Call Forward
Selective Call Rejection	Selective Call Acceptance

2. Regulations

a. The Frontier Digital Phone Unlimited Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle accordance with existing Service Catalog rules.

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

BUNDLED SERVICES

R. Frontier Digital Phone Unlimited* (Cont'd) – Grandfathered as of January 1, 2025 (C)

2. Regulations (Cont'd)

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. 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.

g. The bundles are offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill.

i. Nonrecurring Service Order Charges do not apply.

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Unlimited	$31.99	
Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

S. Frontier Digital Phone Unlimited Plus* - Grandfathered as of January 1, 2025 (C)

1. General

a. The Frontier Digital Phone Unlimited Plus Service is a bundled 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.

The bundle includes:

Two Flat Rate Residential Access Line
Extended Area Service
*66 Busy Number Redial
Caller ID with Name
Call Waiting/Cancel Call Waiting
Call Waiting ID
Speed Call 8 (1)
*69 Call Return

b. Feature Package

Call Waiting
Basic Call Forward
Distinctive Ring
Call Forward Busy/No Answer
Selective Call Forward
Selective Call Rejection
3 Way Calling
Speed Call 30
Priority Ring
Call Forward Busy
Selective Call Acceptance

2. Regulations

a. The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations as specified in this Service Catalog.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing Service Catalog rules.

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

BUNDLED SERVICES

S. Frontier Digital Phone Unlimited Plus* (Cont'd) – Grandfathered as of January 1, 2025 (C)

2. Regulations (Cont'd)

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. 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.

g. The bundles are offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill.

i. Nonrecurring Service Order Charges do not apply.

3. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Unlimited Plus	$31.99	
Feature Pack	$7.49	(I)

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

T. Frontier Simply Unlimited Service-Leader [2] – Grandfathered as of December 20, 2017 (C)

1. Applicability

Applicable to Single-party Business Flat rate service.

2. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this Service Catalog.

3. General

A. Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Caller ID with Name
Call Forward Busy/No Answer
Unlimited Extended Area Service
Eight features from the feature package listed below

C. Frontier Business all in Feature Package

Call Waiting/Cancel Call Waiting
Selective Call Rejection
3 Way Calling
*69 Call Return
Speed Call 8 [1] or 30
*66 Busy Number Redial
Multiline Hunt Service
Basic Call Forward
Anonymous Call Block/Rejection
Call Forward Busy
Call Forward No Answer
Call Waiting ID
Priority Ringing
Selective Call Forward
Selective Call Acceptance

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

BUNDLED SERVICES

T. Frontier Simply Unlimited Service-Leader [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

4 Rates and Charges

A. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. Unless otherwise stated elsewhere in this section, Service Connection Charges apply to the installation of individual components of the bundle.

	Monthly Rate
Frontier Simply Unlimited Service-Leader (1-3 lines)	$48.99
Additional Bundle (4 to 12 lines)	$3.99
all in Feature Package	$4.99

5. Regulations

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Service Catalog.

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

E. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

T. Frontier Simply Unlimited Service-Leader [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

5. Regulations (Cont'd)

G. The bundle rate will appear as a single line item on the customer's bill.

H. 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.

I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

J. The bundle is offered on a month-to-month basis.

K. When the customer purchases the fourth through twelfth bundle additional discounts are given.

L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Cataloged monthly rates.

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

U. Frontier Commercial Voice Unlimited [1] – Grandfathered as of December 20, 2017 (C)

1. Applicability

   Applicable to Single-party Business Flat rate service.

2. 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
   3 Way Calling
   Hunting

3. Regulations

   A. The bundle is available only where facilities and operating systems are available and technically feasible.

   B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price List.

   C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

   D. 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.

   E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

U. Frontier Commercial Voice Unlimited [1] – Grandfathered as of December 20, 2017 (Cont'd) (C)

3. Regulations (Cont'd)

F. The bundle rate will appear as a single line item on the customer's bill.

G. 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.

H. 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.

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

J. 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.

K. At the end of the one year term, customers will be moved to the month to month pricing.

4. Rates and Charges

A. 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.

b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

Basic Bundle	Monthly Rate
Month to Month	$33.00
One Year Term	$28.00
Two Year Term	$28.00

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

V. Frontier Digital Phone Unlimited (Challenger)* - Grandfathered as of January 1, 2025 (C)

1. 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

2. Regulations

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.

