

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Title Page
Original Sheet 1

**THE SOUTHERN NEW ENGLAND TELEPHONE COMPANY
d/b/a FRONTIER COMMUNICATIONS OF CONNECTICUT**

GENERAL EXCHANGE TARIFF

FOR SERVICES FURNISHED IN THE
STATE OF CONNECTICUT

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GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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¹ This service offering is limited to all existing subscribers at their existing locations as of May 29, 2020.

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Explanation of Symbols

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EXPLANATION OF SYMBOLS

Amendments and additions to these tariffs will be covered by additional printed sheets or new sheets replacing those affected by changes.

The following symbols shall be used in this tariff for the purpose indicated below:

- (C) To indicate changed rate or regulation
- (D) To indicate discontinued rate or regulation
- (I) To indicate Increase
- (M) Material relocated without change
- (N) To indicate new rate or regulation
- (R) To indicate reduction
- (T) To indicate a change in text but no change in regulation
- (Z) To signify a correction

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GENERAL REGULATIONS

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GENERAL REGULATIONS

1. The regulations specified herein are in addition to the regulations contained in other parts of these Tariffs. Every facility and service is furnished subject to the rates, rules and regulations adopted from time to time by the Company and in force and effect.

2. SERVICE APPLICATION; CONTRACTS

Where in the judgment of the Telephone Company it is deemed desirable, application for service may be required in writing, in such form as may be prescribed by the Telephone Company. An application for service, whether made orally or in writing, becomes a contract between the Telephone Company and the party to be billed upon the establishment of their service except that, in the instances outlined under Responsibility For Charges following, the party to be billed is responsible for certain costs incurred in connection with service on which installation is not completed. Neither the contract nor any rights thereunder may be assigned or in any manner transferred without the written consent of the Telephone Company. Requests for additional service become upon fulfillment part of the original contract. Any change in the Telephone Company's rates or regulations acts as a modification of the contract to the extent of the change. For purposes of these tariffs the party to be billed for telephone service shall be deemed the subscriber.

Subject to the application of Non-Recurring Charges as set forth in Section 3, an applicant, who otherwise qualified for the immediate establishment of service, may take over the existing service of a subscriber discontinuing that service if the subscriber discontinuing the service agrees in writing and an arrangement, suitable to the Telephone Company, is made for the payment of all outstanding charges and of all other contractual obligations against the service.

3. ADVANCE PAYMENTS

The Telephone Company has the right to require from an applicant for service, advance payment of Non-Recurring and other charges and guarantees in such amount as may be deemed necessary by the Telephone Company for the safeguarding of its interests.

4. DEPOSITS

A new deposit, or an increase in the amount of deposit, may be requested of any applicant who cannot establish a satisfactory credit standing with the Telephone Company or any customer whose credit standing is impaired. A deposit may be held during the life of the service. Interest at the rate specified in Connecticut General Statute 16-262j, as amended from time to time, is credited or paid to the customer annually while a deposit is held. A deposit, including any accrued interest held when service is disconnected, is returned to the customer, less any amounts due the Company. Even though a deposit is made, the customer must still pay bills, including advance payments, when requested. A customer's payment of a deposit does not waive or modify the company's practice of disconnecting service for failure to pay any bills.

5. RETURNED CHECK CHARGE

A charge of \$20.00 will apply to Residence and Home Office customers when a check or draft presented to the Telephone Company is not honored by the institution on, which it is drawn.

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GENERAL REGULATIONS

6. LATE PAYMENT CHARGE

- a. Non-Competitive Customers - Refers to a telecommunications service provided by a telephone company to a residential customer who subscribes to basic telephone service and does not include any vertical feature(s), non-regulated service(s) or interstate toll provided by a telephone company affiliate.

The late payment charge of 1.5 percent or \$9.00 (whichever is greater) on the unpaid balance applies to each residential customer's bill when the previous month's bill has not been paid in full. The late payment charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill.

- b. Competitive Customers – Refers to a telecommunications service provided by a telephone company to a customer who subscribes to two or more telephone company services, including basic local exchange service, any vertical feature(s), non-regulated or interstate toll provided by a telephone company affiliate.

The late payment charge of 1.5 percent or \$9.00 (whichever is greater) on the unpaid balance applies to each customer's bill when the previous month's bill has not been paid in full. The late payment charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill.

Amounts, which are subject to late payment charges are those charges previously billed and not paid by the due date. Payment must be received on or before the due date.

Collection procedures and security deposit requirements are unaffected by the application of the late payment charge.

7. COLLECTION CHARGE

For those accounts where the Company sends a termination notice, the Residence and Home Office customer will be assessed a \$20.00 collection charge. The charge will be assessed each time a termination notice is sent.

8. USE OF SUBSCRIBER SERVICE

Residence or home office subscriber service is provided only for communications by the party for whose use the service is being furnished, his family or employees, or persons residing in his household, or tenants temporarily leasing or subleasing his premises. Neither home office nor residence exchange subscriber service may be resold. This prohibition shall not apply to (1) a Composite Data Service Vendor in the provision of composite data service to its patrons; (2) to a communications common carrier in the provision of public telegram message service or overseas data message service (3) to intrastate WATS service used for the termination of interstate traffic; (4) any subscriber who resells or shares any Foreign Exchange line leased from the Telephone Company, provided (a) the provision of telecommunications services is not the primary business of the subscriber and (b) the Wide Area Telephone Service or Foreign Exchange line is leased primarily for the customer's own use and is resold to or shared with persons or entities occupying or granted the right to use the customer's premises.

The Telephone Company may refuse to install flat rate service or to permit such service to remain on premises of a public or semi-public character when an instrument is so located that the public in general or patrons of the subscriber may make use of the service. On such premises, however, flat rate service may be installed, provided the instrument is so located that it is not accessible for public use.

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GENERAL REGULATIONS

9. RESPONSIBILITY FOR CHARGES

The subscriber is responsible for payment of all charges for services furnished under his contract, whether furnished directly to the subscriber, or to a third party. Where Foreign Exchange or Wide Area Telephone Service is resold or shared in accordance with tariffs of the Telephone Company, the subscriber is responsible for all rates and charges, whether incurred by the subscriber or the end-user. The subscriber is held responsible for all charges for service rendered at his station or stations, both local and toll, including charges for messenger service and charges for toll messages received at his station on which the charges have been reversed. Where message rate service is furnished, the subscriber's responsibility includes the payment, in addition to his regular monthly charges for exchange service, of any charges for local messages used in excess of the number allowed, the computation of the allowance being based on the length of the period between the meter readings. A new customer who assumes the account of a former customer without a change of telephone number and having a term length of greater than one month, is held responsible for all unpaid charges on the account.

10. CANCELLATION OR DEFERMENT OF START OF SERVICES

When Centrex service, private line facilities or other equipment involving extensive engineering and installation costs is ordered from the Telephone Company but the order is cancelled in whole or in part prior to complete installation or start of service, the applicant is responsible for payment of the non-recoverable expenses (consisting of the loss on equipment and facilities installed or in process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Telephone Company in connection with the order. Such payment shall in no event exceed the total of installation, Non-Recurring Charges and termination charges applicable to a completed installation, or such proportions thereof as would be applicable to the cancelled portion of the installation. Installation is considered to have started when, following receipt of the order, the Telephone Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred.

When, at the request of a subscriber, at any time after the required equipment has been purchased by the Telephone Company, the date for placing in service facilities) ordered by the subscriber and involving extensive investment and engineering and installation costs is deferred for a period of more than one month, a charge equal to the costs incurred applied for each month in excess of one that the deferment continues. Such costs include the recurring monthly carrying charges on the Telephone Company's investment in the facilities plus any other specific items of cost applicable to the deferment. In no case will the placing in service of facilities be deferred for more than 18 months; after 18 months the order will be considered as cancelled prior to establishment of service and the subscriber is responsible for the payment of non-recoverable expenses as set forth above.

11. LOCAL AND TOLL MESSAGES

A local message is a communication between a calling station and any other station bearing the designation of an exchange, or central office within the local service area of the calling station.

A toll message is a communication between a calling station and any station bearing the designation of an exchange, or central office outside of the local service area of the calling station.

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GENERAL REGULATIONS

12. BILLED NUMBER SCREENING

As set forth in Section 18, Billed Number Screening is an arrangement whereby bill to third and collect calls are screened for customer preauthorized or customer-directed non-acceptance.

13. EMERGENCY CALLS

The Telephone Company will complete emergency calls without requiring prior positive verification of billing acceptance.

14. FLAT RATE, MESSAGE RATE AND MEASURED RATE SERVICE ON THE SAME PREMISES

The furnishing of a combination of 1) flat rate service and either message or measured rate service, or 2) message rate service and measured rate service on the same premises is not permitted. Such a combination of services will not be installed or allowed to remain installed for either 1) the same customer or 2) two or more customers who are co-inhabitants of the same general office space or residential quarters.

*Exception: This regulation does not apply to the provision of message rate foreign exchange service (as set forth in Section 16) on premises where flat rate service or local measured service is located.

15. ASSIGNMENT OF OR A CHANGE IN TELEPHONE NUMBER, CENTRAL OFFICE, OR EXCHANGE

The subscriber has no property right in any number assigned to service furnished him, nor any right to the provision of service or continuance of service in any particular exchange or through any particular central office or type of central office. The Telephone Company may change the telephone number, exchange or central office designation of a subscriber or the type of central office serving him whenever it deems it necessary in the conduct of its business.

16. ALLOWANCE FOR INTERRUPTIONS

Except as provided for elsewhere in these tariffs, no credit is allowed for interruptions to service of less than twenty-four hours. Interruptions of twenty-four hours or over, which are reported to the Telephone Company or detected by the Telephone Company, and which are not due to the negligence or willful act of the subscriber, are credited to the subscriber at the proportionate monthly charge involved for each twenty-four hours or major fraction thereof of interruption.

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GENERAL REGULATIONS

17. LIABILITY

a. Liability of Subscriber for Loss of or Damage to Equipment

The subscriber is liable for and shall reimburse the Telephone Company for the cost of replacement, installation and/or repair of any facility, or equipment subscribed to by him which is lost or damaged due to theft, vandalism, willful injury or negligence or any other cause whatsoever except flood, fire other than fire intentionally caused by the subscriber or his agent or other natural disasters.

In the event that the customer provides, maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property or death to or injury of the customer or the customer's agent. The customer will save the telephone company harmless from any and all liability, claims, or damage suits arising out of the customer's wire provision or maintenance activity.

b. Liability of the Telephone Company

The liability of the Telephone Company for damages arising from mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence or willful act of the subscriber shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.

When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies.

The Telephone Company is not liable for any accident or injury occasioned by apparatus provided by it when such accident or injury is not due to the negligence of the Telephone Company.

The services furnished by the Telephone Company, in addition to the limitations set forth preceding, also are subject to the following limitation: the Telephone Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Telephone Company, (1) caused by Customer-provided and/or maintained equipment or premises inside wiring (except where a contributing cause is the malfunctioning of a Telephone Company-provided connecting arrangement, in which event the liability of the Telephone Company shall not exceed an amount equal to a proportional amount of the Telephone Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs).

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GENERAL REGULATIONS

17. LIABILITY (Continued)

b. Liability of the Telephone Company (Continued)

The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

18. USE OF COMMERCIAL POWER FOR OPERATION OF EQUIPMENT OR FACILITIES

Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of Company equipment or facilities, the customer will provide the necessary power wiring, power outlets and commercial power. The customer assumes all responsibility for the safe condition of the power wiring, power outlets and commercial power.

19. CONNECTIONS WITH CERTAIN FACILITIES PROVIDED BY WESTERN UNION TELEGRAPH COMPANY

Interexchange private line services and channels furnished by the Western Union Telegraph Company to its customers under its tariffs for use in voice or alternate voice-data, voice-tele printer, or facsimile-voice transmission may be connected, when used for voice transmission, to instrumentalities furnished by the Telephone Company as part of an exchange or private line telephone service provided by the Telephone Company to the same customer under this Tariff. Such connections shall be made only through facilities provided by the Telephone Company.

Tariff rates and charges apply for equipment and instrumentalities provided by the Telephone Company. Such rates and charges are in addition to the charges made by Western Union Telegraph Company for the services and channels, which it provides.

All arrangements concerning the Western Union facility shall be made by the customer with that carrier.

20. PREMISES VISIT AND REPAIR

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All ordinary expense of premises visit and repair of lines provided by the Telephone Company under monthly tariff arrangements is borne by the Telephone Company unless otherwise specified in these tariffs.

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Premises Visit of customer premises inside wiring may be performed by the customer pursuant to technical standards available from the Telephone Company and filed with the Department of Public Utility Control. In addition, customers may change, move, or disconnect premises inside wiring in accordance with the technical standards available from the Telephone Company and filed with the Department of Public Utility Control.

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21. DEFACEMENT OF PREMISES OR PROPERTY

No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises or property, or furniture or fixtures thereon, resulting from the existence of the Telephone Company's apparatus and associated wiring on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Telephone Company or its employees.

22. DIRECTORIES

The directories published by the Telephone Company and/or another acting on its behalf are the only official lists of the Telephone Company's subscribers and those entitled to use subscriber's service, and no other lists are authorized. Agents shall not attach or permit attachment to telephone directories at public and semi-public telephones of any binder, holder or auxiliary cover except such as may be furnished by the Telephone Company.

23. DIRECTORY ERRORS AND OMISSIONS

The liability of the Telephone Company and/or another acting on its behalf for damages arising from errors or omissions in the making up or printing of telephone directories or in the publishing of listings offered in these tariffs and as presented by subscribers or prospective subscribers shall be limited to the amount of actual impairment of the subscriber's service and in no event shall it exceed the amount paid for the service during the period covered by the directory in which the error or omission occurs.

24. TRANSMITTING MESSAGES

The Telephone Company does not transmit messages but offers the use of its facilities when available for the transmission of messages between subscribers.

25. PERFORMANCE OF WORK ON SUBSCRIBERS' PREMISES

It is contemplated that all work on subscribers' premises be performed during regular working hours. Normal working hours for simple residence and business services and certain other services based on complexity, as determined by the Company, will include extended hours Monday through Saturday. Where a subscriber for his own convenience requests that the work be done outside of such hours, the Telephone Company may require the subscriber to bear any additional costs incurred.

26. TARIFF REVISIONS CHANGING EXISTING MONTHLY RATES

Tariff revisions changing existing monthly rates become effective on the effective date of the tariff revision.

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GENERAL REGULATIONS

27. VIOLATION OF REGULATIONS, DENIAL AND RESTORATION OF SERVICE

In the event of the abandonment of the station; the use of foul or profane language; the impersonation of another with fraudulent intent; the use of the service with malicious intent to irritate, abuse, threaten, or financially injure a person called; the use of the service or facilities in such a manner as to impair the effective use of the Telephone Company's plant, property or service by others; the furnishing of false credit information (including but not limited to using a fictitious billing name); the billing of the service in the name of a person who cannot be held legally responsible (such as a young child or a person unconnected with the service); the giving of false employment information; the incurring of an unusually high volume of usage (before or after billing) where acceptable arrangements cannot be made to cover the charges incurred by means of a deposit; or any other violation of the Telephone Company's regulations: in all such cases the Telephone Company may either temporarily withhold service, or terminate the service.

When a subscriber causes volumes of calling which obstruct or delay the telephone service of others, the Telephone Company may require the subscriber to contract for as many additional lines as are needed to meet adequately the requirements of the service and to arrange for the adequate answering of his lines, or may discontinue the service.

The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge.

In the event of a change in service-or in rates or regulations which the subscriber refuses to accept, the subscriber's service may be terminated by the Telephone Company on not less than ten days' notice in writing.

Where semi—public telephone service is furnished, the service is subject to termination by the Company, without notice, in the event that the subscriber fails to redeem upon demand, slugs and spurious, mutilated or foreign coins deposited in the collecting device at the value for which they were deposited therein. Semi—public service also is subject to termination by the Company in cases of apparent fraudulent use of the service as evidenced by shortage in receipts for toll messages recorded during any given collection period unless the subscriber agrees in writing to recompense the Company, upon demand, for all subsequent shortages in receipts for toll messages. Where service has been terminated because of shortages in toll receipts, the execution of a like agreement shall be a condition precedent to the re—establishment of the service.

In the event of the non—payment of any sum due, the Telephone Company may, after furnishing prior written notice to the subscriber, either temporarily withhold service, or terminate the service.

When the service of a subscriber has been temporarily denied for non-payment of any sum due, but the service has not been removed, the service is restored only upon payment of all sums due including payment of the regular reconnect charge. The monthly service charge does not apply during the period when service is temporarily denied for non-payment.

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When the service of a subscriber has been removed for non-payment, service is re-established only upon the basis of a new application, subject to the regulations relating to advance payments and deposits. Regular Non-Recurring Charges apply in addition to any monthly service charges due up to the time the service was removed.

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GENERAL REGULATIONS

28. USE OF SERVICE FOR UNLAWFUL PURPOSES

The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence that such service is being or will be so used.

29. MULTI-UNIT BUILDINGS

Demarcation points shall continue to be determined consistent with Part 68 of the rules of the Federal Communications Commission (47 CFR section 68). In multiunit premises existing as of August 13, 1990, the demarcation point shall be determined in accordance with the Telephone Company's reasonable and non-discriminatory standard operating practices, which may change over time. Provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer shall not be further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises, or as close thereto as practicable.

In multiunit premises in which wiring is installed, including major additions or rearrangements of wiring existing prior to that date, the Telephone Company may place the demarcation point at the minimum point of entry (MPOE). If the Telephone Company does not elect to establish a practice of placing the demarcation point at the minimum point of entry, the multiunit premises owner shall determine the location of the demarcation point or points. The multiunit premises owner shall determine whether there shall be a single demarcation point location for all customers or separate such locations for each customer. Provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer shall not be further inside the customer's premises than a point 30 cm (12 in) from where the wiring enters the customer's premises, or as close thereto as practicable. At the time of installation, the Telephone Company shall fully inform the premises owner of its options and rights regarding the placement of the demarcation point or points and shall not attempt to unduly influence that decision for the purpose of obstructing competitive entry.

The MPOE shall be either the closest practicable point to where the wiring crosses a property line or the closest practicable point to where the wiring enters a multiunit building or buildings. The reasonable and nondiscriminatory standard operating practices of the Telephone Company shall determine which shall apply. The Telephone Company telecommunications services are not precluded from establishing reasonable classifications of multiunit premises for purposes of determining which shall apply. Multiunit premises include, but are not limited to, residential, commercial, shopping center and campus situations.

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GENERAL REGULATIONS

29. MULTI-UNIT BUILDINGS (Continued)

In instances where an MPOE or other "single demarcation point," as described in this section, has been established and then a subsequent or additional demarcation point is requested by the customer or property owner, in order to be accepted such request must, if made by the customer, be with the approval of the property owner and must be based on agreement by the Telephone Company with one of the following: (1) that new facilities involved with the request should enter the premises at a new point, with a new demarcation point located consistent with the requirements of this section; (2) that the "closest practicable point" for the demarcation point of the facilities in question to be used for the provision of the intended service requires a different demarcation point than the demarcation point in use for the currently provided services (e.g., because of distance limitations or environmental needs for certain fiber-based terminal equipment); or (3) that the requested demarcation point would be otherwise beneficial and consistent with this section and Part 68. Any such subsequent or additional demarcation points will be paid for by the customer or property owner based upon costs described in Section 16.

30. PROMOTIONS

From time to time, the Company will introduce promotional offerings. For example, the Company may offer services at a reduced rate, free of charge, or offer incentives including gift certificates and coupons for market, promotional, research or rate experimentation purposes. Such offerings will be for a limited duration.

31. SPECIAL CIRCUMSTANCES

When it is determined by the Company, in order to meet special circumstances or unique situations, such as natural disasters, fires, floods, etc., the Company may provide special offerings of its products and services. For example, the Company may provide services free of charge or offer a reduced rate, and the offerings of such services will be for a limited duration at the discretion of the Company.

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Section 2

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LOCAL SERVICE

A. GENERAL

1. Exchange service provides access to the exchange system of the Telephone Company and consists of a termination at the subscriber's premises connected to a line to the central office serving the area in which the subscriber is located. Connection at the central office to switching equipment permits communication with other subscribers.

The availability of, and rates for, the types and grades of service described in C. and D. following for each exchange served by this Company.

Two or more local exchange services from different exchanges are not allowed on the same premises. If a subscriber desires service from more than one exchange, such additional exchange services will be subject to the regulations and rates set forth in Section 16, Foreign Exchange Service.

B. CLASS OF SERVICE

Telephone Service is classed as residence and home office.

1. Residence and Home Office

- a. The determination as to whether service should be classified as residence or home office, is based upon the character of the directory listings and the character of the premises where the service is located. Where the service is located on residential premises and where the listing is in the name of the individuals without a business designation, the service is classified as residential service. Where service is located on residential premises and where the listing is either in the name of the business or the individual and carries a business designation the service is classified as Home Office Service. In addition, services in other non-domicile structures, such as garages, barns or sheds, located either on the subscriber's premises or on a different premises, will be charged at the residential or home office rate depending on the primary use of the service. Home Office Service provides that vertical services, calling plans, and non-recurring charges are charged at the residence rates. In addition, subscribers follow residential credit policies.
- b. Exception to a. above is made only in the following cases:
 - (1) Residence rates apply to service installed in churches, parish houses, church homes, convents and any other institutions devoted entirely to religious activities. Academies and colleges conducted by convents or other religious institutions, parochial schools and institutions whose work is charitable as well as religious in character are not considered as being in the above category, and to such institutions business rates apply.
 - (2) Home Office rates apply to service installed in locations where the use of the service is for the regular membership meetings of non-profit service organizations whose primary activities promote interests of an agrarian nature, such as Grange Halls.

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C. TYPE OF SERVICE

The following applies to unassisted customer calling:

1. Flat Rate Service

Flat rate service allows unlimited calling within the local service area of the exchange.

2. Message Rate Service

Message rate service allows a limited number of calls to be placed within the local service area of an exchange. A message charge applies for each additional call beyond that limited number.

3. Per Call Service

Service for which charges are made according to a measured amount of usage. Rates include a basic access charge, usage and a time of day discount on local calls made within the exchange and in the extended local area. The appropriate operator service charges, as set forth in Section 18, will apply in addition to local usage charges for operator assisted local calls.

D. GRADE OF SERVICE

1. Individual Line Service

a. Individual line service is the grade of exchange service providing a main station and a central office line for one subscriber only.

E. EXCEPTIONAL RATE TREATMENT FOR HIGH COST AREAS OTHER THAN THOSE WHERE SERVICE STATION SERVICE IS PROVIDED

1. As stated in Section 16, Construction Charges, "rates and charges quoted in the Local and General Exchange Tariffs provide for the furnishing of telephone service, etc., where plant facilities are available or where the construction of such facilities does not involve disproportionate costs."

a. Accordingly, where unusual costs are incurred in the provision of service because of geographical situations (example: Thimble Islands area) or where, because of circumstances beyond its control, the Telephone Company is obligated to employ uneconomic means for furnishing service to an area, those additional costs are apportioned among the subscribers within such an area.

b. Exceptional rate treatment in such cases is specified in this Section.

F. Operator assisted Local telephone calls are subject to surcharges at the amounts specified for operator-assisted message toll telephone calls in Section 18. The application of these surcharges is as specified in Section 18.

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LOCAL SERVICE

G. REGULATIONS FOR EXCHANGE SERVICE

1. GENERAL

In addition to General Regulations and regulations set forth in Sections 2, 9 and 10, the following regulations apply. Also, regulations set forth in the following apply.

a. Classification of Exchanges

An Exchange serves a particular geographical area that the Company designates within the boundaries for the purpose of providing local calling service for that area in which it is furnished.

Exchanges are classified for the application of exchange rate schedules according to the number of central office lines and equivalent Centrex central office lines in the local service area. The local service area is the area within which customers may make calls without the payment of toll charges. Where the local service area of an exchange includes other exchanges, the classification of the exchange may recognize added expense and traffic stimulation if the distance to one or more of the other exchanges exceeds ten miles. In such a case, the exchange is designated "special".

b. Limits of Exchange Classes

<u>Exchange Class</u>	<u>Central Office Lines and Equivalent Centrex Central Office Lines in Local Service Area</u>
I	1 - 100,000
II	100,001 - 200,000
III	200,001 - 300,000
IV	300,001 - 400,000
V	400,001 - 500,000

c. An exchange will be considered for reclassification, subject to review by the Department of Public Utility Control, when the total central office lines and equivalent Centrex central office lines exceeds, in its local service area, the upper limit or falls below the lower limit of its exchange classification for more than six consecutive months.

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G. REGULATIONS FOR EXCHANGE SERVICE (Continued)

1. GENERAL (Continued)

d. Definition of Terms

(1) Residence Service

The term "residence service" denotes service provided when the following conditions exist.

- (a) The main station is located in a private residence, or a residential room or apartment of a building of any type.
- (b) All listings of the service are in the names of individuals, without a business designation.
- (c) Other than in residences (as set forth in (l) above) the main station may be located in an institution devoted entirely too religious activities as set forth in Section 2.

(2) Home Office Service

The term "home office service" denotes service provided when the following conditions exist.

- (a) The main station is located in a private residence, or a residential room or apartment of a building of any type.
- (b) The white page directory assistance listings are in the names of the individuals or business. Yellow page listings are not included.
- (c) Home Office Service also includes the following; vertical services, calling plans, and non-recurring charges are charged at residential rates; subscribers follow residential credit policies; business services and yellow page advertising are available; business repair intervals are provided.

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G. REGULATIONS FOR EXCHANGE SERVICE (Continued)

1. GENERAL (Continued)

d. Definition of Terms (Continued)

(3) Flat, Message and Measured (Per Call) Rate Services

Flat, Message and Measured (Per Call) Rate Services are available with residence, home office and business individual lines. Message Rate Service is grandfathered. Customers who currently have message service at their present location may retain it, however, no new service will be provided.

(a) Flat Rate Service

The term "flat rate service" denotes service where, for a stated monthly rate, unlimited calling is allowed to all other exchange service lines in the local service area of the exchange in which it is furnished.

(b) Message Rate Service

The term "message rate service" denotes service where, for a basic monthly rate a limited number of calls are allowed to be completed to the same or different exchange service lines in the local service area of the exchange in which it is furnished. A message charge applies for each call in excess of the stated limit of the allowance.

(c) Measured (Per Call) Rate Service

The term "Per Call Service" denotes service for which charges are made according to a measured amount of usage. Rates include a basic access charge, usage and a time of day discount on local calls made within the same exchange, to contiguous exchanges within the extended local area or to non-contiguous exchanges within the extended local area.

(4) Individual Line

The term "individual line" denotes the grade of exchange service providing for the exclusive use of a Central Office Line by a single customer. It may be provided on either a flat rate or message rate basis. Also, individual lines may be provided singly or in combinations of one principal line and one or more Auxiliary Lines.

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G. REGULATIONS FOR EXCHANGE SERVICE (Continued)

1. GENERAL (Continued)

d. Definition of Terms (Continued)

(5) Auxiliary Line

The term "auxiliary line" denotes an individual line grade of exchange service furnished to supplement individual line service.

- (a) Auxiliary lines are provided at flat, message, or measured (Per Call) rates to agree with the rate basis for the associated individual line service.
- (b) Such lines, which may be furnished in any desired quantity, must be served from the same wire center as the individual line.
- (c) Also, auxiliary lines may be grouped for incoming service and may be provided with telephone numbers consecutive with the individual line.
- (d) Further, auxiliary lines must be terminated on the same premises as the associated individual line.

(6) Central Office Line (Except Centrex Central Office Lines)

The term "central office line" denotes a one or two-way exchange central office facility between a central office and a subscriber for the purpose of access to and from the exchange and toll network. Central office lines meet telecommunication industry standards for transmission and signaling.

- (a) A trunk is a central office line, which terminates in private branch exchange switching equipment and/or attendant equipment or in automatic call distributor type of order receiving equipment.

An attendant position terminated trunk may terminate in the attendant's console position and the dial switching equipment. Certain optional features require attendant position terminated trunk capacity and/or other trunk capacity of a system.

- (b) Rates for private branch exchange trunks both flat and message rate are specified in this Section.

The regular individual line message allowance applies to each message rate trunk. Charges for additional local messages are computed on the same basis as that prescribed for auxiliary lines in this Section for Auxiliary Line Service.

Note: Both flat and message rate trunks may not be connected to the same private branch exchange system, except that a foreign exchange trunk, whether flat or message rate, may be connected to any private branch exchange system.

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G. REGULATIONS FOR EXCHANGE SERVICE (Continued)

1. GENERAL (Continued)

d. Definition of Terms (Continued)

(6) Central Office Line (Except Centrex Central Office Lines) (Continued)

- (c) In connection with dial private branch exchanges, trunks may be furnished as:
- (i) two-way manual trunks providing two-way service between the attendant and the central office,
 - (ii) dial trunks providing one-way direct dial service from stations to the central office, or
 - (iii) combination trunks providing the combined service features of (i) and (ii). For changes in the operation of trunks subsequent to initial installation, appropriate Non-Recurring Charges apply for each trunk changed.

(7) Touch Tone

- (a) Touch Tone Calling Service is an arrangement of special central office equipment and telephones equipped with push buttons for originating calls by means of tones.
- (b) Touch Tone Service is furnished at no rate in connection with all classes and grades of local service, including Pay Telephone Access Line Service.

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H. EXCHANGE CLASSIFICATION

In accordance with the regulations set forth in A. preceding, individual exchanges are classified as follows as of the effective date of this sheet:

<u>Exchange</u>	<u>Class</u>	<u>Exchange</u>	<u>Class</u>
Ansonia-Derby-----	IV	Mystic-----	II
Branford-----	IV	Naugatuck-----	IV
Bridgeport-----	III	New Britain-----	V
Bristol-----	IV	New Canaan-----	III
Canaan-----	I	New Haven-----	V
Canterbury-----	II	New London-----	II
Canton-----	IV	New Milford-----	II
Cheshire-----	IV	Newtown-----	III
Clinton-----	IV	Niantic-----	II
Colchester-----	II	Norfolk-----	I
Columbia-----	IV	North Thompson-----	I
Cornwall-----	I	Norwalk-----	III
Coventry-----	IV	Norwich-----	III
Danbury-----	II	Old Greenwich-----	II
Danielson-----	I	Old Saybrook-----	II
Darien-----	III	Pawcatuck-----	II
Deep River-----	II	Plainfield-----	II
East Hampton-----	V	Plainville-----	V
Enfield-----	IV	Putnam-----	I
Essex-----	I	Redding-----	II
Fairfield-----	III	Ridgefield-----	II
Farmington-----	V	Rockville-----	V
Georgetown-----	III	Seymour-----	V
Glastonbury-----	IV	Sharon-----	I
Guilford-----	IV	Simsbury-----	IV
Haddam-----	IV	Southington-----	III
Hartford-----	V	Stafford Springs-----	I
Harwinton-----	II	Stamford-----	III
Huntington-----	V	Storrs-----	II
Jewett City-----	II	Thomaston-----	II
Kent-----	I	Torrington-----	II
Killingworth-----	IV	Trumbull-----	IV
Lakeville-----	I	Wallingford-----	IV
Lebanon-----	I	Washington-----	I
Ledyard-----	II	Waterbury-----	V
Litchfield-----	I	Watertown-----	II
Lyme-----	II	Westport-----	II
Madison-----	IV	Willimantic-----	II
Manchester-----	V	Wilton-----	II
Meriden-----	V	Windsor-----	IV
Middletown-----	V	Windsor Locks-----	V
Milford-----	V	Winsted-----	I
Moodus-----	II	Wolcott-----	III
		Woodbury-----	II

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LOCAL SERVICE

I. CLASS I EXCHANGES

<u>Exchange</u>	<u>Local Service Area</u>
Canaan	Canaan, Cornwall, Kent, Lakeville, Norfolk, Sharon, Torrington
Cornwall	Cornwall, Canaan, Harwinton, Kent, Lakeville, Litchfield, Norfolk, Sharon, Torrington, Washington
Danielson	Danielson, Canterbury, North Thompson, Plainfield, Putnam, Willimantic
Essex	Essex, Deep River, Lyme, Old Saybrook, Middletown
Kent	Kent, Canaan, Cornwall, Lakeville, New Milford, Sharon, Washington; Amenia, New York
Lakeville	Lakeville, Kent, Canaan, Cornwall, Sharon
Lebanon	Lebanon, Colchester, Columbia, Norwich, Willimantic
Litchfield	Litchfield, Cornwall, Harwinton, Thomaston, Torrington, Washington, Watertown, Woodbury
Norfolk	Norfolk, Canaan, Cornwall, Harwinton, Torrington, Winsted
North Thompson	North Thompson, Danielson, Putnam; Webster, Massachusetts; West Glocester, Rhode Island
Putnam	Putnam, Danielson, North Thompson, Stafford Springs, Storrs, Willimantic; West Glocester, Rhode Island
Sharon	Sharon, Canaan, Cornwall, Kent, Lakeville; Amenia, New York
Stafford Springs	Stafford Springs, Enfield, Putnam, Rockville, Storrs
Washington	Washington, Cornwall, Kent, Litchfield, New Milford, Torrington, Woodbury
Winsted	Winsted, Canton, Harwinton, Norfolk, Simsbury, Torrington; Sandisfield, Mass.

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LOCAL SERVICE

I. CLASS I EXCHANGES (Continued)

1. REGULATIONS

- a. The rates hereunder are monthly rates for the exchanges listed above and entitle subscribers to service without additional charge to all stations in the exchanges comprising the respective local service areas.
- b. The provision of service at the rates specified herein is subject to the regulations contained in Section 1, General Regulations, and in this Section of the tariff.
- c. The rates for residence message rate service include an allowance of 30 local messages per month per individual line.
- d. Telephone exchange service rates and charges not given below are contained in this Section.

2. RATES AND CHARGES

	<u>Flat Rate Service</u>	<u>Message Rate Service</u> ¹ (Grandfathered)	
	<u>Individual Line</u>	<u>Individual Line</u>	
Residence – Noncompetitive	\$10.53	\$7.37	(R)
Residence – Competitive ²	\$25.00		
Home Office	\$22.25		
	<u>Residence and Home Office</u>		
Messages above the allowance, each		13.5 cents	

¹ This service is different in scope and at different rates than Local Measured Service (Per Call) in H. following.

² Refers to a telecommunications service provided by a telephone company to a residential customer who subscribes to two or more telephone company services, including basic local exchange service, any vertical feature or interstate toll provided by a telephone company affiliate.

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LOCAL SERVICE

J. CLASS II EXCHANGES

<u>Exchange</u>	<u>Local Service Area</u>
Canterbury	Canterbury, Danielson, Jewett City, Norwich, Plainfield, Willimantic
Colchester	Colchester, Columbia, Coventry, Deep River, East Hampton, Lebanon, Lyme, Manchester, Moodus, Norwich, Willimantic
Danbury	Danbury, Georgetown, New Milford, Newtown, Redding, Ridgefield; Brewster, New York
Deep River	Deep River, Colchester, Essex, Haddam, Killingworth, Lyme, Moodus, Old Saybrook, Middletown
Jewett City	Jewett City, Canterbury, Norwich, Pawcatuck, Plainfield, Willimantic
Harwinton	Harwinton, Bristol, Canton, Cornwall, Farmington, Litchfield, Norfolk, Thomaston, Torrington, Winsted
Ledyard	Ledyard, Mystic, New London, Norwich
Lyme	Lyme, Colchester, Deep River, Essex, Moodus, New London, Niantic, Norwich, Old Saybrook
Moodus	Moodus, Colchester, Deep River, East Hampton, Haddam, Lyme, Middletown, Norwich
Mystic	Mystic, Ledyard, New London, Norwich, Pawcatuck
New London	New London, Ledyard, Lyme, Mystic, Niantic, Norwich, Pawcatuck
New Milford	New Milford, Danbury, Kent, Newtown, Washington, Woodbury
Niantic	Niantic, Lyme, New London, Norwich
Old Greenwich	Old Greenwich, Byram, Greenwich, Stamford
Old Saybrook	Old Saybrook, Clinton, Deep River, Essex, Killingworth, Lyme, Middletown

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J. CLASS II EXCHANGES (Continued)

<u>Exchange</u>	<u>Local Service Area</u>
Pawcatuck	Pawcatuck, Jewett City, Mystic, New London, Norwich; Carolina R.I., Hope Valley, R.I., Westerly R.I.
Plainfield	Plainfield, Canterbury, Danielson, Jewett City, Norwich, Willimantic
Ridgefield	Ridgefield, Danbury, Georgetown, Redding, Wilton; Lewisboro N.Y., South Salem, N.Y.
Redding	Redding, Danbury, Georgetown, Newtown, Ridgefield, Trumbull
Storrs	Storrs, Columbia, Coventry, Putnam, Rockville, Stafford Springs, Willimantic
Thomaston	Thomaston, Bristol, Harwinton, Litchfield, Torrington, Waterbury, Watertown, Wolcott
Torrington	Torrington, Canaan, Canton, Cornwall, Farmington, Harwinton, Litchfield, Norfolk, Thomaston, Washington, Winsted
Watertown	Watertown, Litchfield, Thomaston, Waterbury, Wolcott, Woodbury
Westport.	Westport, Fairfield, Georgetown, Norwalk, Redding, Trumbull, Wilton
Willimantic	Willimantic, Canterbury, Colchester, Columbia, Coventry, Danielson, Jewett City, Lebanon, Norwich, Plainfield, Putnam, Storrs
Wilton	Wilton, Georgetown, New Canaan, Norwalk, Ridgefield, Westport
Woodbury	Woodbury, Litchfield, Washington, Watertown, New Milford, Newtown, Wolcott, Naugatuck, Waterbury, Seymour

1. REGULATIONS

- a. The rates hereunder are monthly rates for the exchanges listed above and entitle subscribers to service without additional charge to all stations in the exchanges comprising the respective local service areas.
- b. The provision of service at the rates specified herein is subject to the regulations contained in Section 1, General Regulations, and in this Section of the tariff.
- c. The rates for residence message rate service include an allowance of 30 local messages per month per individual line.
- d. Telephone exchange service rates and charges not given below are contained in this Section of the tariff.

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LOCAL SERVICE

J. CLASS II EXCHANGES (Continued)

2. RATES AND CHARGES

	<u>Flat Rate Service</u>	<u>Message Rate Service</u> ¹ (Grandfathered)	
	<u>Individual Line</u>	<u>Individual Line</u>	
Residence – Noncompetitive	\$11.53	\$8.07	(R)
Residence – Competitive ²	\$25.00		
Home Office	\$23.75		

Woodbury Exchange Only (NXX: 262,263,264,266,267,486)

	<u>Flat Rate Service</u>	<u>Message Rate Service*</u> (Grandfathered)	
	<u>Individual Line</u>	<u>Individual Line</u>	
Residence– Noncompetitive	\$11.53	\$8.07	(R)
Residence– Competitive ²	\$25.00		
Home Office	\$23.75		

Residence and Home Office

Messages above the allowance, each 13.5 cents

¹ This service is different in scope and at different rates than Local Measured Service (Per Call) in H. following.

² Refers to a telecommunications service provided by a telephone company to a residential customer who subscribes to two or more telephone company services, including basic local exchange service, any vertical feature or interstate toll provided by a telephone company affiliate.

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LOCAL SERVICE

K. CLASS III EXCHANGES

<u>Exchange</u>	<u>Local Service Area</u>
Bridgeport	Bridgeport, Fairfield, Huntington, Milford, Trumbull
Darien	Darien, New Canaan, Norwalk, Stamford
Fairfield	Fairfield, Bridgeport, Trumbull, Westport
Georgetown	Georgetown, Danbury, Norwalk, Redding, Ridgefield, Westport, Wilton
New Canaan	New Canaan, Darien, Norwalk, Stamford, Wilton; Lewisboro New York, Pound Ridge, New York
Newtown	Newtown, Ansonia Derby, Danbury, New Milford, Redding, Seymour, Trumbull, Woodbury
Norwalk	Norwalk, Darien, Georgetown, New Canaan, Stamford, Westport, Wilton
Norwich	Norwich, Canterbury, Colchester, Jewett City, Lebanon, Ledyard, Lyme, Moodus, Mystic, New London, Niantic, Pawcatuck, Plainfield, Willimantic
Southington	Southington, Bristol, Cheshire, Meriden, New Britain, Plainville, Waterbury, Wolcott
Stamford	Stamford, Byram, Darien, Greenwich, New Canaan, Norwalk, Old Greenwich, Pound Ridge, New York
Wolcott	Wolcott, Bristol, Cheshire, Naugatuck, Plainville, Southington, Thomaston, Waterbury, Watertown, Woodbury

1. REGULATIONS

- a. The rates here under are monthly rates for the exchanges listed above and entitle subscribers to service without additional charge to all stations in the exchanges comprising the local service areas.
- b. The provision of service at the rates specified herein is subject to the regulations contained in Section 1, General Regulations, and in this Section of the tariff.
- c. The rates for residence message rate service include an allowance of 30 local messages per month per individual line.
- d. Telephone exchange service rates and charges not given below are contained in this Section of the tariff.

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LOCAL SERVICE

K. CLASS III EXCHANGES (Continued)

2. RATES AND CHARGES

	<u>Flat Rate Service</u>	<u>Message Rate Service</u> ¹ (Grandfathered)	
	<u>Individual Line</u>	<u>Individual Line</u>	
Residence – Noncompetitive	\$12.53	\$8.77	(R)
Residence – Competitive ²	\$25.00		
Home Office	\$25.25		
	<u>Residence and Home Office</u>		
Messages above the allowance, each		13.5 cents	

¹ This service is different in scope and at different rates than Local Measured Service (Per Call) in H. following.

² Refers to a telecommunications service provided by a telephone company to a residential customer who subscribes to two or more telephone company services, including basic local exchange service, any vertical feature or interstate toll provided by a telephone company affiliate.