D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog rules.

E. Customers may add or delete any features offered in the bundle without a service order charge.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

V. Frontier Digital Phone Unlimited (Challenger)* (Cont'd) – Grandfathered as of January 1, 2025 (C)

2. Regulations (Cont'd)

H. The bundle is offered on a month-to-month basis.

I. The bundle will appear as a single line item on the bill.

J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

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

L. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

M. Stay Connected Seasonal Offering [1] 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.

1. 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.

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. 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.

4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

5. The cost of the service includes the Subscriber Line Charge.

6. This service does not change any other terms and conditions of the product.

7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

9. All other applicable taxes and surcharges apply.

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

V. Frontier Digital Phone unlimited (Challenger)* (Cont'd) – Grandfathered as of January 1, 2025 (C)

3. Rates and Charges

A. 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.

B. Nonrecurring Service Order Charges do not apply.

C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited (Challenger)	$21.99	
Feature Package	$7.49	(I)
Stay Connected Seasonal Offering [1]	$9.99	

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

W. Frontier Digital Phone Unlimited Plus (Challenger)* - Grandfathered as of January 1, 2025 (C)

1. 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
*66 Busy Number Redial
*69 Call Return
Anonymous Call Block/Rejection
Basic Call Forward
Selective Call Forward
Speed Call 30
Distinctive Ring
3 Way Calling
Call Forward Busy/No Answer
Priority Call

2. Regulations

A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.

B. 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 Service Catalog.

C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog rules.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

F. The bundle is offered on a month-to-month basis.

G. The bundle will appear as a single line item on the bill.

* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

W. Frontier Digital Phone Unlimited Plus (Challenger)* (Cont'd) – Grandfathered as of January 1, 2025 (C)

2. Regulations (Cont'd)

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

I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

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

K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

L. Stay Connected Seasonal Offering [1] 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.

1. 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.

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 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.

9. All other applicable taxes and surcharges apply.

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

W. Frontier Digital Phone Unlimited Plus (Challenger)* (Cont'd) (C)

3. Rates and Charges

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

B. Nonrecurring Service Order Charges do not apply.

C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone Unlimited Plus (Challenger)	$21.99
Feature Package	$7.49 (I)
Stay Connected Seasonal Offering [1]	$9.99

[1] This service offering is limited to all existing subscribers at their existing locations as of May 7, 2020.
* This service offering is limited to existing subscribers of the service at their existing locations. (N)

BUNDLED SERVICES

X. Frontier OneVoice (N)

1. Applicability

Applicable to Single-party Business Flat rate service.

2. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in this Service Catalog.

3. General

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

Basic Bundle

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

Premium Feature Package

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

4. Regulations

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Service Catalog. (N)

BUNDLED SERVICES

X. Frontier OneVoice (Cont'd)

4. Regulations (Cont'd)

C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

F. The bundle rate will appear as a single line item on the customer's bill.

G. 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.

H. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.

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

5. Rates and Charges

A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

B. New customers will incur a nonrecurring charge up to $95.00, per account. This charge supersedes the Initial Order and Connection charges.

	Monthly Rate	
Basic Bundle	$109.99	(I)
Term Price with a 1 year commitment	$94.99	(I)
Premium Feature Package	$9.99	

BUNDLED SERVICES

Y. Frontier Residential Unlimited Voice Service (N)

1. General

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

Basic Bundle

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

2. Regulations

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.

C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

E. Customers may add or delete any features offered in the bundle without a service order charge.

F. No discounts will be given to subscribers that do not use all the features or have some features turned off.

G. The bundle is offered on a month-to-month basis.

H. The bundle will appear as a single line item on the bill.

I. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered. (N)

BUNDLED SERVICES

Y. Frontier Residential Unlimited Voice Service (Cont'd) (N)

2. Regulations (Cont'd)

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

K. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

3. Rates and Charges

A. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

C. Frontier Residential Unlimited Voice Service is provided at the following rates:

	Monthly Rate
Frontier Residential Unlimited Voice Service	$20.00

(N)

BUNDLED SERVICES

Z. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (N)

1. General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, 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 (Non-regulated)	Directory Listing

2. Regulations

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.

C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog rules.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

F. The bundle is offered on a month-to-month basis. (N)

BUNDLED SERVICES

Z. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Cont'd) (N)

2. Regulations (Cont'd)

G. The bundle will appear as a single line item on the bill.

H. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

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

J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.