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LOCAL SERVICE

L. CLASS IV EXCHANGES

<u>Exchange</u>	<u>Local Service Area</u>
Ansonia Derby	Ansonia Derby, Huntington, Milford, Naugatuck, New Haven, Newtown, Seymour, Trumbull
Branford	Branford, Clinton, Guilford, Middletown, New Haven, Wallingford
Bristol	Bristol, Farmington, Hartford, Harwinton, Plainville, Southington, Thomaston, Wolcott
Canton	Canton, Farmington, Hartford, Harwinton, Simsbury, Torrington, Winsted
Cheshire	Cheshire, Meriden, New Haven, Southington, Wallingford, Waterbury, Wolcott
Clinton	Clinton, Branford, Guilford, Killingworth, Madison, New Haven, Old Saybrook
Columbia	Columbia, Colchester, Coventry, East Hampton, Glastonbury, Hartford, Lebanon, Manchester, Storrs, Willimantic
Coventry	Coventry, Columbia, Colchester, East Hampton, Hartford, Manchester, Rockville, Storrs, Willimantic
Enfield	Enfield, Hartford, Rockville, Stafford Springs, Windsor, Windsor Locks
Glastonbury	Glastonbury, Columbia, East Hampton, Haddam, Hartford, Manchester, Middletown,
Guilford	Guilford, Branford, Clinton, Madison, Middletown, New Haven
Haddam	Haddam, Deep River, East Hampton, Glastonbury, Hartford, Killingworth, Middletown, Moodus
Killingworth	Killingworth, Clinton, Deep River, Haddam, Madison, Middletown, New Haven, Old Saybrook
Madison	Madison, Clinton, Guilford, Killingworth, Middletown, New Haven
Naugatuck	Naugatuck, Ansonia Derby, New Haven, Seymour, Waterbury, Wolcott, Woodbury
Simsbury	Simsbury, Canton, Farmington, Hartford, Windsor, Windsor Locks, Winsted
Trumbull	Trumbull, Ansonia Derby, Bridgeport, Fairfield, Huntington, Newtown, Redding, Westport
Wallingford	Wallingford, Branford, Cheshire, Meriden, Middletown, New Haven
Windsor	Windsor, Enfield, Hartford, Manchester, Simsbury, Windsor Locks

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LOCAL SERVICE

L. CLASS IV EXCHANGES (Continued)

1. REGULATIONS

- a. The rates here under are monthly rates for the exchanges listed above and entitle subscribers to service without additional charge to all stations in the exchanges comprising the respective local service areas.
- b. The provision of service at the rates specified herein is subject to the regulations contained in Section 1, General Regulations, and in this Section of the tariff.
- c. The rates for residence message rate service include an allowance of 30 local messages per month per individual line.
- d. Telephone exchange service rates and charges not given below are contained in this Section of the tariff.

2. RATES AND CHARGES

	<u>Flat Rate Service</u>	<u>Message Rate Service</u> ¹ (Grandfathered)	
	<u>Individual Line</u>	<u>Individual Line</u>	
Residence – Noncompetitive	\$13.53	\$9.47	(R)
Residence – Competitive ²	\$25.00		
Home Office	\$26.75		
Thimble Islands Area of the Branford Exchange			
Residence	\$32.48	\$22.45	(R)
Home Office	\$48.75		
	<u>Residence and Home Office</u>		
Messages above the allowance, each	13.5 cents		

¹ This service is different in scope and at different rates than Local Measured Service (Per Call) in H. following.

² Refers to a telecommunications service provided by a telephone company to a residential customer who subscribes to two or more telephone company services, including basic local exchange service, any vertical feature or interstate toll provided by a telephone company affiliate.

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LOCAL SERVICE

M. CLASS V EXCHANGES

<u>Exchange</u>	<u>Local Service Area</u>
East Hampton	East Hampton, Colchester, Columbia, Coventry, Glastonbury, Haddam, Hartford, Middletown, Manchester, Moodus
Farmington	Farmington, Bristol, Canton, Hartford, Harwinton, New Britain, Plainville, Simsbury, Torrington
Hartford	Hartford, Bristol, Canton, Columbia, Coventry, East Hampton, Enfield, Farmington, Glastonbury, Haddam, Manchester, Meriden, Middletown, New Britain, Rockville, Simsbury, Windsor, Windsor Locks, Plainville
Huntington	Huntington, Ansonia Derby, Bridgeport, Milford, New Haven, Seymour, Trumbull
Manchester	Manchester, Colchester, Columbia, Coventry, East Hampton, Glastonbury, Hartford, Rockville, Windsor, Windsor Locks
Meriden	Meriden, Cheshire, Hartford, Middletown, New Britain, New Haven, Southington, Wallingford
Middletown	Middletown, Branford, East Hampton, Glastonbury, Guilford, Haddam, Hartford, Killingworth, Madison, Meriden, Moodus, New Britain, Wallingford, Essex, Deep River, Old Saybrook
Milford	Milford, Ansonia Derby, Bridgeport, Huntington, New Haven
New Britain	New Britain, Farmington, Hartford, Meriden, Middletown, Plainville, Southington
New Haven	New Haven, Ansonia Derby, Branford, Clinton, Cheshire, Guilford, Huntington, Killingworth, Madison, Meriden, Milford, Naugatuck, Seymour, Wallingford, Waterbury
Plainville	Plainville, Bristol, Farmington, New Britain, Southington, Wolcott, Hartford
Rockville	Rockville, Coventry, Enfield, Hartford, Manchester, Stafford Springs, Storrs, Windsor Locks
Seymour	Seymour, Ansonia Derby, Huntington, Naugatuck, New Haven, Newtown, Waterbury, Woodbury
Waterbury	Waterbury, Cheshire, Naugatuck, New Haven, Seymour, Southington, Thomaston, Watertown, Wolcott, Woodbury
Windsor Locks	Windsor Locks, Enfield, Hartford, Manchester, Rockville, Simsbury, Windsor

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 2

2nd Revised Sheet 19

LOCAL SERVICE

M. CLASS V EXCHANGES (Continued)

1. REGULATIONS

- a. The rates here under are monthly rates for the exchanges listed above and entitle subscribers to service without additional charge to all stations in the exchanges comprising the respective local service areas.
- b. The provision of service at the rates specified herein is subject to the regulations contained in Section 1, General Regulations, and in this Section of the tariff.
- c. The rates for residence message rate service include an allowance of 30 local messages per month per individual line.
- d. Telephone exchange service rates and charges.

2. RATES AND CHARGES

	<u>Flat Rate Service</u>	<u>Message Rate Service</u> ¹ (Grandfathered)	
	<u>Individual Line</u>	<u>Individual Line</u>	
Residence – Noncompetitive	\$14.53	\$10.17	(R)
Residence – Competitive ²	\$25.00		
Home Office	\$26.75		
	<u>Residence and Home Office</u>		
Messages above the allowance, each		13.5 cents	

¹ This service is different in scope and at different rates than Local Measured Service (Per Call) in H. following.

² Refers to a telecommunications service provided by a telephone company to a residential customer who subscribes to two or more telephone company services, including basic local exchange service, any vertical feature or interstate toll provided by a telephone company affiliate.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 2

Original Sheet 20

LOCAL SERVICE

N. PER CALL SERVICE

1. DEFINITION

Per Call service is available in all exchanges.

Per Call Service is an optional service offered to residence and home office individual line subscribers.

Per Call Service consists of an access line rate and a usage charge. The usage charge is based on a per minute basis for all calls within the expanded local calling area. Calls to all other exchanges are charged toll message rates as set forth in Section 18.

The basic access rate does not include inside wire or station set.

A usage statement will be rendered as the standard monthly bill and is included in the monthly rate.

This service is different in scope and at different rates than local message service listed elsewhere in this section.

2. REGULATIONS

- a. Available only on individual line service where adequate central office equipment exists.
- b. Per Call Service is not installed where another class and/or type of local exchange service is established on the same premises for either 1) the same customer or 2) two or more customers who are co-inhabitants of the same general space or residential quarters.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 2

1st Revised Sheet 21

LOCAL SERVICE

N. PER CALL SERVICE (Continued)

3. RATES AND CHARGES

- a. Initial one-time charges do not apply to Residence and Home Office customers changing from one class of exchange service to Per Call Service.

<u>Residence and Home Office</u>	<u>Charge</u>
(1) Change from Per Call Service to another exchange service	\$18.93

- (2) This charge to change from Per Call Service will be waived once, per customer, for one year from the date the subscriber first has Per Call Service installed.

- (3) Appropriate non-recurring charges as specified in Section 3, will apply.

- b. Per Call Service is available to residence and home office individual line subscribers and is comprised of two elements:

- Access Charge
- Usage Charges (frequency and time of day)

(1) Access Charge, per line

	<u>Monthly Rate</u>	
- Home Office	\$13.18	(I)
- Residence	\$9.45	(I)
- Thimble Islands, Branford		
- Residence	\$16.65	(I)
- Home Office	\$22.00	

- (2) Usage Charges are based on a per minute basis for the exchange and the Extended Local Calling area. Calls to all other exchanges are charged toll message rates as set forth in Section 18.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 2

Original Sheet 23

LOCAL SERVICE

N. PER CALL SERVICE (Continued)

4. LOCAL USAGE (Continued)

OPTIONS

Call by call billing is available as a customer option on a forward going basis from the beginning of a billing period per message, plus per central office line, per month.

Call by call monthly billing includes each called number, the date, call area, time, duration and "to" location. Initial one-time charges do not apply for the offering of detailed monthly billing. The minimum service period for this feature is three months.

Monthly Rate

<u>Residence and Home Office</u>	<u>Per Message</u>	<u>Per Central Office Line</u>
Call by Call Billing	\$.01	\$.95

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 2

Original Sheet 24

LOCAL SERVICE

O. AUXILIARY LINE SERVICE

1. An auxiliary line is an additional individual line furnished only to a subscriber receiving individual line service at the same location.
2. Individual and auxiliary lines of the same subscriber may be grouped for incoming service provided the lines are of the same class (home office or residence) and terminate in the same premises and in the same building. Such grouping is termed "central office line hunting service", and is subject to additional rates and charges as set forth in Section 16.
3. For each auxiliary line, one listing is allowed without rate or charge, subject to the regulations for such listings in the Directory Listings section of this tariff.
4. For each auxiliary line furnished a flat rate subscriber, a monthly rate equivalent to the rate for individual line flat rate service is charged.
5. For each auxiliary line furnished a message rate subscriber, a monthly rate equivalent to the rate for individual line message rate service is charged, and the individual line message allowance applies. Computations of the subscriber's message allowance and usage of additional local messages are based on the total message allowance and the total usage from main and auxiliary lines.

Additional local messages are charged for at the rates set forth in this section of the tariff.

6. For each auxiliary line furnished a Per Call Service subscriber, a monthly rate equivalent to the rate for individual line Per Call Service is charged in addition to usage charges.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

1st Revised Table of Contents Sheet 1

SERVICE CHARGES

(T)

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(T)

(T)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

1st Revised Sheet 1

SERVICE CHARGES

(T)

A. GENERAL

1. The term "Service Charges" as used herein denotes charges applicable to: (T)
 - a. The establishment of a new account and
 - b. Certain changes in connection with customer records. Also included herein as Service Charges are those specified in connection with service reconnections (after temporary denials of service for non-payment), premises visit charges, and specification of level of signal power; these charges are further defined following. (T)
2. Service Charges as set forth herein consist of four separate elements: (Refer to C. Explanation of Service Charges following) (T)
 - a. Connections
 - b. Changes
 - c. Reconnections
 - d. Premises Visit Charges
3. Service Charges in connection with off-premises services extended to secretarial answering bureaus are at residence levels. The applicable charge is the Access Line Work Charge.
4. Service Charges are in addition to all other applicable rates and charges associated with the service being provided. (T)
5. Reconnect Charge applies when exchange service, which has been temporarily denied for non-payment, is reconnected before the service has been removed. Also, as stated in Section 1, General Regulation 23, service is restored upon receipt of payment of all sums due up to the time that such service was temporarily denied. Further, in accordance with the provisions of General Regulation 4, a deposit may be required of the customer for the restoral of service. The monthly service charge does not apply during the period when service is temporarily denied for non-payment. (T)
6. Service Charges, as for a new installation, apply to the re-establishment of exchange service, which has been removed for non-payment. Also, as stated in Section 1, General Regulation 27, service is re-established upon receipt of payment of sums due up to the time that such service was removed. Further, in accordance with the provisions of General Regulation 4, a deposit may be required for the re-establishment of service. (T)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

1st Revised Sheet 2

SERVICE CHARGES

(T)

B. DEFINITION OF TERMS

1. The term "complex services" as used herein applies to semi-public, WATS, Centrex Services, and multi-line customer provided equipment.

C. APPLICATION OF CHARGES

1. Connecticut Telephone Connection Assistance Program (CTCAP)/ (Tribal Link-Up ¹)

Connecticut Telephone Connection Assistance Program (CTCAP)/ (Tribal Link-Up), is a program designed to increase the availability of telecommunications services to low income subscribers residing on federally recognized Tribal lands by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers.

A federal credit amount of one hundred percent (100%) of the non-recurring charges for connection of service, up to a maximum of one hundred (\$100.00), is available to be passed through to the subscriber. A one year deferred payment plan, for up to \$200 and no interest, is available for the payment of the non-recurring charges for connection of service.

Basic terms and conditions are set forth in the FCC's Order on Universal Service in WC Docket Nos. 11-42, 03-109, 12-23; CC Docket No. 96-45.

¹ CTCAP is the Company's implementation of the federal Link-Up program. As of April 1, 2012, Link-Up is no longer available except to subscribers residing on federally recognized Tribal lands in compliance with FCC Report and Order and Further Notice of Proposed Rulemaking released February 6, 2012, WC Docket No. 11-42, in the Matter of Lifeline and Link Up Reform and Modernization.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 3

1st Revised Sheet 3

SERVICE CHARGES

(T)

C. APPLICATION OF CHARGES (Continued)

(N)

2. Service Charges apply as follows:

(N)

a. Service Order Charge - Initial

(N)

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.

|
(N)

b. Service Order Charge - Subsequent

(T)(M)

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.

|
(M)

c. Central Office Connection Charge

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

Applicable for work done in association with providing a Private Branch Exchange line or making changes thereto.

(T)

For moves (or detachments and subsequent reattachments) of central office line (drop wire) terminations on same building a rearrangement of outside wiring charge of \$155.00 applies.

d. Reconnect Charge

(M)(T)

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

|
(T)
(T)

e. 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.

(M)(T)

(M) Service Order Charge - Subsequent relocated from Sheet 7. Reconnect Charge relocated from Sheet 8. Installment Billing relocated from Sheet 4.

(N)
(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

1st Revised Sheet 4

SERVICE CHARGES

D. RATES AND CHARGES

<u>Residence and Home Office</u>	<u>Non-Recurring Charge</u>	(T)
1. Service Order Charge – Initial, per order ¹	\$0.00	(N)
2. Service Order Charge – Subsequent, per order	\$25.00	(M)
3. Central Office Connection Charge, per line ²	\$65.00	
4. Central Office Connection Discounted Charge, per line	\$30.00	
5. Reconnect Charge	\$35.00	(M)(T)

¹ Service Order Charge – Initial is included in the Central Office Connection Charge. (N)

² This charge is reduced for eligible customers residing on federally recognized Tribal lands participating in the Connecticut Telephone Connection Assistance Program/ (Tribal Link-Up), as specified in C.1. preceding. (M)
|
(M)

(M) Central Office Connection Charge description relocated to Sheet 3. (N)

(M) Service Order Charge - Subsequent relocated from Sheet 7. |

(M) Reconnect Charge relocated from Sheet 8. (N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

1st Revised Sheet 5

SERVICE CHARGES

(T)

E. PREMISES VISIT CHARGES

(T)

1. General

(T)

a. Customer premises inside wire, jacks and modular outlets will be provided and maintained by the customer. Where provided by the customer, the inside wire and jacks must be installed in accordance with Part 68 of the FCC rules and regulations, in conformance with the National Electrical Code, and with the technical standards and regulations furnished by the Company to the DPUC and available at Customer Service Centers and other designated locations.

(T)

b. Customer premises inside wire provided by the customer will be connected to eligible residence individual line exchange service, exchange trunks, and complex services furnished by the Company at the protector or other designated network interface.

(T)

c. The protector, which serves as an interface to the access line, is provided as part of the exchange access line rate element for exchange service at no additional charge and will be installed at the customer's premises at a location determined by the Company, which is accessible to the customer. The normal location would be in close proximity to the access line entrance into the premises.

(T)

d. In the event that the customer maintains or attempts to maintain inside wire, the customer shall indemnify and hold the Company harmless from any and all liability for damage to property, to death of or injury to any person or persons directly or indirectly arising out of or caused, in whole or in part, by the customer's negligence or that of his agent.

(T)

2. Violation of Regulations

(T)

a. Where any customer-provided inside wire and jacks have been installed or any inside wire and jacks have been maintained by the customer in violation of standards furnished by the Company, so as to cause a hazardous condition or is suspected of causing a hazardous situation, the Company will promptly notify the customer of the violation. If there is an immediate hazard, the service may be discontinued; otherwise the provisions in (2) through (4) apply.

(T)

b. The customer shall request a premises visit by the Company at charges specified in 2.c.,
or

(T)

c. The customer shall discontinue use of the wire or jacks, correct the potentially hazardous violation and so notify the Company in writing within 10 days.

(T)

d. Failure of the customer to satisfy the provisions in (2) and (3) above will result in the suspension of service until such time as the customer complies with those regulations.

(T)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

2nd Revised Sheet 6

SERVICE CHARGES

(T)

E. PREMISES VISIT CHARGES (Continued)

(T)

3. Non-Recurring Charges

(T)

A premises visit charge will be applied for the period of time that Company personnel are dispatched in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided inside wire, terminal equipment or communications system connected to Telephone Company facilities (including terminal equipment or a communications system connected in violation of these Tariffs).

(T)

Premises Visit will be subject to appropriate premises visit charges specified below.

(T)

<u>Billable Charges</u>	<u>Residence and Home Office</u>
1. Inside Wire Installation Labor Charges	
Regular Daytime initial 30 minutes ¹	4
Regular Daytime additional 30 minute increments ¹	4
2. Inside Wire Repair Labor Charges	
Regular Daytime initial 30 minutes ¹	4
Regular Daytime additional 30 minute increments ¹	4
3. Customer Requested Overtime initial 30 minutes ²	\$180.00
Customer Requested Overtime additional 30 minute increments ²	\$90.00
4. Customer Requested Premium initial 30 minutes ³	\$240.00
Customer Requested Premium additional 30 minute increments ³	\$120.00
5. Isolation to customer side of NID 1st Hour	\$85.00
Isolation additional 30 minute increments	\$42.50

Customer Requested Appointment Time

- ¹ Regular Hours Monday to Friday 8:00 am to 5:00 pm.
- ² Overtime Hours Monday to Friday after 5:00 pm and Saturday 8:00 am to 5:00 pm.
- ³ Premium Sunday, Holidays and Saturday 12:00 am to 8:00 am and after 5:00 pm.
- ⁴ Non-Regulated Charges.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

2nd Revised Sheet 7

SERVICE CHARGES

(T)

F. MOVES OF CABLE AND CABLE TERMINALS

(M)

Actual labor costs apply to moves of cable and cable terminals, which are made at the request of the customer or necessitated by rearrangements of the customer's premises.

G. WORK PERFORMED OUTSIDE OF REGULAR WORKING HOURS

The charges prescribed above contemplate that all work on customers' premises will be performed during regular working hours. Where, to meet a customer's request, the work is done outside of such hours, the customer is billed the additional costs incurred without regard to any limitations prescribed above.

H. SPECIAL ARRANGEMENTS

1. The standard service offerings listed in this tariff meets the need of subscribers in general for items supplementary to telephone service. The rates quoted contemplate the use of equipment and facilities without modification. When special arrangements are provided, the rates and charges to apply are determined by the circumstances in each case.
2. A one-time Development Inquiry charge applies to each request for a special arrangement or assembly. Where an estimate of cost involves engineering design, an Engineering Design charge shall also apply. The Development Inquiry Charge and Engineering Design Charge shall not apply to requests for special assemblies for the Handicapped.

<u>Residence and Home Office</u>	<u>Charge</u>
One-time Development Inquiry	\$47.32
Engineering Design	\$141.97

3. Economic Development rates, which offer price stability for up to ten years for a customized package of telecommunications services negotiated with the customer, are available to companies which:
 - (a) relocate from out of state to Connecticut;
 - (b) expand their Connecticut operations; or
 - (c) are considering relocating out of state.

Packages are subject to Commission review and approval.

(M)

(M) Service Order Charge - Subsequent relocated to Sheet 3. Item F., G. and H. relocated from Sheet 8.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

2nd Revised Sheet 8

SERVICE CHARGES

(T)

I. ENHANCED PROVISIONING SERVICES

(M)

1. DESCRIPTION OF SERVICE

Enhanced Provisioning Services (EPS) are available to subscribers who require special treatment other than that which is normally provided.

Due Date Confirmation Service

Due Date Confirmation Service provides a customer assurance that the products and/or services ordered by the customer will be available on the requested due date.

Expedite Service

Expedite Service gives a customer the opportunity to request that a service be provided on an earlier date than the currently offered due date.

Coordinated Cutover Service

Coordinated Cutover is available to a customer that requires an installation and/or conversion of a product or service from another carrier at a specific time of day during, or after, normal business hours.

Out of Hours Service

Out of Hours Service allows a customer to obtain a product or service during a commitment window that is outside of the normally scheduled business day of the Telephone Company.

2. RATES AND CHARGES – Residence and Home Office

The following charges for EPS may apply in addition to regular rates and charges applicable to the associated telephone service. The Telco has discretion to waive these charges.

<u>Due Date Confirmation Service</u>	<u>Non-Recurring Charge</u>
Single Line Service	\$219.28
 <u>Expedite Service</u>	
- Software Changes	\$34.68
- Single Line Service	\$97.65
 <u>Coordinated Cut-over Service</u>	
- Software Changes	\$41.53
- Single Line Service	\$131.40
 <u>Out of Hours Service</u>	
- Single Line Service	\$130.73

(M)

(M) Reconnect Charge relocated to Sheet 3. Enhanced Provisioning Services relocated from Sheet 9.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 3

1st Revised Sheet 9

SERVICE CHARGES

(T)

RESERVED FOR FUTURE USE

(T)

(M)

(M)

(M) Material relocated to Sheet 8.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 4

Original Table of Contents Sheet 1

TELEPHONE NUMBERS

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B. ASSIGNMENT OF OR A CHANGE IN TELEPHONE NUMBER	1
C. RESERVATION OF TELEPHONE NUMBERS	1
D. VANITY TELEPHONE NUMBERS	2
E. CHARTER NUMBER	3

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 4

Original Sheet 1

TELEPHONE NUMBERS

A. LIMITATION OF OFFERING

In recognition of the fact that telephone numbers are a basic resource of the Telephone Company, they are offered only where facilities permit and where they are not required for the provision of basic telephone service by the Telephone Company in the immediate or near future.