K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Non-Published and Foreign Exchange Listing.

L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. Rates and Charges

A. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

C. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate	
Frontier Unlimited Voice and Feature Bundle	$50.00	(N)

PROMOTIONS

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

CALL WAITING PROMOTION

Residential customers who order Call Waiting as an individual service between March 1, 2002, and April 30, 2002, inclusive, will receive waiver of the Call Waiting monthly rate of $3.20 per line that would otherwise apply for the first month of subscription. If the customer does not subscribe to the service for at least 90 continuous days, a subsequent reversing charge will apply, equal to the waived monthly rate of $3.20 per line. This offer does not apply to orders for Call Waiting as part of Citizens Select or Citizens Select Plus service packages or as part of Custom Calling packages.

CALLER ID PROMOTION

Residential customers who order Caller ID – Name and Number as an individual service between April 1, 2002, and May 31, 2002, inclusive, will receive an offer to receive a free Consumer ware SID Type 1 Caller ID display unit. The customer will pay the $5.50 shipping and handling charge. If the customer does not subscribe to Caller ID – Name and Number for a least 90 continuous days, the customer will be charged an additional $19.95, plus applicable state sales tax, for the Caller ID display unit. This offer does not apply to orders for Caller ID – Name and Number as part of Citizens Select or Citizens Select Plus service packages or as part of Custom Calling packages.

FRONTIER FEATURE5 PACK PROMOTION (M)

Customers who order the FRONTIER FEATURE5 PACK between April 15, 2002, and July 13, 2002, inclusive, will receive waiver of the Subsequent Service Ordering Charge. This offer does not apply to orders for Local Exchange Service.

(M)

(M) Material moved to Section 16, Page 1.1.

PROMOTIONS

FRONTIER ONEVOICE (M)

Beginning October 18, 2015 and extending until January 15, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after January 15, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

FRONTIER ONEVOICE

Beginning January 16, 2016 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after March 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

(M)

(M) Material moved from Section 16, Page 1.

PROMOTIONS

CITIZENS SELECT AND CITIZENS SELECT PLUS PROMOTION

Residential customers who order Citizens Select or Citizens Select Plus service packages on initial, additional or existing lines between May 8, 2002, and June 21, 2002, inclusive, will receive on their next bill a $10.00 credit per line for each line on which the service package is ordered. For each line on which the service is ordered, the customer will also receive an offer to purchase a Caller ID cordless telephone having an approximate retail value of $100.00, at a $50.00 discount. The customer will also pay the $5.50 shipping and handling charge. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the associated $50.00 discount per telephone, plus applicable state sales tax.

Residential customers who order the Citizens Select or Citizens Select Plus service packages on existing lines between October 15, 2002, and November 15, 2002, inclusive, will receive on their next bill a waiver of the Subsequent Service Ordering Charge and a $10.00 credit per line on each existing line on which the service is ordered. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the associated $7.55 Subsequent Service Ordering Charge and $10.00 credit.

FRONTIER FEATURE5 PACK PROMOTION

Customers who order the FRONTIER FEATURE5 PACK between July 15, 2002, and September 30, 2002, inclusive, will receive waiver of the Subsequent Service Ordering Charge. This offer does not apply to orders for Local Exchange Service.

ADDITIONAL LINE PROMOTION

Residential customers who order an additional Local Exchange Service line between September 15, 2002, and October 15, 2002, inclusive, will receive on their next bill a $75.00 credit for each such line ordered. If the customer does not subscribe to the line for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $75.00 credit per line. This offer applies to additional lines ordered by an existing customer and to lines after the first line ordered by a new customer. This offer applies only to orders for which facilities are available during the promotional period.

FRONTIER ONEVOICE (N)

Beginning April 1, 2016 and extending until June 29, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect. (N)

PROMOTIONS

FRONTIER FEATURE5 PACK PROMOTION

Customers who order the FRONTIER FEATURE5 PACK between October 14, 2002, and December 31, 2002, inclusive, will receive:

A. Waiver of the Subsequent Service Ordering Charge, and

B. A choice of one of the following two offers:

1. Caller ID display unit with list price of $19.95 at no charge, or

2. A choice of one of the following telephones: a Cortelco Model 2210 single-line telephone with list price of $90.00 at a price of $66.00, or a Cortelco Model 2220 two-line telephone with list price of $120.00 at a price of $90.00, or a Panasonic 900 Mhz cordless telephone with list price of $99.95 at a price of $59.00.