B. ASSIGNMENT OF OR A CHANGE IN TELEPHONE NUMBER

The user has no property right in any telephone number assigned to the user's service, nor any right to the provision of telephone numbers or continuance of telephone numbers in any particular exchange or through any particular central office or type of central office. The Telephone Company may change the telephone number, exchange or central office designation of a subscriber or the type of central office serving him whenever it deems it necessary in the conduct of its business.

C. RESERVATION OF TELEPHONE NUMBERS

1. In recognition of its responsibility for the administration of exchange service and central offices, the Telephone Company retains sole jurisdiction in connection with any reservation of telephone numbers not specifically subscribed to the provisions of this Tariff.
2. Subscribers must pay for all telephone numbers assigned, whether or not those numbers have been used by the subscriber.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 4

Original Sheet 2

TELEPHONE NUMBERS

D. VANITY TELEPHONE NUMBERS

1. DESCRIPTION

Vanity Telephone Numbers is a service, which allows residence customers to request their own 4 digit telephone number. Subscribers may request numbers that were easy to remember and dial or numbers whose alpha-translation is significant to the subscriber. The Company will obtain specific directory number combinations from the customer. A search of maximum of 5 telephone numbers in 1 NXX or 1 specific number across 5 NXX's, where applicable in a wire center will be given per customer request.

2. CHARGE

The Non-Recurring charge is a One-Time Search fee for a maximum of 5 specialized telephone numbers. The Non-Recurring charge may not be waived or abated and will be applied even if the telephone numbers are not available.

Exceptions:

- a. The customer will be informed and not be charged for this service when limitations exist in a Wire Center, or where an Exchange Line NXX is not available or allowed for assignment.
- b. The alpha-translation of the telephone number will not be printed in the Telephone Directory.
- c. In accordance with General Regulations, Section 1, the Company may change the telephone number, exchange or central office designation of a subscriber or the type of central office serving him whenever it deems it necessary in the conduct of its business.
- d. For existing customers, a record order charge will also apply for changes and additions to their existing service as stated in Section 3.

	<u>Non-Recurring Charge</u>
Residence and Home Office (up to a max, of 5 numbers)	\$30.00

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 4

1st Revised Sheet 3

TELEPHONE NUMBERS

E. CHARTER NUMBER

1. DESCRIPTION

Charter Number is a service that allows a customer to retain and port their current telephone number to another wire center within the same Rate Center when the customer is faced with either changing locations and/or changing types of service. Charter Number will allow customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers. As indicated above, this service will only provide for the porting of telephone numbers within the same Rate Center.

2. REGULATIONS

- a. Charter Number Service will be available to POTS service customers.
- b. Charter Number Service will only provide porting of a working in service telephone number within the same Rate Center.
- c. InterLATA porting will not be allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries.
- d. No porting is allowed outside of MSA's as defined in FCC Tariff No. 11.
- e. Once a telephone number is ported using Charter Number Service, subsequent telephone numbers (i.e. Additional Line) will be issued from the switch in which the main telephone number resides not from the original switch.
- f. Charter Number Service is available where facilities and operating conditions permit.
- g. The ported number will only function from one location.
- h. Charter Number Service cannot be activated when NPAC is updating their database or Frontier Communications of Connecticut is installing upgrades to the network switches.

3. RATES AND CHARGES

	Non-Recurring <u>Charge</u>	
Residence and Home Office, Per access line	\$25.00	(I)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 5

2nd Revised Table of Contents Sheet 1

TEMPORARY SUSPENSION OF SERVICE

TABLE OF CONTENTS

<u>DESCRIPTION</u>	<u>SHEET</u>	
A. TEMPORARY SUSPENSION OF SERVICE ¹	1	(C)
B. VACATION GET AWAY SERVICE	2	

¹ This service offering is limited to all existing subscribers at their existing locations as of May 29, 2020.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 5

2nd Revised Sheet 1

TEMPORARY SUSPENSION OF SERVICE

A. TEMPORARY SUSPENSION OF SERVICE ¹

(C)

1. General

- a. Any subscriber service (home office or residence, flat, message or measured (Per Call) rate) may be temporarily suspended upon request.
- b. Temporary suspension of service rates apply only where all local and foreign exchange services and facilities provided to the same subscriber at the same location are temporarily suspended.
- c. Except as noted in a. below, temporary suspension of service rates apply only when the service is temporarily suspended for a period of one month or longer. When service is temporarily suspended for less than one-month full rates apply. Appropriate Non-Recurring Charges apply in either case.
- d. Temporary suspension of service rates are not offered during the first three months after service is established, nor for more than nine months in any twelve-month period.

2. Rates and Charges

a. Residence and Home Office

		Non-Recurring Charge		
		<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
(1) Local exchange service lines	50% of full rate	\$ 20.00	\$ 60.00	\$ 30.00
(2) Supplemental services and facilities	Full Rate			
(3) Per Call	Full Rate	\$ 20.00	\$ 60.00	\$ 30.00

¹ This service offering is limited to all existing subscribers at their existing locations as of May 29, 2020.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 5

1st Revised Sheet 2

TEMPORARY SUSPENSION OF SERVICE

B. VACATION GET AWAY SERVICE

1. General

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

2. Conditions

- a. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (C)
- b. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- c. Vacation Get Away Service will not be made available for periods of less than two (2) months.
- d. 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.
- e. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- f. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
- g. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
- h. Vacation Get Away Service will be available where technically feasible.
- i. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

3. Rates and Charges

Nonrecurring Charge

Vacation Get Away Service	\$39.99
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GENERAL EXCHANGE TARIFF

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LIFELINE TELEPHONE ASSISTANCE PROGRAM

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GENERAL EXCHANGE TARIFF

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Section 6

Original Sheet 1

LIFELINE TELEPHONE ASSISTANCE PROGRAM

A. GENERAL

The Lifeline Telephone Assistance Program provides for a reduction in the monthly rate for local exchange service as identified in Rates and Charges following, in accordance with Title 47 C.F.R. § Section 54.403, for eligible residence customers subject to the criteria below: An additional state reduction also applies as identified in Rates and Charge following.

1. Applies only for a single line for the principle residence of eligible households.

Household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.

2. Applicant's total household gross income does not exceed 135% of the current federally established poverty levels set forth for the number of persons in applicant's household or applicant is eligible for or receiving assistance from one of the programs noted in 2., following.
3. Applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years of age.

B. REGULATIONS

Applicant must be eligible for or receiving assistance from a low income assistance or energy assistance program administered by the Departments of Income Maintenance and Human Resources (the list of qualifying programs will be maintained by the Public Utilities Regulatory Authority) or one of the following:

Veterans Pension Benefit
Supplemental Nutrition Assistance Program (SNAP)
Veterans Survivors Pension Benefit
National School Lunch Program's free lunch program
Federal Public Housing Assistance/Section 8
Medicaid or Supplemental Security Income (SSI)

Applicants residing on tribal lands may also qualify if receiving benefits in one of the following programs:

Bureau of Indian Affairs general assistance
Trially administered Temporary Assistance for Needy Families
Head Start (must meet programs income qualifying standard), or the
Food Distribution Program on Indian Reservations

An applicant residing on tribal lands must sign under penalty of perjury that he/she resides on Tribal Lands, as defined in Title 47 C.F.R. § Section 54.400(e) and meets the income-based or program based eligibility criteria referenced above.

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Section 6

2nd Revised Sheet 2

LIFELINE TELEPHONE ASSISTANCE PROGRAM

B. REGULATIONS (Continued)

When applying for the program, an eligible applicant must complete a Telephone Company application to certify that he or she meets the requirements as specified in A., preceding. Customers will be required to re-certify annually.

In addition, the applicant must provide to the Telephone Company a certified card or letter of eligibility, which the appropriate agency has issued to show proof that they are eligible for or receiving assistance from one or more of the qualifying programs on the list maintained by the Department of Public Utility Control or as noted above for applicants residing on tribal lands.

Lifeline eligibility will be verified periodically. If, after verification, a subscriber is identified as being ineligible, the Lifeline credit will be discontinued.

C. RATES AND CHARGES

Non-Recurring Charges do not apply to change existing service to or from Lifeline service. For connection of new service, Non-Recurring Charges apply.

Qualified applicants who meet the eligibility criteria for the Connecticut Telephone Connection Assistance Program (CTCAP) ¹ (Tribal Link-Up) will receive reduced Non-Recurring Charges as specified in Section 3.

	<u>Broadband ²</u> <u>Reduction in</u> <u>Monthly Rate</u>	<u>Voice ³</u> <u>Reduction in</u> <u>Monthly Rate</u>	
Local Exchange Service reduction	\$9.25	\$5.25	(R)
State reduction	<u>\$1.17</u>	<u>\$1.17</u>	
Total monthly reduction	\$10.42	\$6.42	(R)

¹ CTCAP is the Company's implementation of the federal Link-Up program. As of April 1, 2012, Link-Up is no longer available except to subscribers residing on federally recognized Tribal lands in compliance with FCC Report and Order and Further Notice of Proposed Rulemaking released February 6, 2012, WC Docket No. 11-42, in the Matter of Lifeline and Link Up Reform and Modernization.

² Broadband = service that includes qualifying broadband service.

³ Voice = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 54.403 (a)(2).

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SERVICES FOR DISABLED PERSONS

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GENERAL EXCHANGE TARIFF

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Original Sheet 1

SERVICES FOR DISABLED PERSONS

A. PROVISION OF DISABLED SERVICES PRODUCTS - REGULATIONS

1. The items of equipment listed in this Section are products designed primarily to assist the physically handicapped and are used almost exclusively for that purpose. They are offered under outright sale and/or monthly payment plans and are not offered elsewhere in these Tariffs.
2. Selling prices and monthly rates do not include rates and charges for associated service or equipment such as installation, inside wiring, standard jacks, exchange service, etc. The rates and charges for associated service or equipment are separately provided in other parts of this Tariff. In addition, the selling prices and monthly rates do not include shipping, handling or other mailing charges.
3. Title and risk of loss or damage for purchased equipment passes to the customer upon delivery to the customer or the customer's agent or upon receipt of payment in full by the company. Delivery is performed by the Telephone Company when the equipment is: (1) picked up by the customer or the customer's agent from a location authorized by the Telephone Company; (2) deposited by the Telephone Company with the United States Postal Service or other appropriate carrier; or (3) the customer requests purchase in place. For the purposes of this Section, the time of delivery constitutes the time of sale.
4. After the customer takes title to equipment sold under this Tariff, Part VII, the Telephone Company will bear no liability for the repair or replacement of such equipment, except as herein provided. Equipment sold from inventory by the Telephone Company is warranted by the manufacturer, not by the Telephone Company, except as otherwise specified. Equipment sold in place is warranted by the Telephone Company. Repairs under the terms of a warranty or when charged for on a per occasion basis, are warranted by the manufacturer, not the Telephone Company except as herein provided. Warranties are included in their entirety in Appendices to this tariff appropriately marked to correspond to the equipment to which the warranty applies. Copies of these warranties are available for inspection at all locations where equipment is sold and will be given to customers with each purchase.
5. Equipment purchased from inventory may be returned for full refund of the purchase price within fifteen days from the date of the sale provided that it is undamaged and unused. The amount of such refunds or exchanges will be equal to the purchase price paid by the customer excluding any shipping, handling or other mailing charges. Equipment purchased in place may not be returned for refund or exchange.
6. Equipment under the monthly payment plan in this Section, remains the property of the Telephone Company and as such will be repaired and replaced by the Telephone Company.
7. Customers shall bring or mail equipment needing repair to designated Telephone Company locations during established working hours and normal working days and call for equipment at the same location when repairs are completed. If the customer so desires, repaired equipment will be shipped directly to a customer at the risk and expense of the customer unless otherwise stated in these tariffs.

GENERAL EXCHANGE TARIFF

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Original Sheet 2

SERVICES FOR DISABLED PERSONS

B. TERMINAL EQUIPMENT FOR DISABLED SUBSCRIBERS - TELETYPE EQUIPMENT

1. Travel Card

a. General

- (1) The Travel Card is a product that will help meet the needs of severely hearing and speech impaired customers. It combines a 56 key keyboard, a 48 character message display and 8K character memory to save and send messages. It allows the disabled customer to conduct written communication via the telephone network with anyone using a similar device.
- (2) The Travel Card comes with its own hard cover carrying case.
- (3) The Travel Card has acoustic couplers, which automatically adjust to accept a variety of hand set shapes.
- (4) The Travel Card is powered by either the AC recharger/adaptor or five (5) size AA nickel-cadmium rechargeable batteries, which are both provided with each unit.
- (5) An auto dialer, security protection, a real time clock and time/date stamping is provided with each unit.
- (6) The Travel Card is available through designated Telephone Company service centers. For customers who do not want to or are not able to come in and pick up the unit, the Telephone Company will ship the unit to the customer's premises at the customer's expense.

b. Rates and Charges

The Travel Card is available under three options for customers: sale from inventory, sale in place and monthly payment plan. Under both sale plans the customer assumes ownership of the unit and must pay per occasion for repair upon expiration of the appropriate warranty. Under the monthly payment plan the Telephone Company retains ownership of the unit and is responsible for repair. The following rates and charges are for the Travel Card only and are in addition to the rates and charges for the other services or equipment with which it may be associated. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service up to a maximum of 35% of the purchase price.

	<u>Sale Option¹</u>		<u>Monthly Payment Plan</u>
	<u>Purchase Price</u>	<u>Repair Price</u>	<u>Monthly Rate</u>
Travel Card	\$177.65	\$35.38	\$5.96

¹ Per Section 12-412 (38) of the General Statutes of Connecticut this equipment is exempt from application of the sales and use tax.

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SERVICES FOR DISABLED PERSONS

B. TERMINAL EQUIPMENT FOR DISABLED SUBSCRIBERS - TELETYPE EQUIPMENT (Continued)

1. Travel Card (Continued)

c. Warranty

Under the sale from inventory option the Travel Card is covered by a 12 month manufacturer's limited warranty as fully set forth below and under the sale in place option the Travel Card is covered by a thirty day warranty as set forth in Appendix B.

- (1) The Travel Card is warranted against manufacturing defects in material and workmanship for one year from the date of purchase. Within this period, Zicom Technologies Inc., will repair or replace the Travel Card without charge.

2. Portable Printer Plus/Memory Printer MP20D

a. General

- (1) The Portable Printer Plus/Memory Printer MP20D is a product that will help meet the needs of hearing and speech impaired customers. It combines a 48 key keyboard, a 24 character width printer, a 20 character message display and 2048 character memory to save and send messages. This unit also has an auto answer and remote message retrieval feature. It allows the disabled customer to conduct written communication via the telephone network with anyone using a similar device.
- (2) The Portable Printer Plus/Memory Printer MP20D can be connected acoustically with the handset of a standard phone or directly connected to a modular standard telephone jack.
- (3) The Portable Printer Plus/Memory Printer MP20D is AC powered but can also be powered with a rechargeable battery pack.
- (4) The Portable Printer Plus/Memory Printer MP20D is available through designated Telephone Company service centers. For customers who do not want to or are not able to come in and pick up the unit, the Telephone Company will ship the unit to the customer's premises at the customer's expense.

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SERVICES FOR DISABLED PERSONS

B. TERMINAL EQUIPMENT FOR DISABLED SUBSCRIBERS - TELETYPE EQUIPMENT (Continued)

2. Portable Printer Plus/Memory Printer MP20D (continued)

b. Rates and Charges

The Portable Printer Plus/Memory Printer MP20D is available under three payment options for customers: sale from inventory, sale in place and a monthly payment plan. Under both sale plans the customer assumes ownership of the unit and must pay per occasion for repair upon expiration of the appropriate warranty. Under the monthly payment plan the Telephone Company retains ownership of the unit and is responsible for repair. The following rates and charges are for the Portable Printer Plus/Memory Printer MP20D only and are in addition to the rates and charges for the other services or equipment with which it may be associated. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service up to a maximum of 35% of the purchase price.

	<u>Sale Option¹</u>		<u>Monthly Payment Plan</u>
	<u>Purchase Price</u>	<u>Repair Price</u>	<u>Monthly Rate</u>
Portable Printer Plus/ Memory Printer MP20D	\$458.08	\$102.01	\$23.58

c. Warranty

Under the sale from inventory option the Portable Printer Plus/Memory Printer MP20D is covered by a 12 month manufacturer's limited warranty as fully set forth below and under the sale in place option the Portable Printer Plus/Memory Printer is covered by a thirty day warranty as set forth in Appendix B.

- (1) The Krown Research Portable Printer Plus/Memory Printer MP20D shall be promptly repaired or replaced at the option of Krown Research free of charge if required due to any defective materials or workmanship within one year from the date of delivery.

¹ Per Public Act No. 80-98, this equipment is exempt from application of the sales tax.

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SERVICES FOR DISABLED PERSONS

B. TERMINAL EQUIPMENT FOR DISABLED SUBSCRIBERS - TELETYPE EQUIPMENT (Continued)

3. Printer E400

a. General

- (1) The Printer E400 is a product that will help meet the needs of severely hearing and speech impaired customers. This telecommunications device for the deaf (TDD) combines a 43 key keyboard, a 24 character width printer, a 20 character message display and 8000 character memory to save and send messages. This unit has 26 number telephone directories for automatic dialing and an auto answer feature, which automatically answers calls and stores messages. The Printer E400 has a special feature, the TDD Announcer, which provides a built-in voice that announces your call with a message until it is answered by another TDD. It allows the disabled customer to conduct written communication via the telephone network with anyone using a similar device.
- (2) The Printer E400 has a snap-on case cover and built-in carrying handles.
- (3) The Printer E400 can be connected acoustically with a standard or square handset or directly connected to the telephone line.
- (4) The Printer E400 is powered by either the AC recharger/adaptor or six (6) size AA nickel-cadmium rechargeable batteries, which are both provided with each unit.
- (5) The Printer E400 is available through designated Telephone Company service centers. For customers who do not want to, or are not able to come in and pick up the unit, the Telephone Company will ship the unit to the customer's premises.

b. Rates and Charges

The Printer E400 is available under three options for customers: sale from inventory, sale in place and monthly payment plan. Under both sale plans the customer assumes ownership of the unit and must pay per occasion for repair upon expiration of the appropriate warranty. Under the monthly payment plan the Telephone Company retains ownership of the unit and is responsible for repair. The following rates and charges are for the Printer E400 only and are in addition to the rates and charges for the other services or equipment with which it may be associated. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service up to a maximum of 35% of the purchase price.

	<u>Sale Option¹</u>		<u>Monthly Payment Plan</u>
	<u>Purchase Price</u>	<u>Repair Price</u>	<u>Monthly Rate</u>
Printer E400	\$399.81	\$91.60	\$17.24

c. Warranty

Under the sale from inventory option the Printer E400 is covered by a 12 month manufacturer's limited warranty as fully set forth in B.4.c. following. Under the sale in place option the Printer E400 is covered by a thirty day warranty as set forth in B.4.c and in Appendix B.

¹ Per Public Act No. 80-98, this equipment is exempt from application of the sales tax.

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SERVICES FOR DISABLED PERSONS

B. TERMINAL EQUIPMENT FOR DISABLED SUBSCRIBERS - TELETYPE EQUIPMENT (Continued)

4. Frontier Compact

a. General

- (1) The Frontier Compact is a product that will help meet the needs of severely hearing and speech impaired customers. This telecommunications device for the deaf (TDD) combines a 57 key keyboard, a 80 character 2-line message display and 8K character memory to save and send messages or store telephone numbers. The Frontier Compact has a special feature, the TDD Announcer, which provides a built-in voice that announces your call with a message until it is answered by another TDD. It allows the disabled customer to conduct written communication via the telephone network with anyone using a similar device.
- (2) The Frontier Compact comes with its own hard cover.
- (3) The Frontier Compact has acoustic couplers, which automatically adjust to accept a variety of handset shapes.
- (4) The Frontier Compact is powered by either the AC adapter or five (5) size AA nickel-cadmium batteries, which are both provided with each unit.
- (5) A built-in real time clock and date functions are standard with the Frontier Compact.
- (6) The Frontier Compact is available through designated Telephone Company service centers. For customers who do not want to, or are not able to come in and pick up the unit, the Telephone Company will ship the unit to the customer's premises.

b. Rates and Charges

The Frontier Compact is available under three options for customers: sale from inventory, sale in place and monthly payment plan. Under both sale plans the customer assumes ownership of the unit and must pay per occasion for repair upon expiration of the appropriate warranty. Under the monthly payment plan the Telephone Company retains ownership of the unit and is responsible for repair. The following rates and charges are for the Frontier Compact only and are in addition to the rates and charges for the other services or equipment with which it may be associated. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service up to a maximum of 35% of the purchase price.

	<u>Sale Option¹</u>		<u>Monthly Payment Plan</u>
	<u>Purchase Price</u>	<u>Repair Price</u>	<u>Monthly Rate</u>
Frontier Compact	\$243.71	\$91.24	\$12.59

¹ Per Section 12-412 (38) of the General Statutes of Connecticut this equipment is exempt from application of the sales and use tax.

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SERVICES FOR DISABLED PERSONS

B. TERMINAL EQUIPMENT FOR DISABLED SUBSCRIBERS - TELETYPE EQUIPMENT (Continued)

4. Frontier Compact (Continued)

c. Warranty

Under the sale from inventory option the Frontier Compact is covered by a 12 month manufacturer's limited warranty as fully set forth below. Under the sale in place option the Frontier Compact is covered by a thirty day warranty as set forth in Appendix B and the following:

- (1) The Frontier Compact is warranted against any and all defects in material, parts, and labor for a full one-year from the date of shipment.
- (2) The Printer E400 is warranted against any and all defects in material, parts, and labor for a full one-year from the date of shipment.
- (3) Weitbrecht Communications, will, at its option, repair or replace any unit, which proves defective in either materials or workmanship within the warranty period and is limited to the parts covered by the warranty.

E. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - SIGNALING DEVICES

1. Extension Bells, Gong and Neon Line Lamps

- a. Extension bells, gongs and neon line lamps must be located on the same premises as the telephone in connection with which they are installed. (For definition of "same premises" see Extension Stations section of this tariff).
- b. The omission of the bell at a station does not entitle the subscriber to an extension of signal without charge.
- c. The neon line lamp is a small separately mounted visual signal, which is activated directly by ringing current and is illuminated only during the ringing impulse.
- d. Extension bells, gongs and neon line lamps are furnished, installed and maintained at the following rates and charges. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service, up to a maximum of 50% of the purchase price.

	Purchase	<u>Sale Option¹</u>	
	<u>Price</u>	<u>Repair</u>	<u>Monthly</u>
		<u>Option</u>	<u>Rate</u>
Extension bells, each	\$33.27	\$13.99	\$1.61
Indoor extension gong (loud ringing bells), each	\$37.18	\$13.13	\$1.66
Neon ling lamps, each	\$65.13	\$13.52	\$1.70
Power Gongs, indoor (adjustable in volume upon request)	\$110.10	\$31.23	\$4.73

e. Warranty

Under the sale from inventory option, the above equipment is covered by the limited warranty as set forth in Appendix A.

¹ Per Public Act No. 80-98 this equipment is exempt from application of the sales tax.

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SERVICES FOR DISABLED PERSONS

C. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - SIGNALING DEVICES (Continued)

2. Super Signal System

a. General

The Super Signal System consists of electrically connected modules which control the operation of customer provided lamps to be used as a visual signal of incoming calls.

- (1) The Super Signal System is powered by a standard 110 Volt AC outlet, which is provided by the customer.
- (2) The Super Signal System is available through Telephone Company designated service centers. For customers who are unable or do not want to come in and pick up the unit, the Telephone Company will ship the unit to the subscriber's premises at the customer's expense.

b. Rates and Charges

The Super Signal System is available to customers under two options, outright sale, and monthly payment plan. Under the sale option the customer assumes ownership of the units and must pay per occasion for repair upon expiration of the manufacturer's warranty. Under the monthly payment option the Telephone Company retains ownership of the units and responsibility for providing repair. The following rates and charges are for the Super Signal System modules only, and are in addition to the rates and charges for other services or equipment with which it is located. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service, up to a maximum of 50% of the purchase price.

	<u>Sale Option¹</u>		<u>Monthly Payment Plan</u>
	<u>Purchase Price</u>	<u>Repair Option</u>	<u>Monthly Rate</u>
Super Signal System Phone Module	\$49.96	\$25.97	\$2.25
Super Signal System Lamp Module	\$22.95	\$14.28	\$1.10

c. Warranty

(1) Under the sale from inventory option the Super Signal System is covered by a 12 month manufacturer's warranty. Under the sale in place option the Super Signal System is covered by a thirty day warranty provided by the Telephone Company. Warranties are stated in full in Appendix B and as set forth below:

(a) The Super Signal System shall be promptly repaired or replaced at the option of © Ultratec, Inc. free of charge if required due to any defective materials or workmanship within one year from the date of delivery.

(2) CAUTION: Do not exceed the 300-WATT rating of the lamp module. Do not use the lamp module to control a fluorescent light, fan, appliance or a lamp fixture with a dimmer.

¹ Per Public Act Number 80-98 this equipment is exempt from application of the sales tax.

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SERVICES FOR DISABLED PERSONS

C. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - SIGNALING DEVICES (Continued)

3. Super Phone Ringer

a. General

The Super Phone Ringer is a portable modular device that indicates an incoming call with loud ringing through special frequency components. This customer installable ringer has adjustable dual tone modulation and a four position volume control. The Super Phone Ringer is designed to be used with modular phone jacks.

The Super Phone Ringer is available through Telephone Company service centers. For customers who are unable or do not want to come in to pick up the unit, the Telephone Company will ship the unit to the subscriber's premises, if the unit is prepaid.

b. Rates and Charges

The Super Phone Ringer is available to customers under the sale plan. The customer assumes ownership of the unit and must pay per occasion for repair upon expiration of the manufacturer's warranty. The following rates and charges are for the Super Phone Ringer only and are in addition to the rates and charges for other services or equipment with which it is associated.

	<u>Purchase Price</u>	<u>Repair Price</u>
Super Phone Ringer	\$44.64	\$26.09

c. Warranty

The Super Phone Ringer is covered by a 12 month manufacturer warranty against manufacturing defects in material and workmanship for one year from the date of purchase. Within this period, Ameriphone will repair or replace the Super Phone Ringer without charge.

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SERVICES FOR DISABLED PERSONS

D. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - AMPLIFYING EQUIPMENT

1. Amplified Handsets

a. General

Amplified handsets are arranged either to amplify conversation received at the telephone instrument or to amplify conversation transmitted from the telephone set.

(1) Amplified handsets are available for use at permanently connected or portable main auxiliary line, extension or private branch exchange stations.

(2) Station amplifying equipment is provided as an integral part of a telephone set.

b. Rates and Charges

The Amplified Handset for speech and hearing impaired subscribers is available under monthly lease and sale plans. The Single Payment option is offered and maintained for existing customers only. The following rates and charges are in addition to the rates and charges applicable to associated telephone service and equipment, and the applicable Non-Recurring Charges set forth in Section 3.

	Monthly Payment		Sale From	Sale Plan ¹	
	Plan	Plan		Purchase Price	Repair
	Monthly	One-Time	Inventory	Sale In	Price
	Rate	Charge		Place	Price
Amplified Handset	\$.95	\$ --	\$28.39	\$18.93	\$17.04

c. Warranty

Under the sale from inventory option the amplified handset is covered by a 12-month manufacturer's warranty as set forth in Appendix A. Under the sale in place option the handset is covered by a thirty day Telephone Company provided warranty as set forth in Appendix B.

2. Operator Set

a. Operator Set is a lightweight head telephone set, which rests on the ear and requires no headband. A voice switched amplifier provides transmit gain for background noise suppression.

b. Operator Set in beige is furnished, installed and maintained at the following rates and charges. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service, up to a maximum of 50% of the purchase price.

¹ Per Public Act No. 80-98 this equipment is exempt from application of the sales tax.

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SERVICES FOR DISABLED PERSONS

D. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - AMPLIFYING EQUIPMENT (Continued)

2. Operator Set (Continued)

b. Continued

	<u>Sale Option¹</u>		<u>Monthly Rate</u>
	<u>Purchase Price</u>	<u>Repair Option</u>	
Operator Set – Attendant Type	\$92.88	\$27.34	\$11.03

c. Warranty

Under the sale from inventory option, the above equipment is covered by the limited warranty as set forth in Appendix A.

3. Amplifying Equipment for Use with Operator's Set

a. Amplifying equipment is available for use by person with impaired hearing to amplify conversation received at an operator's set. Such amplifying equipment is provided as an external plug-in unit and is equipped with volume control.

b. Amplifying equipment for use with operator's set is furnished, installed and maintained at the following rate. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service, up to a maximum of 50% of the purchase price.

	<u>Sale Option¹</u>		<u>Monthly Rate</u>
	<u>Purchase Price</u>	<u>Repair Option</u>	
Amplifying equipment for impaired hearing for use with operator's set	\$74.28	\$32.30	\$1.66

c. Warranty

Under the sale from inventory option, the above equipment is covered by the limited warranty as set forth in Appendix D.

¹ Per Public Act No. 80-98 this equipment is exempt from application of the sales tax.

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SERVICES FOR DISABLED PERSONS

D. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - AMPLIFYING EQUIPMENT (Continued)

4. Jack-Equipped Feature For Certain Telephone Sets

- a. Jack-Equipped Feature for certain telephone sets is available to permit the use of certain telephone sets with either a normal handset or an operator's headset. This feature may not be compatible with all types of customer provided telephone sets.
- b. Jack-Equipped Feature for certain telephone sets is furnished, installed and maintained at the following rate. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service, up to a maximum of 50% of the purchase price.

	Sale Option ¹		Monthly Rate
	Purchase Price	Repair Option	
Jack Equipped Feature	\$49.05	\$42.02	\$5.35

c. Warranty

Under the sale from inventory option, the above equipment is covered by the limited warranty as set forth in Appendix A.

5. School-to-Home Service

- a. School-to-Home Service is designed to provide two-way communication between a school and the home of a confined student in order that the student may participate in classroom discussion and instruction.
- b. The system consists of a loudspeaker-microphone station in the classroom connected by a private line telephone channel to similar equipment in the home of the confined student. Transmission on the system is normally from school to home. Transmission from home to school is controlled by the student by means of a key in the home station.
- c. Both home and school stations are portable.
- d. When interexchange facilities are required to connect the stations in the system, special arrangements may be necessary, in which case additional charges based on the circumstances in case may apply.

¹ Per Public Act No. 80-98 this equipment is exempt from application of the sales tax.

GENERAL EXCHANGE TARIFF

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SERVICES FOR DISABLED PERSONS

D. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - AMPLIFYING EQUIPMENT (Continued)

5. School-to-Home Service (Continued)

- e. Loudspeaker for School-to-home service is furnished, installed and maintained at the following rates and charges. Sale in place is offered at the purchase price credited by the monthly rate times the number of months in service, up to a maximum of 50% of the purchase price.

	<u>Sale Option¹</u>		<u>Monthly Rate</u>
	<u>Purchase Price</u>	<u>Repair Option</u>	
School or Home location			
Loudspeaker-microphone station, portable	\$158.43	\$72.27	\$4.54
Channel between home and school stations			²

f. Warranty

Under the sale from inventory option, the above equipment is covered by the limited warranty as set forth in Appendix A.

¹ Per Public Act No. 80-98 this equipment is exempt from application of the sales tax.

² Rates and charges for channels for telephone private line service set forth in the Product Guide, Section 17, Voice Grade Channels, apply.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 7

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SERVICES FOR DISABLED PERSONS

D. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - AMPLIFYING EQUIPMENT (Continued)

6. Auxiliary Amplifier

a. General

The Auxiliary Amplifier is designed to increase the incoming call voice volume. This unit attaches directly to the handset cord and has a ten level adjustable volume control. This unit is powered by 9 volt battery which is not included.

This Auxiliary Amplifier is not compatible with Trimline telephones or telephones with electronics in the handset.

The Auxiliary Amplifier is available through designated Telephone Company service centers. For customers who are unable or do not want to come in to pick up the unit, the Telephone Company will ship the unit to the subscriber's premises.

b. Rates and Charges

The Auxiliary Amplifier is available to customers under the sale plan. The customer assumes ownership of the unit and must pay per occasion for repair upon expiration of the manufacturer's warranty. The following rates and charges are for the Auxiliary Amplifier only and are in addition to the rates and charges for other services or equipment with which it is associated.

	<u>Purchase Price</u>	<u>Repair Price</u>
Auxiliary Amplifier	\$25.35	\$23.52

c. Warranty

The Portable Amplifier III is covered by a 90 day manufacturer warranty against manufacturing defects in material and workmanship for 90 days from the date of purchase. Within this period, Frontier will repair or replace the unit without charge.

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The Southern New England Telephone Company
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Section 7

Original Sheet 15

SERVICES FOR DISABLED PERSONS

D. SUPPLEMENTARY DISABLED SERVICES PRODUCTS - AMPLIFYING EQUIPMENT (Continued)

7. Portable Amplifier III

a. General

The Portable Amplifier III provides the ability to significantly amplify the incoming portion of telephone conversations. This unit has an adjustable volume control, which amplifies incoming voice up to 10 times. The enhanced volume/tone control automatically compensates for the common high frequency lost by boosting the higher frequency sounds. It fits easily on most handsets and is compatible with inductively coupled hearing aids. This pocket size unit comes with its own carrying case, AAA battery and extra rubber strap.

The Portable Amplifier III is available through designated Telephone Company service centers. For customers who are unable or do not want to come in to pick up the unit, the Telephone Company will ship the unit to the subscriber's premises.

b. Rates and Charges

The Portable Amplifier III is available to customers under the sale plan. The customer assumes ownership of the unit and must pay per occasion for repair upon expiration of the manufacturer's warranty. The following rates and charges are for the Portable Amplifier III only and are in addition to the rates and charges for other services or equipment with which it is associated.

	<u>Purchase Price</u>	<u>Repair Price</u>
Portable Amplifier III	\$27.85	\$22.80

c. Warranty

The Portable Amplifier III is covered by a 90 day manufacturer warranty against manufacturing defects in material and workmanship for 90 days from the date of purchase. Within this period, Frontier will repair or replace the unit without charge.

GENERAL EXCHANGE TARIFF

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SERVICES FOR DISABLED PERSONS

E. LIMITED WARRANTY – SERVICES FOR DISABLED PERSONS TARIFF

The limited warranty is applicable to the amplified handsets, amplifying equipment for operator headset, extension bell, extension gong, power gong, neon line lamp, homebound student Operator Set headset and jacked-equipped telephone set.

WHAT THE WARRANTY COVERS AND FOR HOW LONG?

If this reconditioned telephone equipment does not work or if there is a defect in it, return it within 12 months of the date of purchase, and the Company will fix it, or at the Company's option, replace it at no charge to you. Repair or replacement is all the Company will do.

WHAT THE WARRANTY DOES NOT COVER:

1. This warranty does not cover defects and malfunctions resulting from accidents, alterations, failure to follow instructions, misuse, fire, flood and acts of God.
2. The Company does not warrant that this telephone equipment will work with the equipment of any particular Telephone Company or with party line, key or PBX service.

WHAT THE COMPANY WILL NOT DO:

1. The Company will not pay mailing costs.
2. Neither the manufacturer nor the Company which sold the telephone equipment will pay for loss of time, inconvenience, loss of use of the telephone equipment or any other incidental damages.
3. Neither the manufacturer nor the Company which sold the telephone equipment will pay for property damage or personal injury caused by this telephone equipment or its failure to work or by failure of telephone service at or through this telephone equipment or any other consequential damages. This will not apply to personal injury, which is directly caused by this telephone equipment, or its components, if you use this telephone equipment mainly for personal, household or family purposes.
4. Neither the manufacturer nor the Company, which sold the telephone equipment, will be responsible for any implied warranties including those of fitness for a particular purpose and merchantability for more than twelve months from the date of purchase.
5. This warranty sets forth all the responsibilities of the manufacturer and the Company regarding this telephone equipment. This warranty is the only one on your telephone equipment, and there are no other express warranties from the manufacturer. There are no other express warranties from the Company.

WHAT THE CUSTOMER MUST DO:

For warranty service, return your telephone equipment within 12 months of the date of purchase to a location designated by the Company. For information on warranty service, call your Company's Business Office, collect. If you send your telephone equipment, you must pay for all mailing costs. When you return your telephone equipment for warranty service, you must show proof of the date of purchase.

OTHER CONDITIONS:

If the Company fixes your telephone equipment, the Company may use reconditioned replacement parts or materials. If the Company chooses to replace your telephone equipment, the Company may replace it with a reconditioned one of an equivalent type.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 7

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SERVICES FOR DISABLED PERSONS

F. LIMITED WARRANTY – SERVICES FOR DISABLED PERSONS TARIFF

WHAT THE WARRANTY COVERS AND FOR HOW LONG:

If this telephone equipment does not work return it within 30 days of the date of purchase, and the Company will fix it, or at the Company's option, replace it at no charge. Repair or replacement is all the Company will do.

WHAT THE WARRANTY DOES NOT COVER:

1. This warranty does not cover defects or malfunctions resulting from accidents, alterations, failure to follow instructions, misuse, fire, flood and acts of God.
2. The Company does not warrant that this telephone equipment will work with the equipment of any particular telephone company or with party line, key or PBX service.
3. The Company does not warrant the cords, as applicable, used with telephone equipment purchased in place.
4. This warranty does not include the internal fuse of the Master Ring Indicator. CAUTION: Be certain unit is unplugged before checking fuse.
5. This warranty does not include the speaker microphone or the battery charger of the Mini Phone II.

WHAT THE COMPANY WILL NOT DO:

1. The Company will not pay mailing costs.
2. Neither the manufacturer nor the Company which sold the telephone equipment will pay for loss of time, inconvenience, loss of use of the telephone equipment or any other incidental damages.
3. Neither the manufacturer nor the Company which sold the telephone equipment will pay for property damage or personal injury caused by this telephone equipment or its failure to work or by failure of telephone service at or through this telephone equipment or any other consequential damages. This will not apply to personal injury, which is directly caused by this telephone equipment, or its components, if you use this telephone equipment mainly for personal, household or family purposes.
4. Neither the manufacturer nor the Company, which sold the telephone equipment, will be responsible for any implied warranties including those of fitness for a particular purpose and merchantability for more than thirty (30) days from the date of purchase.
5. This warranty sets forth all the responsibilities of the manufacturer and the Company regarding this telephone equipment. This warranty is the only one on telephone equipment, and there are no other express warranties from the manufacturer. There are no other express warranties from the Company.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 7

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SERVICES FOR DISABLED PERSONS

F. LIMITED WARRANTY – SERVICES FOR DISABLED PERSONS TARIFF (Continued)

WHAT THE CUSTOMER MUST DO:

For warranty service, return your telephone equipment within thirty (30) days of the date of purchase to a location designated by the Company. For information on warranty service, call the Company's Business Office, collect. If you send your telephone equipment, you must pay for all mailing costs. When you return the telephone equipment for warranty service, you must show proof of the date of purchase.

OTHER CONDITIONS:

If the Company fixes your telephone equipment, the Company may use reconditioned replacement parts or materials. If the Company chooses to replace your telephone equipment, the Company may replace it with a reconditioned one of an equivalent type.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 8

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FRONTIER EMERGENCY CONNECT SERVICE FOR LOW INCOME VETERANS

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GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 8

Original Sheet 1

FRONTIER EMERGENCY CONNECT SERVICE FOR LOW INCOME VETERANS

A. GENERAL

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.

B. REGULATIONS

1. This service is available where technically feasible and subject to availability of existing facilities.
2. All attempted inbound calls will receive a recording saying the number is not in service.
3. Customers will not be given a telephone number of the service and no directory listing services will be available.
4. 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.
5. The call origination telephone number (All information) going to the 911 center will indicate NO CALL BACK allowed.
6. Applicable Non-Recurring charges are waived.
7. 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 (INCIDENTAL, 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).
8. h. This service is limited to United States military veterans that meet the eligibility requirements for lifeline service in the State of Connecticut.

C. RATES AND CHARGES

	<u>Monthly Rate</u>
Frontier Emergency Connect Service for Low Income Veterans	\$0.00

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 9

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CONNECTICUT SERVICE FUND SURCHARGE

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GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 9

Original Sheet 1

CONNECTICUT SERVICE FUND SURCHARGE

A. GENERAL

1. The Connecticut Service Fund Surcharge is a monthly rate that recovers the Company's costs of the Lifeline and Telecommunications Relay Service (TRS) programs.
2. This rate applies on a monthly basis to the following exchange services:

- Business Flat Rate Service
- Business Per Call Service
- Business Message Rate Service
- Residence Flat Rate Service
- Residence Per Call Service
- Residence Message Rate Service
- Home Office Flat Rate Service
- Home Office Per Call Service
- Semi-Public Service
- Interexchange Carrier Coinless Telephone Service
- Automatic Announcement Service
- Residence PBX Trunks
- Business PBX Trunks
- Centralink 3100 Network Access Paths
- Multilink Member Station Line

B. RATES AND CHARGES

1. The following rate will be revised annually.

	<u>Monthly Rate</u>
Per Line or Trunk	\$0.05

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 10

Original Table of Contents Sheet 1

DIRECTORY SERVICES

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Section 10

Original Sheet 1

DIRECTORY SERVICES

DIRECTORY LISTINGS

A. GENERAL

1. The rates and regulations for directory listings in this section apply only to that part of the telephone directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling persons of the telephone numbers of subscribers and those entitled to use subscribers' service. In recognition of this purpose, The Telephone Company will not knowingly accept or permit the continued appearance in any directory of a fictitious or contrived name; the provision of any form of listing which in the judgment of the Telephone Company does not facilitate directory service or is unnecessary for purposes of identification is not contemplated. Special arrangement of names designed to secure a preferential position in the alphabetical list, or listings which otherwise are objectionable, are not acceptable.
3. Listings must conform to the Telephone Company's specifications for its directories.
4. The Telephone Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations, when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired thereby.

B. TEXT, FORM AND ORDER OF LISTINGS

1. Regular directory listings consist of the listed name, the address and the telephone number, and are entered in the directory in alphabetical order.
2. At a customer's request, some or all of the address portion of a listing, may be omitted. In such cases Directory Assistance records may not contain information needed to provide the customer's telephone number.
3. A dual name listing is permitted as a regular directory listing for a residential service. A dual name listing is defined as a listing which contains the first and middle names or initials (or a combination of first and middle names and initials) of two persons who have the same surname and reside at the same address and are served by the same telephone number, or a listing which contains the first and middle names or initials (or a combination of first and middle names or initials) of the given name and married name of an individual with the same surname; e.g. "Smith, John & Mary" or "Smith, Mary L. & John E." or "Smith, J. E. & M. L." or "Smith, John Mrs., (Mary)".