This offer does not apply on orders for Basic Local Exchange Service.

CITIZENS SELECT AND CITIZENS SELECT PLUS PROMOTION

Residential customers who order the Citizens Select or Citizens Select Plus service packages on their existing lines between January 1, 2003, and February 15, 2003, inclusive, will receive on their next bill a waiver of the Subsequent Service Ordering Charge and, for each existing line on which the service is ordered, their choice of either a $10.00 credit per line or a Caller ID display telephone having a retail value of $60.00. If the customer does not subscribe to the service for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $7.55 Subsequent Service Ordering Charge and either the $10.00 credit per line or the $60.00 retail value per telephone.

FRONTIER ONEVOICE

(N)

Beginning July 1, 2016 and extending until July 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of $39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after July 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

(N)

PROMOTIONS

Caller ID and Citizens select/Select plus promotion

The purpose of this filing is to establish a promotional period during which residential customers who order Caller ID Name and Number, either as an individual service or as part of the Citizens Select or Citizens Select Plus service package on their existing lines between February 16, 2003, and March 15, 2003, inclusive, will receive the following incentives:

A. For each existing line on which Caller ID Name and Number is ordered as an individual service, the customer will also receive at no charge a Caller ID display unit having a retail value of $20.00. If the customer does not subscribe to the service for at least 90 continuous days, a subsequent reversing charge will apply, equal to the $20.00 retail value of the Caller ID display unit.

B. On orders for the Citizens Select or Citizens Select service package, the Subsequent Service Ordering Charge will be waived. For each existing line on which the service package is ordered, the customer will receive at no charge a Caller ID display cordless telephone having a retail value of $50.00. If the customer does not subscribe to the service package for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $7.55 Subsequent Service Ordering Charge and the $50.00 retail value of the Caller ID display cordless telephone.

ADDITIONAL LINE PROMOTION

Residential customers who order an additional Local Exchange Service line between March 1, 2003, and April 15, 2003, inclusive, will receive on their next bill a $75.00 credit for each such line ordered. If the customer does not subscribe to the line for at least 180 continuous days, a subsequent reversing charge will apply, equal to the $75.00 credit per line. This offer applies to additional lines ordered by an existing customer and to lines after the first line ordered by a new customer. This offer applies only to orders for which facilities are available during the promotional period.

SIMPLY UNLIMITED BUNDLE PROMOTION

Promotional offering beginning July 10, 2013 and extending until October 6, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at $28.99/month and any additional lines at $23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

PROMOTIONS

FRONTIER SIMPLY UNLIMITED SERVICE PROMOTION

Beginning May 22, 2013 and extending until August 18, 2013, new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service bundle under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for $23.99 per month. The $23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

FRONTIER CHOICES TIER BUNDLES PROMOTION

Residential customers who order a *FRONTIER CHOICES* Tier Bundle on their existing lines between April 16, 2003 and July 14, 2003, inclusive, will receive a waiver of the otherwise applicable Service Order Charge and a one-time credit of $10.00 for each Tier Bundle ordered.

ADDITIONAL LINE PROMOTION

Business customers who order three or fewer additional access lines between June 15, 2003, and August 31, 2003, inclusive, will receive waiver of the otherwise applicable Service Ordering Charge and Line Connection Charge.

SIMPLY UNLIMITED BUNDLE PROMOTION

Promotional offering beginning October 7, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at $28.99/month and any additional lines at $23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

SIMPLY UNLIMITED BUNDLE PROMOTION

Promotional offering beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at $28.99/month and any additional lines at $23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

PROMOTIONS

FRONTIER FEATURE5 PACK PROMOTION

Customers who order the *FRONTIER FEATURE5 PACK* on their existing or additional lines or as part of an initial order for Basic Local Exchange Service, between June 15, 2003, and August 31, 2003, inclusive, will receive the following:

1. Waiver of the Service Ordering Charge that is otherwise applicable to the *FRONTIER FEATURE5 PACK*, and a
2. Monthly credit of $6.00 per line applied against the regular monthly charge of $11.95 per line for three months.

If customers, within the first 60 days of their subscription to the *FRONTIER FEATURE5 PACK*, notify the Company of their dissatisfaction with the *FRONTIER FEATURE5 PACK* and request to discontinue the service, they will be offered a full refund of one month's net monthly recurring charge of $5.95 per line, or prorated portion thereof if subscription is less than 30 days. The service will be discontinued from the customer's line. The refund will be applied as a credit on the customer's bill. Each customer who subscribes to the service during the promotional period will be entitled to the credit one time, subject to the above conditions.

CALLER ID PROMOTION

Residential customers who order Caller ID - Name and Number or Caller ID - Number as an individual service on their existing lines between September 1, 2003, and October 15, 2003, inclusive, will receive their choice of either a Caller ID display unit having a retail value of $20.00 or a credit equal to the charge for one month of the Caller ID service. If the customer does not subscribe to the Caller ID for at least 180 continuous days, a subsequent reversing charge will apply, equal to either the $20.00 value of the Caller ID display unit or the charge for one month of the Caller ID service, depending on the choice the customer had selected.

SIMPLY UNLIMITED BUNDLE PROMOTION

Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at $28.99 per month and any additional lines at $23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

SIMPLY UNLIMITED BUNDLE PROMOTION

Promotional offering beginning April 18, 2014 and extending until June 30, 2014. New business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at $28.99 per month and any additional lines at $23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

PROMOTIONS

FRONTIER CHOICES TIER BUNDLES PROMOTION

Residential customers who order a *FRONTIER CHOICES* Tier Bundle on their existing lines between September 1, 2003, and October 17, 2003, inclusive, will receive waiver of the otherwise applicable Service Order Charge and a one-time credit as follows:

Bundle	Credit
Tier I	$10.00
Tier II	$15.00
Tier III	$20.00
Tier IV	$20.00
Tier V	$25.00

FRONTIER CHOICES TIER BUNDLES PROMOTION

Residential customers who order a *FRONTIER CHOICES* Tier Bundle on their existing lines between April 24, 2004, and June 18, 2004, inclusive, will receive waiver of the otherwise applicable Service Order Charge and a one-time credit as follows:

Bundle	Credit
Tier I	$10.00
Tier II	$15.00
Tier III	$20.00
Tier IV	$20.00
Tier V	$25.00

The Initial Service Ordering Charge is not waived on orders where that charge applies.

FRONTIER CHOICES TIER BUNDLES PROMOTION

Between June 21, 2004, and July 30, 2004, inclusive, residential customers who order, for a 12-month term, a *FRONTIER CHOICES* Tier IV or Tier V Bundle on an existing line or with initial installation of Local Exchange Service will receive waiver of the otherwise applicable Service Charges specified in Section 5. The customers will also receive, for each of the first two months of the term, a credit equal to the monthly rates for the Asymmetrical Digital Subscriber Line Service and the *FRONTIER* Internet service that are components of the Tier Bundle. If the customer discontinues the Tier Bundle before the end of the 12-month term, a subsequent reversing charge will apply, equal to these credits. Customers who order a Tier Bundle with installation of Local Exchange Service under the terms of this promotion will not also receive the $10.00 one-time credit that they would otherwise receive pursuant to Section 15.B.2(I).

PROMOTIONS

ADDITIONAL LINE PROMOTION

Existing and new residential customers who order an additional access line during the promotional period between August 2, 2004, and October 30, 2004, inclusive, and commit to keep the additional line for 12 months will receive a one-time credit of $50.00 and a discount of 50 percent off the monthly rate of Residential Local Exchange Service, excluding the Extended Area Service Additive Rate Component, for 12 months for each of the committed access lines. This applies to additional lines ordered either individually or as part of a bundled service package.

Existing residential customers who, during this promotional period, commit to keep an additional access line for 12 months will receive a discount of 50 percent off the monthly rate of Residential Local Exchange Service, excluding the Extended Area Service Additive Rate Component, for 12 months for each of the committed access lines. This applies to commitments on existing lines beyond the first line, either individually or as upgrades to a bundled service package.

If the customer discontinues the additional access line before the end of the 12-month commitment period, a reversing charge will apply, equal to the credits and discounts previously applied in this promotion.

This promotion applies only where facilities are available during the promotional period.