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Section 10
Original Sheet 2

DIRECTORY SERVICES

DIRECTORY LISTINGS (Continued)

B. TEXT, FORM AND ORDER OF LISTINGS (Continued)

4. Sub-listings are listings similar in form to regular listings but entered, inset from the margin, under other listings to which they are related. Where the name, if included in a sub-listing, would be repetitive it is omitted. The address is omitted from a sub-listing where unnecessary for directive purposes. Sub-listings ordinarily are additional listings of names, which appear elsewhere in the directory in alphabetical order. Sub-listings of names, which do not appear elsewhere in alphabetical order, are permitted only in the following cases:
 - (a) The surname of the sub-listed party is the same as the index name in the listing under which it is to be indented (or the same except for the possessive form).
 - (b) The name, if included in the sub-listing, would be a repetition of the name in the listing under which it is to be indented.
 - (c) The sub-listing is to be an alternate listing.
(The alternate listing of residence service sub-listed under a business listing is permitted only on an additional listing basis)
 - (d) The sub-listing is to be a foreign listing.
5. Reference listings, alternate listings and foreign listings are listings modified in form to meet special requirements. Descriptions of these specialized listings are given hereinafter.
6. Listings are omitted from the directory upon the request of the subscriber. Regulations and rates pertaining to the omission of regular directory listings are set forth in J. and K. following.

Where listings of announcement facilities are omitted, upon request of the sub-scriber, from the directory, such listings will not be omitted from Telephone Company information service records. Also, the Telephone Company will reveal, on request and to the extent the information is available from its records, the name and address of the individual responsible for service to which announcement facilities have been connected physically, acoustically or otherwise.

C. PRIMARY LISTINGS

1. One listing without charge, termed the primary listing, is provided for each separate subscriber service and semi-public service and for each joint user.
2. In connection with residence service, if a dual listing is requested by the subscriber as the primary listing, only one dual listing will be provided without charge. Any additional combinations of names meeting the definition of a dual listing requested by the subscriber shall be considered additional listings.
3. The address included in the primary listing must be that at which the service is located except that some other appropriate address may be used when in the opinion of the Telephone Company it appears necessary as an aid in the identification of the subscriber.

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Section 10

4th Revised Sheet 3

DIRECTORY SERVICES

DIRECTORY LISTINGS (Continued)

D. ADDITIONAL LISTINGS

The term "additional listing" is a general one and denotes any listing, regard-less of form, in addition to the primary listing.

E. REGULAR ADDITIONAL LISTINGS

1. GENERAL

- (a) Only such listings are allowed as, in the opinion of the Telephone Company, serve a useful directive purpose.
- (b) Ordinarily all additional listings of a service must be of the same address as the primary listing. Exceptions to this rule are made only as provided below.
 - (1) The listing of the address of a private branch exchange or Centrex station installed on premises of the subscriber but at an address different from that given in the primary listing is permitted where, in the opinion of the Telephone Company, it appears necessary as an aid to the use of the directory. Such a listing of an extension station also is permitted, provided the extension is on the same premises as the main station. No listings of off-premises extension stations are permitted.
 - (2) Where a subscriber's business and residence are on the same premises under different addresses, residence additional listings of the business service may show the proper residence address.

2. RATES AND CHARGES FOR REGULAR ADDITIONAL LISTING

- (a) The following monthly rates apply to each regular additional listing below.

	<u>Monthly Rate</u>	
Regular Residence and Home Office Additional Listings, each, per month	\$5.50	(l)

- (b) The above monthly rates apply from the day the information records are posted. Information records are posted, according to the desire of the subscriber, on the date the directory containing the listing becomes effective or any date prior thereto.

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The Southern New England Telephone Company
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DIRECTORY SERVICES

DIRECTORY LISTINGS (Continued)

F. SUB-LISTINGS - ADDITIONAL

1. Those sub-listings which are additional listings are provided at the same rates and charges and under the same regulations as apply to regular additional listings except that the text and form of the listing may be modified by the omission of the name, where repetitive, or by the omission of the address where unnecessary for directive purposes.
2. Sub-listings of residence service under a foreign listing of business service are permitted where the foreign listing is of the same individual name as the residence listing. Where the foreign business listing is of a different name, a residence sub-listing is permissible only:
 - (1) where it follows a sub-listing of a local business telephone number at which the subscriber normally would be called during business hours or
 - (2) where it follows a special note limiting its use to periods outside of business hours.

G. REFERENCE LISTINGS

1. Reference listings are for use in connection with names which are spelled in more than one way, rearrangements of names, changes in firm names, new companies superseding old, abbreviated firm names or nicknames, or names of government departments or agencies whose complete listings appear elsewhere in the alphabetical list of the complete group of listings.
2. Reference listings are permitted where in the opinion of the Telephone Company their use will facilitate the use of the directory.
3. The regular additional listing rates and charges apply to each reference listing, unless provided in place of a regular additional listing to which the subscriber is entitled at no monthly rate. Record Charges as set forth in Section 3, apply subject to the circumstances stated in E.3.(f) preceding.

No rate or charge applies to reference listings in connection with service furnished Federal, State, County or Municipal governments.

H. ALTERNATE LISTINGS

1. Alternate listings, i.e., listings which refer calling parties to an alternate telephone number either outside of business hours or in case no answer is received at the first listed telephone number, are permitted for subscribers to all classes of service.
2. The alternate number may be the number of other residence service of the same subscriber; the number of service of another subscriber with whom the applicant for the alternate listing has made suitable arrangements; or, in connection with private branch exchange service, the number of a special listing terminal or of a trunk not in sequence with the index number.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 10

3rd Revised Sheet 5

DIRECTORY SERVICES

DIRECTORY LISTINGS (Continued)

H. ALTERNATE LISTINGS (Continued)

- 3. The regular additional listing rate and charge applies to each alternate listing, except as follows:
 - (a) If the alternate listing is the primary listing of the station in question, no rate or charge applies. (The alternate listing of residence service sub-listed under a business listing is permitted only on an additional listing basis.)
 - (b) If the alternate number is that of a special listing terminal or of a private branch exchange trunk not in sequence with the index number or of a code or divided ringing extension, the alternate listing may be provided in place of a regular additional listing to which the sub-scriber is entitled at no monthly rate. Record charges as set forth in Section 3, apply subject to the circumstances stated in E. 3.(f) preceding.
- 4. Where the alternate listing requirement is met by the use of a special note employed as a sub-heading with one or more sub-listings thereunder, a monthly rate equivalent to that for a regular additional listing applies.

I. FOREIGN LISTINGS

- 1. A foreign listing is a listing entered in the alphabetical list of an exchange other than that in which the listed service is furnished. Except where the foreign listing is to appear in the form of an alternate listing, a foreign listing is furnished only where a listing of the same name and telephone number is to appear in the normal directory.
- 2. Except as provided below the regular additional listing rate applies to each foreign listing entered in an alphabetical list of an exchange of this Company. Foreign listings are permitted without charge only in the following cases:
 - (a) Where a residence subscriber retains service throughout the year without temporary disconnection in a residence in each of two different exchanges, a foreign listing of the telephone in the other exchange may be provided without charge as a sub-listing in either or in each of the alphabetical lists concerned.
 - (b) Where a subscriber is served by an exchange other than the exchange which serves the principal part of the town¹ in which the subscriber is located, in addition to a listing in the directory of the normal exchange, a foreign listing in the directory of the exchange serving the principal part of the town is provided without additional charge.

3. RATES AND CHARGES

<u>Residence and Home Office</u>	<u>Monthly Rate</u>
Foreign Listings	\$5.25

(I)

¹ For these purposes, the principal part of town is that part where the town or city hall is located.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 10

3rd Revised Sheet 6

DIRECTORY SERVICES

DIRECTORY LISTINGS (Continued)

J. NON-PUBLISHED SERVICE

1. GENERAL

The telephone numbers of non-published services are not listed in either the Telephone Company's directories or directory assistance records available to the general public.

2. REGULATIONS

- a. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscribers' request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- b. The Telephone Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer or others for damages associated with publishing the telephone number of non-published service in the directory or disclosing said number to any person, the Telephone Company's liability, if any, shall not exceed the monthly charges which the Telephone Company may have made for such unpublished service for the period during which the service was affected.
- c. The subscriber indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published service or the disclosing of said number to any person.

3. RATES AND CHARGES

- a. Non-published service is furnished at the following rate which applies in addition to all other rates and charges applicable to the associated telephone service, except as provided in b. below.

<u>Residence and Home Office</u>	<u>Monthly Rate</u>
Non-published service	\$7.00

(I)

- b. The monthly rate for non-published service set forth above is not applicable in the following cases.
 - (1) When there is other service listed for the same subscriber's name in the directory of the same exchange.
 - (2) In connection with foreign exchange service, mobile telephone service, special reversed charge toll service and service involving data terminals where there is no voice use contemplated.
 - (3) When a foreign listing customarily provided without charge under the provisions set forth in I.2.(b) preceding is requested by a subscriber to be omitted.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 10

4th Revised Sheet 7

DIRECTORY SERVICES

K. NON-LISTED SERVICE

1. GENERAL

The telephone numbers of non-listed services are not listed in the Telephone Company's directories but are included in directory assistance records available to the general public.

2. REGULATIONS

The regulations set forth in J.2.b. and c. preceding for non-published service also apply to non-listed service.

3. RATES AND CHARGES

Subject to the exceptions set forth in J.3.b. preceding for non-published service, a monthly rate applies for non-listed service.

Residence and Home Office

Monthly Rate

Non-listed Service

\$6.50

(l)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 10
Original Sheet 8

DIRECTORY SERVICES

L. DIRECTORY ASSISTANCE SERVICE

1. DEFINITION

Directory Assistance Service provides the calling party with telephone number listing information. A customer may provide a name and locality to the directory assistance operator and request the associated listed telephone number or a customer may provide a Connecticut telephone number to the directory assistance operator and request the associated listing information. Directory Assistance Listing Information provided is from Telephone Company's Directory Assistance records and other companies. Information pertaining to non-published telephone numbers is located in Section 10 and is not available from Directory Assistance Service.

2. GENERAL

- a. The regulations and charges set forth herein apply to calls placed to Directory Assistance Service from within the State of Connecticut and handled exclusively by The Southern New England Telephone Company. These regulations and charges are in addition to the regulations, rates and charges of The Telephone Company found elsewhere in these tariffs.
- b. The Telephone Company shall not be liable for damages arising from mistakes, errors, omissions, interruptions, delays or defects occurring in the course of, or as a result of, furnishing Directory Assistance Service, whether due to the negligence of the Telephone Company or otherwise.
- c. One listing will be provided per call to Directory Assistance. A single request consists of any or all information relative to one (1) telephone listing, i.e. telephone number, name, address, and/or zip code.
- d. A call to Directory Assistance is considered complete and will be billed when the directory assistance operator is reached, whether or not the number requested is obtained.
- e. Where a customer bills the Directory Assistance call to a third number or requests operator assistance to place a call to Directory Assistance, the appropriate surcharge (shown in Section 18) will apply in addition to the Directory Assistance charge. A call placed in this way will not be included in the monthly Directory Assistance allowance.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 10

1st Revised Sheet 9

DIRECTORY SERVICES

L. DIRECTORY ASSISTANCE SERVICE (Continued)

3. EXEMPTIONS

a. Directory Assistance Service charges will not apply to calls originating from the following:

- (1) The principal residence service account where a disabled person presently and normally resides. The person must be certified as being unable to use the telephone directory due to a visual or motor impairment, or as being unable to read. The Company will also consider, on a case-by-case basis, persons who have been certified as having a significant mentally related health impairment;
- (2) A Home Office account, which is solely owned and operated by a disabled person who is certified as being unable to use the telephone directory due to a visual or motor impairment.

b. Disabled persons may obtain certification of eligibility for Exemption From Directory Assistance Charges forms from the Company. The form must be signed by a competent authority including a doctor of medicine, and ophthalmologist, optometrist, registered nurse, therapist or a staff member of a hospital, institution or public agency, who will verify the physical disability and qualification for exemption status. A qualified person to certify illiteracy includes teachers, social workers, or professional staff of literacy agencies, social service agencies or community service centers (including literacy volunteers). The certification of disability is subject to any reasonable verification by the Company of eligibility.

c. Calls placed to Directory Assistance Service by a certified disabled person will be exempt only up to a 100 call limit. Calls placed over this limit will incur the normal Directory Assistance charge. Operator surcharges associated with Directory Assistance calls will not apply to exempt disabled accounts.

4. RATES AND CHARGES

The rates shown below are in addition to all rates and charges applicable for service with which Directory Assistance Service may be furnished.

<u>Residence and Home Office</u>	<u>Pay Per</u> <u>Use</u>	
Completed directly dialed Directory Assistance call, each	*	(C)

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

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 10

Original Sheet 10

DIRECTORY SERVICES

M. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

1. DEFINITION

Directory Assistance Call Completion (DACC) provides a customer calling Directory Assistance with the option of having the call to the requested intrastate number completed. DACC Service is furnished only where facilities are available.

2. REGULATIONS

- a. The regulations and charges set forth herein apply to calls placed to Directory Assistance from within the State of Connecticut and handled exclusively by The Southern New England Telephone Company. Calls will not be completed to the Greenwich/Byram exchange. These regulations and charges are in addition to the regulations, rates and charges of the Telephone Company found elsewhere in these tariffs.
- b. The Telephone Company shall not be liable for damages arising from mistakes, errors, omissions, interruptions, delays or defects occurring in the course of, or as a result of, furnishing Directory Assistance Call Completion service, whether due to the negligence of the Telephone Company or otherwise.
- c. A maximum of two (2) Directory Assistance listings are available to Directory Assistance Call Completion customers. However, call completion can only be provided to one number.
- d. The DACC charge will only apply to completed calls.
- e. When such calls are made via the non-automated platform and technical capabilities exist, customers may request Collect, Bill to Third, or Person-to-Person alternative billing options. The surcharge associated with the option requested will apply in addition to the Directory Assistance and DACC charges. Calls completed to a number outside the local calling area (Per Call charges apply), will also incur applicable message toll rates.
- f. The Directory Assistance charge will apply, if over the allowance, in addition to the DACC charge.
- g. DACC calls will not be completed to non-published numbers, 700 or 900 prefixes, 252, 660, 936, 941, 942, or 976 NXXs, mobile phones, Enterprise or FAX numbers.
- h. There are no call allowances for DACC, however, appropriate allowances for the Directory Assistance charge, as stated in Section 10, shall apply.
- i. DACC can only be accessed through touch tone telephones.
- j. Toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the DA serving location.
- k. Where DACC is available to cellular customers, payment options may be limited to alternately billing.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 10
1st Revised Sheet 11

DIRECTORY SERVICES

M. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (Continued)

3. RATES AND CHARGES

The rate shown below is in addition to all rates and charges applicable for service with which Directory Assistance Call Completion may be furnished.

<u>Residence and Home Office</u>	<u>Pay Per</u> <u>Use</u>	
Call completed by DACC, each	*	(C)

4. BLOCKING

- a. For non-Centrex customers, a Record Order charge as found in Section 3 will apply to each billing number or TLI upon which a block is placed.
- b. A customer who requests DACC blocking must provide the Company with the telephone number of each line requested to be blocked.

5. EXEMPTIONS

The DACC surcharge will not apply for calls placed by certified disabled persons, as defined in L.3.b. Exemptions preceding whose physical or visual disabilities prevent them from dialing the call themselves. All other applicable charges will apply.

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

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Section 11

1st Revised Table of Contents Sheet 1

OPERATOR SERVICES

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B. LIVE OPERATOR FEE	1	(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 11

2nd Revised Sheet 1

OPERATOR SERVICES

A. OPERATOR ASSISTED LOCAL CALLS SUBJECT TO SURCHARGES

Operator assisted Local telephone calls are subject to surcharges at the amounts specified for operator-assisted message toll telephone calls in Section 18. The application of these surcharges is as specified in Section 18.

B. LIVE OPERATOR FEE

1. GENERAL

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

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- Customer is requesting a call to an emergency service.
- Call cannot be made by the automated system.

2. 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)

GENERAL EXCHANGE TARIFF

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Section 12

1st Revised Table of Contents Sheet 1

CUSTOM CALLING SERVICES

TABLE OF CONTENTS

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C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS)	5	(T)
D. STAR RING SERVICE	15	
E. RESERVED FOR FUTURE USE	17	(T)
F. RESERVED FOR FUTURE USE	18	(T)
G. CUSTOM CALLING PACKAGES	20	
H. OUTGOING CALL CONTROL (OCC)	22	
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(D)

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The Southern New England Telephone Company
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Section 12

1st Revised Sheet 1

CUSTOM CALLING SERVICES

A. CUSTOM CALLING FEATURES

(T)

1. GENERAL

- a. Custom Calling Services are furnished to enable the subscriber to enhance their basic telephone service. The facilities and equipment for these services are in the central office and service is furnished subject to the availability of these facilities.
- b. Upon three (3) days' notice to the DPUC, the Company may periodically offer promotional campaigns.
- c. With respect to the rate elements having minimum and maximum rates, the Company shall not charge any rate other than the one listed as "current" until the Company has notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in that rate.
- d. The Non-Recurring Charges, specified in Section 3, provide for new installation of telephone service. When Custom Calling Service(s) are installed coincident with new service, the Service Establishment Charge also does not apply when subscribers require a telephone number change to obtain a Custom Calling Service.
- e. Only one Service Establishment Charge per line applies for all Custom Calling Service(s) ordered at the same time.

2. DESCRIPTION OF SERVICE

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

(M)

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.

(M)(T)

(M) Call Forward relocated from Sheet 18 and 19.

(N)

(M) Call Waiting relocated to Sheet 2.

(N)

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Section 12

5th Revised Sheet 2

CUSTOM CALLING SERVICES

A. CUSTOM CALLING FEATURES (Continued)

2. DESCRIPTION OF SERVICE (Continued)

e. Call Waiting/Cancel Call Waiting

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

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

f. 3 Way Calling

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. 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.

3. RATES AND CHARGES

a. Residence and Home Office - All Service Areas, each service, per line equipped

	<u>Monthly Rate</u>	<u>Per Activation</u>	<u>Service Establishment Charge</u>
Basic Call Forward	\$9.00		\$5.00
Call Forward Busy	\$8.00		\$5.00
Call Forward Busy/No Answer	\$8.00		\$5.00
Call Forward No Answer	\$7.50		\$5.00
Call Waiting/Cancel Call Waiting	\$10.75		\$5.00
3 Way Calling	\$9.75	\$3.50 ¹	\$5.00
Speed Call 8 ²	\$7.00		\$5.00

(l)
|
(l)

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 grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

GENERAL EXCHANGE TARIFF

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Section 12

1st Revised Sheet 3

CUSTOM CALLING SERVICES

B. CUSTOM CALLING FEATURES PACKAGED SERVICE (T)

1. GENERAL

a. Custom Calling Features Packaged Service is a packaged arrangement of the following four custom calling features. These features are also available individually: (T)

- Call Waiting/Cancel Call Waiting (T)
- Basic Call Forward
- 3 Way Calling
- Speed Call 8¹ (T)

2. AVAILABILITY OF SERVICE

a. Custom Calling Features Packaged Service, or any of the individual features, in addition to the provisions set forth in a. and b. below, is furnished only from central offices equipped to provide the service. (T)

b. Custom Calling Features Packaged Service, or any of the individual features, is available with Expanded Area Service, Per Call Service or message rate residence service where facilities permit. (T)

c. Residence customers may subscribe to 30 number speed calling at the appropriate business rate as an individual feature.

3. RATES AND CHARGES

Custom Calling Features Packaged Service, or any of the individual features, is furnished, installed and maintained at the following rates, which apply in addition to regular rates and charges applicable to the associated telephone service. (T)

<u>Residence</u>	<u>Monthly Rate</u>	<u>Service Establishment Charge</u>	(T)
Custom Calling Features Packaged Service, each access line equipped	\$16.00	\$5.00	(T)

The following individual features of Custom Calling Features Packaged Service are furnished, installed and maintained at the rates and charges listed below which apply per line equipped in addition to regular rates and charges applicable to the associated telephone service. (D)
(D)
(T)

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

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Section 12

1st Revised Sheet 4

CUSTOM CALLING SERVICES

B. CUSTOM CALLING FEATURES PACKAGED SERVICE (Continued) (T)

4. APPLICATION OF CHARGES

a. The Service Establishment charges as specified in B.3., preceding provide for the change of Touch Tone lines to Custom Calling Features Packaged Service lines or lines equipped with individual features. (T)

Only one CLASS or Custom Calling Features Packaged Service single or first service feature applies per line. (T)

As specified on the following, when Caller Identification or Caller ID with Name is ordered in conjunction with any of the above features it will always be considered the first feature. (T)

(D)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

1st Revised Sheet 5

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (T)

1. GENERAL

CLASS Services are the following set of call management services or features that manage incoming and outgoing calls based on customer directions to the network: (T)

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)

(M) Priority Call Forward and Call Trace relocated to Sheet 6. Selective Call Forward and Selective Call Rejection relocated to Sheet 9. (D)
(N)
(N)

GENERAL EXCHANGE TARIFF

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Section 12

1st Revised Sheet 6

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

(T)

1. GENERAL (Continued)

d. Priority Call Forward

(M)(T)

Allows a customer to have incoming calls from a maximum of six specified telephone numbers forwarded to another number.

e. Distinctive Ring

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

f. Call Trace

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

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

(M)

g. Caller Identification (ID)

(T)

This feature enables the customer to view on a display unit the Directory Number (DN)¹ of the calling party (incoming call). The Telephone Company will deliver all numbers, subject to blocking and technical limitations, including telephone numbers associated with non-published and non-listed service.