MOVE WITHIN SERVICE AREA PROMOTION

The promotion waives the Initial Service Order Charge and the Line Connection Charge for an existing residential customer who moves to a new location within the company's service territory and initiates new residential service at that new location. The name on the account must remain unchanged and the new account must be set up within a week of the cancelled account. The waiver is conditional upon the customer retaining service at the new location for at least six months. If the customer terminates service at the new location within six months, the amount of the waived service charges will be billed to the customer. This promotional offering applies only one time per customer. The original account must have been in good standing. The promotion applies to customers who establish the new service at the new location during the period between April 13, 2006, and July 11, 2006, inclusive.

PROMOTIONS

FRONTIER CHOICES Tier I Bundle Promotion

Between August 15, 2006 and February 11, 2007, eligible customers that accept this offer and order a FRONTIER CHOICES Tier I Bundle will receive waivers of all installation charges and local service charges for the first month of service. Eligible customers are residential customers that subscribe to the Tier I Bundle under the one-year term rate plan and that have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, in lieu of termination fees that otherwise apply under the one-year term rate plan, a termination fee of $100 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers.

FRONTIER CHOICES Tiers II-V Bundle Promotion

Between August 15, 2006 and February 11, 2007, eligible customers that accept this offer and order a FRONTIER CHOICES Tier Bundle - Tier II, III, IV, or V will receive waivers of all installation charges and local service charges for the first month of service. Eligible customers are residential customers that subscribe to the Tier Bundle under a one-year term commitment and that have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, a termination fee of $200 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers.

Digital Phone Enhanced Feature Pack Promotion

Existing and new residential customers who order Digital Phone Enhanced Feature pack between August 11, 2007, and November 9, 2007 will receive a waiver of the applicable nonrecurring installation/activation charges.

PROMOTIONS

RESIDENCE CUSTOMER INCENTIVE PROGRAM

A. Description

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

B. Terms and Conditions

1. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be terminating service early if the customer moves to another Company service of equal or greater value.

5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Service Catalog and the amount does not exceed the maximum amount set forth in C.1. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

PROMOTIONS

RESIDENCE CUSTOMER INCENTIVE PROGRAM (Cont'd)

B. Terms and Conditions (Cont'd)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

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

8. The Company reserves the right to discontinue this offer. However, existing incentive arrangements will continue under their terms.

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

   (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
   (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
   (c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
   (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

PROMOTIONS

RESIDENCE CUSTOMER INCENTIVE PROGRAM (Cont'd)

C. Rates and Charges (Cont'd)

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

BUSINESS CUSTOMER INCENTIVE PROGRAM

A. Description

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

B. Terms and Conditions

1. This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be terminating service early if the customer moves to another Company service of equal or greater value.

PROMOTIONS

BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

B. Terms and Conditions (Cont'd)

5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.

6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Service Catalog and the amount does not exceed the maximum amount set forth in C.1., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

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

8. The Company reserves the right to discontinue this offer. However, existing incentive arrangements will continue under their terms.

PROMOTIONS

BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

   (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
   (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
   (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
   (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

SIMPLY UNLIMITED BUNDLE PROMOTION

Promotional offering beginning March 31, 2014 and extending until June 14, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at $28.99/month and any additional lines at $23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

PROMOTIONS

FRONTIER SIMPLY UNLIMITED PROMOTION

Promotional offering beginning April 1, 2015 and continuing through June 29, 2015, new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

FRONTIER SIMPLY UNLIMITED PROMOTION

Promotional offering beginning June 30, 2015 and continuing through September 26, 2015, new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at $29.99 and lines 2-12 at $24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

FRONTIER COMMERCIAL VOICE UNLIMITED

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 19, 2017 and December 31, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

DIGITAL PHONE

Beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of $19.99 for two years.

DIGITAL PHONE

Beginning May 19, 2019 and continuing through August 16, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up

DIGITAL PHONE (N)

Beginning August 17, 2019 and continuing through November 19, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up. (N)

PROMOTIONS

FRONTIER ONEVOICE (N)

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. (N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE (N)

A. GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled 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. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service standards.

C. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

D. RATES AND CHARGES

	Monthly Rate
1. 2-Year Term [1]	
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
2. 3-Year Term [1]	
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
3. 5-Year Term [1]	
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

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle. (N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE (Cont'd) (N)

E. REGULATIONS

1. ISDN PRI Bundled 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 Monthly 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 Bundled 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 Bundled 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.

9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundled 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 preceding. (N)