(T)

Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of the Telephone Company's network and calls carried over facilities that do not transmit Caller ID information. If the incoming call is from a caller served by PBX, multi-line hunt group, Centrex or Star Ring Service, the telephone number transmitted may be the main number.

Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited.

(D)

¹ If a subscriber receives a telephone number that has been ported, the number delivered to the Caller ID subscriber is the ported-to-number, not necessarily the listed directory number.

(M) Distinctive Ring relocated from Sheet 17. Priority Call Forward and Call Trace relocated from Sheet 5.
Caller Identification (ID) and Caller ID with Name relocated to Sheet 7.

(N)

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

1st Revised Sheet 7

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

1. GENERAL (Continued)

g. Caller Identification (ID) (Continued) (M)(T)

Any customer subscribing to Caller ID will be responsible for the provision of a display device, which will be located on the customer's premises. The installation, repair, and technical compatibility of that equipment to function in conjunction with the features specified herein will be the responsibility of the customer.

h. Caller ID with Name (T)

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.

i. Caller ID Blocking - Per Call (*67) (T)

Allows the calling party to temporarily prevent the transmission of the calling party's directory number and name to the called party who may subscribe to Caller ID or Caller ID Deluxe. This feature must be customer activated on a Per-Call basis.

j. Caller ID Blocking - Per Call Unblocking (*82) (T)

Allows the calling party to send their name and number to the called party who may subscribe to Caller ID or Caller ID Deluxe even if the calling party's line is equipped with Per Line Blocking. This feature must be customer activated on a Per-Call basis.

(M) Caller Identification (ID) and Caller ID with Name relocated from Sheet 6. Anonymous Call Block/Rejection (ACR) relocated to Sheet 9.

(D)

(N)

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

2nd Revised Sheet 8

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

1. GENERAL (Continued)

k. Caller ID Blocking – Per Line (T)

Allows the calling party to permanently prevent the transmission of the calling party's directory number and name to the called party who may subscribe to Caller ID or Caller ID with Name. Per-Line Blocking subscribers have the capability of allowing transmission of their number and name on a per-call basis through the use of Per Call Unblocking (*82). Per-Line Blocking is available to the following categories: (T)

(1) Shelters for domestic violence intervention, non-profit crisis intervention centers and helplines, upon written request to the Telephone Company.

(2) Federal, state and local law enforcement agency offices upon written request to the Telephone Company.

(3) Subscribers who have an immediate, verifiable safety concern with disclosure of their telephone number or name through Caller ID or Caller ID with Name. These subscribers must provide either i) written verification by a shelter for victims of domestic violence that the subscriber is a client, a staff member or volunteer worker at the shelter, or ii) written verification by a law enforcement agency that the subscriber has filed a complaint with the law enforcement agency concerning harassment, threats or other similar circumstances. (T)

(4) Subscribers who certify in writing that i) identification of their telephone number or name to called parties who subscribe to Caller ID or Caller ID with Name would create a risk to their safety or the) personal safety of members of their household or others authorized to use their telephone and ii) that the ability to block identification of the telephone number and name as each call is dialed is not adequate to protect their safety or that of members of their household or others authorized to use their telephone. The subscriber's certification must be sworn before an individual authorized to administer oaths. (T)

(5) Subscribers who subscribe to Non-published or Non-listed telephone Service.

(6) Any subscriber that does not fall into category (1) through (5) can subscribe to per line blocking as described in C. 1.

l. Remote Activated Call Forward (T)

Call forward remote activation allows subscribers to activate or deactivate call forward or to change the forward-to destination when they are away from home or office. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

(D)

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Section 12

2nd Revised Sheet 9

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

(T)

1. GENERAL (Continued)

m. Selective Call Forward

(M)(T)

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.

(M)

n. Selective Call Rejection

(T)

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

o. 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.

p. 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.

(M) Selective Call Forward and Selective Call Rejection relocated from Sheet 5. Anonymous Call Block/Rejection (ACR) relocated from Sheet 7. Regulations 2.a. (1) through (3) relocated to Sheet 10.

(D)
(N)
(N)

GENERAL EXCHANGE TARIFF

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Section 12

1st Revised Sheet 10

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

2. REGULATIONS

a. The application of these features to both incoming and outgoing calls are limited to the following conditions:

(1) When both the call originating customer and the call terminating customer are served from the same central office, even if the call originating or call terminating customer does not subscribe to CLASS Services. (T)

(2) When both the call originating customer and the call terminating customer are served from different central offices equipped for CLASS Services and/or linked by appropriate facilities, even if the call originating or call terminating customer does not subscribe to CLASS Services. (T)

(3) Feature screening lists can only contain telephone numbers served out of CLASS capable offices and/or offices linked by appropriate facilities. (T)

(4) For technical reasons, activation of Caller ID Blocking - Per Call, Caller ID Blocking - Per Call Unblocking and Caller ID Blocking – Per Line and/or Per-Line Blocking may not be possible on calls: (T)

Originating from:

1. Toll terminals
2. PBX's
3. Centrex
4. Multi-line hunt groups
5. Outwats
6. On some intrastate/interstate service provided by an interstate carrier

Terminating to:

1. 800, 888, 900, 950 and 700 numbers
2. Intrastate/interstate automatic number identification
3. On some intrastate/interstate service provided by an interstate carrier
4. Interstate calls where the carrier will not honor blocking
5. Certain qualifying companies as described in FCC Memorandum Opinion and Order CC Docket No. 91-281 adopted January 4, 2002. Such companies must certify compliance with the Company.

(5) Caller ID Blocking - Per Call and Caller ID Blocking - Per Call Unblocking will be available on Company coin/coinless telephones. Caller ID Blocking – Per Line will not be available on Company coin/coinless telephones except at shelters for domestic violence, non-profit crisis intervention centers and helplines, and federal, state and local law enforcement agency offices upon written request to the Telephone Company. (T)

(6) Caller ID Blocking - Per Call and Caller ID Blocking – Per Line will not affect calls terminating at E9-1-1 PSAP's. (T)

(M) Regulations 2.a. (1) through (3) relocated from Sheet 9. Item 7 relocated to Sheet 11. (D)

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Section 12

1st Revised Sheet 11

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

2. REGULATIONS (Continued)

a. The application of these features to both incoming and outgoing calls are limited to the following conditions: (Continued)

(7) In conjunction with the *66 Busy Number Redial and *69 Call Return features, the following types of calls cannot be automatically redialed or recalled: (M)(T)

- 1. Calls to 700, 800, 888, and 900 numbers
- 2. Calls preceded by an interexchange carrier access code
- 3. International direct distance dialed calls
- 4. Calls to directory assistance
- 5. Calls to E9-1-1
- 6. Calls to Company coin/coinless telephones
- 7. Calls to Cellular (M)

(8) *66 Busy Number Redial, *69 Call Return and Priority Call may not be compatible with all types of customer provided telephone equipment. Cordless telephones and telephones with electronic ringers may not be able to reproduce the distinctive ringing patterns that are sent from the central office. (T)

(9) If a customer who subscribes to Caller ID with Name dials a party and receives a busy signal, and subsequently completes the call using *66 Busy Number Redial, then the called party's number and name may be displayed on the customer's display unit, unless the called party is subscribes to the Company's Caller ID Blocking - Per Line. (T)
(T)
(T)

b. The Telephone Company's liability for any damages arising from mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing CLASS Services, and CLASS Services features or associated equipment shall be as provided in the Section 1, General Regulations, Item No. 17, Liability. (T)
(T)

3. AVAILABILITY OF SERVICE

a. CLASS Services are available to individual line residence customers where facilities allow, from 1A, 5ESS, Siemens and DMS Central Offices equipped to provide the service. Not all Central Offices will be equipped to provide all the features. (T)

b. CLASS Services offered on a monthly subscription basis are not available with Public and Semi-Public telephone service, toll terminals, trunks, multi-line hunt groups, key systems, PBX Service, Centrex, Foreign Exchange lines and Off Premise Extensions. Caller ID with Name will not be available on 800 Service and Digital Enhancer. (T)
(T)

c. CLASS Services offered on a Pay-Per-Use basis are not available with Public and Semi-Public telephone service, toll terminals, trunks, PBX Service, and Centrex Service. (T)

(M) Item 7 relocated from Sheet 10.

(D)
(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 12

2nd Revised Sheet 12

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

4. RATES AND CHARGES

a. Per Call and Per Line Blocking

CLASS Services will be offered on a subscription basis only, except for the following: (T)

- Caller ID Blocking - Per Call (*67)
- Caller ID Blocking - Per Call Unblocking (*82)

Caller ID Blocking - Per Call and Caller ID Blocking - Per Call Unblocking will be available to all customers free of charge. (T)

Caller ID Blocking - Per Line will be available free of charge to: (T)

- (1) shelters for domestic violence intervention, non-profit crisis intervention centers and helplines,
- (2) Federal, State and local law enforcement agency offices
- (3) subscribers who have an immediate, verifiable safety concern with disclosure of their telephone number or name through Caller ID or Caller ID with Name, and provide either written verification by a shelter for victims of domestic violence that the subscriber is a client, a staff member or volunteer worker at the shelter, or written verification by a law enforcement agency that the subscriber has filed a complaint with the law enforcement agency concerning harassment, threats or other similar circumstances, (T)
- (4) subscribers who self-certify in writing that identification of their telephone number or name to called parties who subscribe to Caller ID or Caller ID with Name would create a risk to their safety or the personal safety of members of their household or others authorized to use their telephone and ii) that the ability to block identification of the telephone number or name as each call is dialed is not adequate to protect their safety or that of members of their household or others authorized to use their telephone. The subscriber's certification must be sworn before an individual authorized to administer oaths. (T)
(T)
- (5) subscribers who have non-published or non-listed telephone service, Caller ID Blocking - Per Line will be available on a subscription basis to any subscriber who does not meet the requirement for free Caller ID Blocking - Per Line. (T)
(T)

(M) Rates and footnote relocated to Sheet 13.

(D)
(M)
|
(M)
(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

5th Revised Sheet 13

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

4. RATES AND CHARGES (Continued)

b. CLASS Services - Monthly Subscription

The following CLASS Services are furnished, installed and maintained at the rates and charges listed below which apply per line equipped in addition to regular rates and charges applicable to the associated telephone service.

(1) Residence and Home Office - All Service Areas, each service, per line equipped

	<u>Monthly Rate</u>	<u>Per Activation</u>	<u>Service Establishment Charge</u>	
*69 Call Return	\$7.00	\$3.50 ³	\$5.00	(1)
*66 Busy Number Redial	\$7.00	\$3.50 ³	\$5.00	(1)
Priority Call	\$7.00		\$5.00	
Priority Call Forward	\$7.00		\$5.00	
Distinctive Ring	\$2.95		\$5.00	
Change Distinctive Ring Telephone Numbers	\$0.00		\$5.00	
Call Trace		\$5.50 ⁴	\$5.00	
Caller Identification (ID) ²	\$10.00		\$5.00	
Caller ID with Name	\$13.00		\$5.00	(1)
Caller ID Blocking – Per Call	\$0.00		\$5.00	
Caller ID Blocking - Per Call Unblocking	\$0.00		\$5.00	
Caller ID Blocking - Per Line ¹	\$2.00		\$20.00	
Remote Activated Call Forward	\$7.00		\$5.00	(1)
Selective Call Forward	\$7.00		\$5.00	
Selective Call Rejection	\$6.50		\$5.00	
Selective Call Acceptance	\$6.50		\$5.00	
Anonymous Call Block/Rejection (ACR)	\$7.50		\$5.00	(1)

¹ This charge will be waived once, per customer. All subsequent requests beyond the first for Per-Line Blocking will be charged the applicable service establishment charge. This subsequent request charge applies to subscribers who pay a monthly fee for per-line blocking and also to non-published and non-listed subscribers.

² If Caller ID or Caller ID with Name is ordered, it will always be considered the first feature.

³ 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.

⁴ 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.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12
4th Revised Sheet 14

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

5. APPLICATION OF CHARGES

- a. The Service Establishment Charge will not apply when a customer currently using a feature on a pay per use basis changes to monthly subscription for that feature.
- b. The Service Establishment Charge will not apply when a Caller ID subscriber changes to Caller ID with Name.

(T)
(M)

(M)

(M) Rates and Charges, Per activation relocated to Sheet 13.

(D)

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

Original Sheet 15

CUSTOM CALLING SERVICES

D. STAR RING SERVICE

1. GENERAL

- a. Star Ring Service will enable a subscriber to have up to three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided to customers who subscribe to Call Waiting service.
- b. Star Ring Service is offered in the following format. Star Ring Service I consists of one additional telephone number associated with a single line. Star Ring Service II consists of two additional telephone numbers associated with a single line. Star Ring Service II subscribers must also subscribe to Star Ring Service I.
- c. Star Ring Service subscribers will be entitled to one listing with each Star Ring Service number. Listings for Star Ring Service are subject to regulations specified in Section 10.

2. AVAILABILITY OF SERVICE

Star Ring Service, in addition to the provisions set forth in a. and b. below, is furnished only from 1A and 5ESS central offices equipped to provide the service.

Star Ring Service is available with flat, message or Per Call rate individual line residence and home office service where facilities permit.

Star Ring Service may not be compatible with all types of customer provided telephone equipment. Cordless telephones and telephones with electronic ringers may not be able to reproduce the distinctive ringing patterns that are sent from the central office.

3. RATES AND CHARGES

Star Ring Service is furnished, installed and maintained at the following rates, which apply in addition to regular rates and charges applicable to the associated telephone service.

<u>Residence</u>	<u>Monthly Rate</u>	<u>Service Establishment Charge</u>		
		<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Star Ring Service I	\$5.95	\$2.00	\$20.00	\$5.00
Star Ring Service II	\$4.00	\$2.00	\$20.00	\$5.00

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

Original Sheet 16

CUSTOM CALLING SERVICES

D. STAR RING SERVICE (Continued)

4. APPLICATION OF CHARGES

- a. The Non-Recurring Charges specified in Section 3 provide for new installation of telephone service. Where Star Ring Service is included as part of that service, the Service Establishment Charge does not apply.
- b. The Non-Recurring Charges as specified in Section 3 provide for customers who require a telephone number change to obtain Star Ring Service. In such cases the Service Establishment Charge does not apply.
- c. A Service Establishment Charge will apply for telephone number changes on established Star Ring Service for other than annoyance call reasons.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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1st Revised Sheet 17

CUSTOM CALLING SERVICES

E. RESERVED FOR FUTURE USE

(T)

(M)

(M)

(M) Distinctive Ring relocated to Sheet 6.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12
1st Revised Sheet 18

CUSTOM CALLING SERVICES

F. RESERVED FOR FUTURE USE

(T)

(M)

(M)

(M) Material relocated to Sheet 1.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12
3rd Revised Sheet 19

CUSTOM CALLING SERVICES

F. RESERVED FOR FUTURE USE (Continued)

(T)

(M)

(M)

(M) Material relocated to Sheet 1 and 2.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 12

1st Revised Sheet 20

CUSTOM CALLING SERVICES

G. CUSTOM CALLING PACKAGES

1. GENERAL

Custom calling features as defined elsewhere in this section are available as the following packaged arrangements to residence and home office customers, where facilities permit.

2. DEFINITION OF PACKAGES

a. Feature Package A

Caller ID with Name without Caller ID on Call Waiting/Cancel Call Waiting
Basic Call Forward
*66 Busy Number Redial

(T)
|
(T)

b. Feature Package B

Caller ID with Name with Caller ID on Call Waiting/Cancel Call Waiting
Call Waiting/Cancel Call Waiting Speed Call
Basic Call Forward *66 Busy Number Redial
3 Way Calling *69 Call Return

(T)
|
(T)

c. Feature Package C

Caller ID with Name with Caller ID on Call Waiting/Cancel Call Waiting
Call Waiting/Cancel Call Waiting
Basic Call Forward
3 Way Calling
*66 Busy Number Redial

(T)
|
(T)

d. Feature Package D

Caller ID with Name with Caller ID on Call Waiting/Cancel Call Waiting
Call Waiting/Cancel Call Waiting *66 Busy Number Redial
Basic Call Forward *69 Call Return
3 Way Calling Privacy Manager
Speed Call Priority Call
Call Blocking

(T)
|
(T)

e. Feature Package E - Additional Lines Only

Caller DI with Name with Caller ID on Call Waiting/Cancel Call Waiting
Call Waiting/Cancel Call Waiting
3 Way Calling

(T)
|
(T)

f. Feature Package F

Caller ID with Name with Caller ID on Call Waiting/Cancel Call Waiting
Call Waiting/Cancel Call Waiting
*69 Call Return
Privacy Manager
Call Blocking

(T)
|
(T)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 12

1st Revised Sheet 21

CUSTOM CALLING SERVICES

G. CUSTOM CALLING PACKAGES (Continued)

3. REGULATIONS

- a. Feature Packages cannot be combined on the same line.
- b. Feature Packages are not available to customers who subscribe to grandfathered residence message rate service.
- c. Feature Package E is only available on additional lines where the main line has subscribed to Feature Package D.

4. RATES AND CHARGES

All Feature Packages are furnished, installed and maintained at the following rates and charges listed below which apply per line equipped in addition to regular rates and charges applicable to the associated telephone service.

	<u>Minimum</u>	<u>Monthly Rate</u> <u>Maximum</u>	<u>Current</u>	<u>Service</u> <u>Establishment</u> <u>Charge</u>	
Feature Package A per line equipped	Imputation	\$20.50	\$19.50	\$5.00	(l)
Feature Package B per line equipped	Imputation	\$30.50	\$24.00	\$5.00	
Feature Package C per line equipped	Imputation	\$22.50	\$21.00	\$5.00	
Feature Package D per line equipped	Imputation	\$51.50	\$23.95	\$5.00	
Feature Package E per line equipped	Imputation	\$15.50	\$13.50	\$5.00	
Feature Package F per line equipped	Imputation	\$25.00	\$12.50	\$5.00	(l)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

Original Sheet 22

CUSTOM CALLING SERVICES

H. OUTGOING CALL CONTROL (OCC)

1. GENERAL

Outgoing Call Control (OCC) allows subscribers to selectively prevent certain types of originating calls from their telephone line and provides subscribers with an authorization code to override the restriction. OCC enables the subscriber to restrict all or some of the calls in each of the following categories:

- Intrastate and Interstate Message Toll Service
- International Calls
- 900 or 976 Calls
- Directory Assistance (411 and 1+NPA-555-1212)

Subscribers will dial a toll-free number to access a menu that will allow the subscriber to create a user profile. The profile can be configured to allow or restrict long distance, international, 900/976, and/or Directory Assistance calls (411 and 1+NPA 555-1212) from originating from the subscriber's phone. Subscribers will also be able to set-up an exception list, if they wish to allow specific numbers to complete. Subscribers may designate up to twenty long distance numbers, ten international numbers, and ten 900/976 numbers as being allowable for completion. Subscribers will not be able to restrict local or 911 calls from originating from their phone with Outgoing Call Control. The subscriber will also have the ability, through the use of a four-digit authorization code (PIN), to override any of the restrictions at any time. Subscribers have the option to reset their PIN online without incurring the service establishment charge below. Subscribing to the OCC service will prevent any operator-completed calls from being charged to the OCC equipped line. The OCC subscriber requesting the operator to complete a call will be asked to use alternate billing, such as collect.

2. REGULATIONS

OCC is offered subject to the following limitations:

- a. This service is only available to residence and home office individual line exchange service, where facilities permit.
- b. For technical reasons, regardless of the OCC settings currently in effect, lines with OCC may not originate sent-paid, operator handled calls, including sent-paid calls using Directory Assistance Call Completion.
- c. When multiple services are activated on the line, certain services may take precedence over others, affect the interaction of features, or may not be able to be provisioned.
- d. Toll restriction service is not available with OCC. Customers with toll restriction for credit and collections purposes are not eligible for OCC.

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The Southern New England Telephone Company
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Section 12

Original Sheet 23

CUSTOM CALLING SERVICES

H. OUTGOING CALL CONTROL (OCC) (Continued)

3. RATES AND CHARGES

Outgoing Call Control is furnished and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

	<u>Monthly Rates</u>			<u>Service Establishment Charge</u>		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Residence	\$3.00	\$15.00	\$8.50	\$2.00	\$20.00	\$5.00
Reset PIN	---	---	---	\$2.00	\$20.00	\$2.00

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12
1st Revised Sheet 24

CUSTOM CALLING SERVICES

I. PRIVACY MANAGER

1. GENERAL

Privacy Manager enables a subscriber to appropriately handle incoming calls that have been identified by Caller ID with Name service as “anonymous,” “out-of-area,” “unavailable,” or “private” before the subscriber’s telephone rings. Unidentified incoming calls are intercepted and a recording is played informing the caller that the number they have dialed does not accept calls from unidentified telephone numbers. At the tone, the caller will be asked to record his or her name, so the call can be announced. If the caller elects to record his or her name, the call will be completed. If the caller chooses not to record his or her name, the call will be disconnected. (T)

After the caller identifies himself, the subscriber's telephone will ring and the Caller ID equipment will register a "Privacy Manager" message to indicate the subscriber is receiving a screened call. The subscriber will then hear a recording of the caller's name and may elect one of the following options:

- Accept the call.
- Decline the call by playing a pre-recorded announcement stating that the called party is unavailable.
- Send the caller to a voice mailbox or an answering machine.
- Decline a sales/telemarketing call by playing a pre-recorded announcement that requests that the solicitors remove the customer's name from their lists and not call again.
- If no action is taken, the call will be directly forwarded to the customer's voice mail or answering service. If the customer does not have an answering service or Call Forward Busy/No Answer, then Privacy Manager will intercept the call after the 6th ring and advise the caller that the customer is unavailable. (T)

Subscribers have the option to reset their PIN online without incurring the service establishment charge below.

Subscribers can provide frequent callers whose numbers are unidentified with an access code that will allow the frequent caller to bypass the recording announcement.

2. REGULATIONS

This service is offered subject to the following limitations:

- a. This service is only available to residence and home office individual line exchange service, where facilities permit.
- b. The customer must subscribe to Calling ID with Name. (T)
- c. Privacy Manager provides Anonymous Call Block/Rejection (ACR) functionality, so subscribers that already have ACR must disable the ACR feature. (T)
- d. When multiple services are activated on the line, certain services may take precedence over others, affect the interaction of features, or may not be able to be provisioned.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 12

Original Sheet 25

CUSTOM CALLING SERVICES

I. PRIVACY MANAGER (Continued)

3. RATES AND CHARGES

Privacy Manager is furnished and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

	<u>Monthly Rates</u>			<u>Service Establishment Charge</u>		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Residence	\$2.50	\$15.00	\$8.00	\$2.00	\$20.00	\$5.00
Reset PIN	---	---	---	\$2.00	\$20.00	\$2.00

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 13

Original Table of Contents Sheet 1

DISCOUNTS AND CONCESSIONS

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<u>DESCRIPTION</u>	<u>SHEET</u>
A. GENERAL	1
B. SERVICE FURNISHED AT RESIDENCES OF OFFICIALS AND EMPLOYEES OF THE TELEPHONE COMPANY	1

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 13
Original Sheet 1

DISCOUNTS AND CONCESSIONS

A. GENERAL

Except as otherwise provided in this section, no discounts or concessions are allowed from standard rates for telephone service.

Exception:

See Toll Tariffs, Section 18 and/or the Product Guide, Section 18.

B. SERVICE FURNISHED AT RESIDENCES OF OFFICIALS AND EMPLOYEES OF THE
TELEPHONE COMPANY

A discount is allowed from the standard residence rates for service furnished at residences of officials and employees of The Southern New England Telephone Company.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14

3rd Revised Table of Contents Sheet 1

BUNDLED SERVICES

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D. BUNDLE A (Residence and home Office Customers Only) - Grandfathered	2	
E. FRONTIER DIGITAL PHONE ESSENTIALS – excludes Thimble Island Exchange	3	
F. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) - excludes Thimble Island Exchange	5	
G. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) - excludes Thimble Island Exchange	7	
H. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE - excludes Thimble Island Exchange	9	
I. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE	11	(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14
Original Sheet 1

BUNDLED SERVICES

A. GENERAL

This section consists of service offerings, which are marketed under competitive conditions or are designed to meet a particular competitive initiative.

Bundles and packages are groups of specific component products and services sold under a special pricing arrangement. A customer must purchase and retain all required components in order to be eligible for special pricing. Bundles and packages may consist of both products and services offered individually under this tariffs as well as products and services not subject to this tariff.

B. REGULATIONS

1. All components of a bundle offered individually under this tariff are subject to all terms and conditions of the individual offering which are not inconsistent with the provision of the bundle or package.
2. Components not subject to this tariff are subject to their own terms and conditions provided upon subscription.

C. PROMOTIONAL CAMPAIGNS

1. Upon three- (3) business days' notice to the DPUC, the Company may periodically offer promotional campaigns.
2. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 14

1st Revised Sheet 2

BUNDLED SERVICES

- D. BUNDLE A (RESIDENCE AND HOME OFFICE CUSTOMERS ONLY) – Grandfathered as of April 30, 2019

(C)
(C)

Residence and Home Office Flat Rate Exchange Service
Feature Package D
Unlimited Connections I

1. REGULATIONS

- a. All components of the bundle offered individually under these tariffs are subject to all terms and conditions of the individual offering which are not inconsistent with the provision of the bundle or package.
- b. Components not subject to these tariffs are subject to their own terms and conditions provided upon subscription.

2. RATES AND CHARGES

- a. The bundles are furnished, installed and maintained at the following rates and charges listed below.

<u>Bundle A</u>	<u>Monthly Rate</u>	<u>Non-Recurring Charges</u>
Residence and Home Office Flat Rate Service	See Section 2	See Section 3
Feature Package D	See Section 12	See Section 3
Unlimited Connections	See Section 18	See Section 3

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 14

1st Revised Sheet 3

BUNDLED SERVICES

E. FRONTIER DIGITAL PHONE ESSENTIALS – excludes Thimble Island Exchange

1. GENERAL

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customers can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

a. Basic Bundle

Basic Flat Rate Access Line
Unlimited Extended Area Service
Caller ID with Name
Call Waiting/Call Waiting ID/Cancel Call Waiting

b. Feature Package

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

(T)
|
(T)

2. SPECIAL CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of this Tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariff rates.
- 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 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.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 14

5th Revised Sheet 4

BUNDLED SERVICES

E. FRONTIER DIGITAL PHONE ESSENTIALS – excludes Thimble Island Exchange

2. SPECIAL CONDITIONS (Continued)

- 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 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 this Tariff.
- l. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - (1) Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - (2) A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - (3) 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 Federal Subscriber Line Charge is included in the monthly rate.
 - (9) All applicable taxes and surcharges apply.

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. Unless otherwise stated elsewhere in this section, Non-Recurring Charges as specified in Section 3 apply to the installation of individual components of the bundle.
- c. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(l)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 29, 2020.

GENERAL EXCHANGE TARIFF

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Section 14

1st Revised Sheet 5

BUNDLED SERVICES

F. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) – excludes Thimble Island Exchange

1. GENERAL

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service and the customer’s choice of the features and services listed below. The feature package is optional and is available for an additional charge.

a. Basic Bundle

Basic Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting/Call Waiting ID/Cancel Call Waiting

Caller ID with Name

b. Feature Package

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

(T)
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(T)

2. SPECIAL CONDITIONS

- a. The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.
- g. The bundle will appear as a single line item on the bill.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14

6th Revised Sheet 6

BUNDLED SERVICES

F. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) – excludes Thimble Island Exchange
(Continued)

2. SPECIAL CONDITIONS (Continued)

- h. The bundled rate includes all available Extended Area Service (EAS) calling 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. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Tariff.
- k. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- (1) Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
- (2) A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- (3) Customer’s line will be available for 911 calls only at the time of suspension.
- (4) The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
- (5) Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- (6) The cost of the service includes the 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.

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 as specified in Section 3 do not apply.
- c. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 29, 2020.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14

1st Revised Sheet 7

BUNDLED SERVICES

G. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) – excludes Thimble Island Exchange

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 Access Lines, Unlimited Extended Area Service and the customer’s choice of the features and services listed below. The feature package is optional and is available for an additional charge.

a. Basic Bundle

- Two Flat Rate Access Lines
- Unlimited Extended Area Service
- Call Waiting/Call Waiting ID/Cancel Call Waiting
- Caller ID with Name

b. Feature Package

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

(T)
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(T)

2. SPECIAL CONDITIONS

- 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 price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.
- g. The bundle will appear as a single line item on the bill.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 14

6th Revised Sheet 8

BUNDLED SERVICES

G. FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) – excludes Thimble Island Exchange (Continued)

2. SPECIAL CONDITIONS (Continued)

- h. The bundled rate includes all available Extended Area Service (EAS) calling 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. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Tariff.
- k. 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 reconnection charges do not apply.
- (2) A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- (3) Customer’s line will be available for 911 calls only at the time of suspension.
- (4) The time that the customer is on the “Stay Connected” Seasonal Service will count for the fulfillment of the contract time.
- (5) Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- (6) The cost of the service includes the 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.

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 as specified in Section 3 do not apply.
- c. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$6.49
Stay Connected Seasonal Offering ¹	\$9.99

(I)

¹ This service offering is limited to all existing subscribers at their existing locations as of May 29, 2020.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14

Original Sheet 9

BUNDLED SERVICES

H. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE - excludes Thimble Island Exchange

(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 Long Distance. 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. SPECIAL CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. The bundle is offered on a month-to-month basis.
- h. The bundle will appear as a single line item on the bill.
- i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14

Original Sheet 10

BUNDLED SERVICES

H. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE - excludes Thimble Island Exchange
(Continued)

3. RATES AND CHARGES

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

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$22.00

(N)

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14

Original Sheet 11

BUNDLED SERVICES

I. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

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 the Frontier Long Distance Pricing Guidebook. The description and pricing for this component are located in the Frontier Long Distance Pricing Guidebook.

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. SPECIAL CONDITIONS

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.
- g. The bundle will appear as a single line item on the bill.

(N)

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 14

Original Sheet 12

BUNDLED SERVICES

I. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued)

(N)

2. SPECIAL CONDITIONS (Continued)

- 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 Long Distance Pricing Guidebook.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listed Service, Non-Published Service and Foreign Listings.
- 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:

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

(N)

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 15

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VOICE MAIL SERVICE

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2. Regulations	2
3. Rates and Charges	2

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 15

Original Sheet 1

VOICE MAIL SERVICE

A. VOICE MESSAGE FORWARDING

1. GENERAL

- a. Voice Message Forwarding (VMF) enables an Enhanced Service Provider (ESP) to have the incoming calls of its end users automatically forwarded to the ESP's voice message system, when the ESP's end user's access line is busy or unanswered after a certain number of ringing cycles.
- b. VMF allows an ESP end user to have its incoming calls automatically forwarded to a pre-selected telephone number when the line is busy.
- c. For calls that are unanswered, the ESP shall have the option of selecting from one to nine ringing cycles. If no ringing cycles are specified, calls will be forwarded after the standard default of five ring cycles for Residence and Home Office end users.
- d. If the ESP subscribes to Simplified Message Service Interface (SMSI), an ESP end user may be alerted that a message(s) has been left in their mailbox by means of an audible or visual indication. An audible indication consists of several short bursts of tone prior to regular dial tone indicating that a message is waiting. A visual indication may be provided when compatible customer premises equipment (CPE) is utilized.

2. REGULATIONS

- a. VMF is available, where facilities permit.

3. RATES AND CHARGES

a. General

The following rates and charges are billed directly to the ESP, not to the ESP End User.

b. Rate Schedule – Residence and Home Office

	<u>Monthly Rates</u>			<u>Service Establishment Charge</u>		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
VMF - Busy	\$0.50	\$10.00	\$1.00	\$2.00	\$20.00	\$10.00
VMF - No Answer	\$0.50	\$10.00	\$1.00	\$2.00	\$20.00	\$10.00
VMF - Busy & No Answer	\$1.00	\$20.00	\$2.00	\$2.00	\$20.00	\$10.00

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 15

1st Revised Sheet 2

VOICE MAIL SERVICE

B. STAR CODE ACCESS TO VOICE MAIL

1. GENERAL

- a. Star Code Access to Voice Mail Service is abbreviated dialing access to Voice Mail from an Enhanced Service Provider (ESP) end users premises via an abbreviated code (* and a two-digit code). (N)
- b. The ESP's end user, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (* and a two-digit code). This action will forward the call to the end user's voice mailbox.

2. REGULATIONS

- a. Star Code Access to Voice Mail Service is available to an ESP for use by their end users, where facilities permit.
- b. Star Code Access to Voice Mail Service requires Voice Message Forwarding on the end user's exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Voice Message Forwarding.
- c. Star Code Access to Voice Mail Service is offered only in association with Residence and Home Office exchange services.
- d. Star Code Access to Voice Mail Service is not available with other non-POTS classes of services. This service will not be available to customers with Remote Call Forward or Outgoing Call Control. (T)

3. RATES AND CHARGES

a. General

Star Code Access to Voice Mail furnished, installed and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

b. Rate Schedule – Residence and Home Office

	<u>Monthly Rates</u>			<u>Service Establishment Charge</u>		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Star Code Access to Voice Mail	\$0.10	\$10.00	\$0.50	\$2.00	\$20.00	\$5.00

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 16

3rd Revised Table of Contents Sheet 1

GENERAL SERVICES

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GENERAL EXCHANGE TARIFF

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Section 16

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GENERAL SERVICES

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GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 16

Original Sheet 1

GENERAL SERVICES

CONSTRUCTION CHARGES

A. GENERAL

1. All rates and charges quoted in the Local and General Exchange Tariffs provide for the furnishing of telephone service, etc., where plant facilities are available or where the construction of such facilities does not involve disproportionate costs. Where disproportionate costs are involved:
 - a. the customer may be provided Service Station Service as set forth in the Product Guide, Section 14 or
 - b. where the Telephone Company deems it practicable facilities will be provided directly to the service location subject to additional rates and charges as set forth herein and Section 2 and/or the Product Guide, Section 2.
2. Under certain conditions as hereinafter set forth, construction charges are assessed to cover all or a portion of the costs involved in the establishment of service, in addition to the rate for the class of service furnished and any Non-Recurring Charges, mileage charges or other charges that may apply, as provided in Section 3 and/or the Product Guide, Section 3.
3. Full or partial payment of the construction charges quoted may be required at the time of application.
4. Unless the service is of a temporary nature, no charge is made to the subscriber for attachments to poles of other companies where such usage is charged to the Telephone Company on an attachment rental basis. The decision as to whether such attachments shall be made rests with the Telephone Company.
5. Title to all construction is vested in the Telephone Company or in another company with which the Telephone Company has a joint use agreement.
6. The term "General Distribution Plant" denotes plant along a public right-of way (highways). Construction on private property shall include construction in: subdivisions, extensions to existing subdivisions, condominium or industrial complexes, proposed town roads and shopping malls, in addition to property serving only one subscriber.

Note: In addition to all rates and charges set forth for services and equipment in this section, all applicable Non-Recurring Charges specified in Section 3 apply.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 16
Original Sheet 2

GENERAL SERVICES

CONSTRUCTION CHARGES (Continued)

A. GENERAL (Continued)

7. Where a subscriber or property owner requests changes, rearrangements or relocation of existing facilities the subscriber or property owner is responsible for all costs associated with such construction. Examples of construction involving excessive costs may include, but are not limited to, the following:
 - a. Relocation of a cable containing toll circuits.
 - b. Relocation of underground cable (buried or in conduit) or conduit structure.
 - c. Relocation of a pole terminating a conduit (riser pole).
 - d. Relocation of cabinets containing electronic or cross connecting equipment.
 - e. Changes from aerial to underground.
 - f. Changes in cable size.

B. GENERAL DISTRIBUTION PLANT

General Distribution Plant is constructed by the Telephone Company or by another company with which the Telephone Company has a joint use agreement. Maintenance is performed by the Telephone Company without charge to the subscriber.

C. CONSTRUCTION ON PRIVATE PROPERTY

It shall be the responsibility of the Telephone Company in all cases to determine the manner in which facilities will be constructed on private property based on the circumstances in each case.

1. Poles on Private Property

- a. Poles on private property and guys required for such poles are provided based on costs incurred by the Telephone Company.
- b. Wire and pole fixtures are provided on the same basis as for construction along public highways.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 16

Original Sheet 3

GENERAL SERVICES

CONSTRUCTION CHARGES (Continued)

C. CONSTRUCTION ON PRIVATE PROPERTY (Continued)

2. Underground Construction on Private Property

- a. The following regulations apply when underground construction on private property is desired by a subscriber at a location where aerial facilities ordinarily would be provided. The Telephone Company, however, may allocate or otherwise apportion costs of such construction in a manner other than prescribed below if such cost allocation is in accordance with Telephone Company policies, which include but are not limited to: (1) the Telephone Company's facility upgrade requirements; and (2) fiber and electronic placement on customer premise:

- (1) Where cable is to be laid in a trench, the subscriber is responsible for the opening and closing of a trench and the installation of conduit meeting Telephone Company requirements and applicable state statutes to a point designated by the Telephone Company, and for the provision of an entrance hole for the cable in the foundation of the building.

Whenever crossing the traveled way underground is required (buried, underground in conduit) the Telephone Company will provide the subscriber with all of the information necessary to arrange for the crossing with the understanding that the subscriber is responsible for the installation of the road crossing and all costs incurred. Where the subscriber chooses not to provide a means of crossing, and when the Telephone Company's existing facilities on the roadway are aerial in nature, then an aerial road crossing will be provided at no charge to the subscriber.

- (2) When changes from aerial to underground facilities are made at the request of a subscriber, the subscriber is charged for the move of a central office line termination as set forth in Section 3 and/or the Product Guide, Section 3, in addition to the costs involved with the change.
- (3) In the event of the removal of the pole at which the cable terminates, whether such removal be due to an order from the municipality, to a change in the Company's method of serving subscribers, or to a change in location of the pole, if the normal method of serving remains aerial the subscriber will be responsible for opening and closing of any trench and for any conduit construction required.

- b. The following regulations apply when underground construction on private property is the Telephone Company's choice for the provision of service or when mandated by the municipality. The Telephone Company, however, may allocate or otherwise apportion costs of such construction in a manner other than prescribed below if such cost allocation is in accordance with Telephone Company policies, which include but are not limited to: (1) the Telephone Company's facility upgrade requirements; and (2) fiber and electronic placement on customer premise.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 16

Original Sheet 4

GENERAL SERVICES

CONSTRUCTION CHARGES (Continued)

C. CONSTRUCTION ON PRIVATE PROPERTY (Continued)

2. Underground Construction on Private Property (Continued)

b. (Continued)

Where Telephone Company facilities are constructed and placed in a trench shared jointly with the Power Company or Cable TV Company or occupied solely by the Telephone Company, the property owner shall be responsible, at his own expense, for the opening and closing of service trenching to a point determined by the Telephone Company which meets the specifications of each respective utility.

- c. In addition, the property owner is responsible for the provision, installation and maintenance of all conduit. Conduit construction and material specifications shall be in accordance with plans and specifications furnished by the Telephone Company. The Telephone Company will share space in such conduit or duct, if available, with the facilities of other parties providing that such facilities are "Communications Lines" as defined by the National Electrical Safety Code in effect and adopted by the State of Connecticut at the time of construction. In addition the following limitations will apply:

- (1) The electrical characteristics of the communications services of the party sharing the conduit or duct shall not interfere with any of the services offered by the Telephone Company, endanger the safety of Telephone Company employees or the public, damage, require change in or alteration of the equipment or other facilities of the Telephone Company; impair the operation of the Telecommunications system or otherwise injure the public in its use of the Telephone Company's services.
- (2) Upon notice from the Telephone Company that the services of the sharing party are causing or are likely to cause such hazard or interference either 1) the sharing party shall make such changes as shall be necessary to remove or prevent such actual or potential hazard or interference, or 2) the Telephone Company shall abandon its facilities within the duct and construct other facilities to meet the needs of Telephone Company services. In the latter case the sharing party shall be responsible for all charges of new construction.
- (3) The party sharing a conduit or duct with the Telephone Company shall be responsible for the payment of all Telephone Company charges as specified in Section 3, Non-Recurring Charges, for visits by the Telephone Company to a subscriber's premises where it is determined that a service difficulty results from a condition caused by the services provided by the sharing party.
- (4) In no case will the Telephone Company jointly occupy duct space with the Power Company.
- (5) The Telephone Company will be compensated by the sharing party or his agent for expenses attributed to damages to Telephone Company facilities caused by the placing of non-Telephone Company provided facilities into ducts already occupied by the Telephone Company.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
d/b/a Frontier Communications of Connecticut

Section 16
Original Sheet 5

GENERAL SERVICES

CONSTRUCTION CHARGES (Continued)

C. CONSTRUCTION ON PRIVATE PROPERTY (Continued)

2. Underground Construction on Private Property (Continued)

- d. All cable furnished for Telephone Company-provided services is provided and installed by the Telephone Company.
- e. Cable installed by the Telephone Company in conduit or trench is maintained and replaced by the Telephone Company without charge to the subscriber. When such maintenance or replacement is required, the Telephone Company shall be responsible for opening, filling, grading and seeding any required trenching, except as indicated in f. following. The property owner shall be responsible, at his own expense, for moving, replacing or repairing any conduit, shrubs, trees and permanent structures such as walks, driveways and fences as necessitated to accomplish maintenance.
- f. Where repairs to or replacement of cable are made necessary by damages caused by the subscriber, his employees or representatives, or by vehicles crossing over the cable, or damage due to improper construction of conduit, such repair or replacement shall be at the expense of the subscriber.
- g. In all cases the provision of entrance holes in building foundations is the responsibility of the subscriber.

D. PRIVATE RIGHT-OF-WAY

When a subscriber is so located that it is necessary to use private right-of-way to furnish service and the Telephone Company is unable to obtain the required right-of-way without cost, the subscriber shall be required to pay the entire costs involved in securing such right-of-way.

E. SPECIAL CONSTRUCTION

- 1. Special construction is involved where, at the request of a subscriber, the Telephone Company constructs facilities:
 - where facilities are not presently available, and there is no other requirement for the facilities so constructed.
 - of a type other than that which the Telephone Company would normally utilize.
 - involving a route other than that which the Telephone Company would normally utilize.
 - in a quantity greater than that required to serve the customer's immediate facility needs.
 - on an expedited basis.
 - on a temporary basis until permanent facilities are available.
 - involving abnormal costs.
 - in advance of normal construction.
 - to furnish foreign exchange service by extending local plant across an exchange boundary.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 16
Original Sheet 6

GENERAL SERVICES

CONSTRUCTION CHARGES (Continued)

E. SPECIAL CONSTRUCTION

2. RATES AND CHARGES

a. Application

The purpose of these changes is to recover from the subscriber for whose benefit these facilities are specially constructed the costs of such construction.

To insure full recovery of all costs incurred, the Company may impose an initial one-time charge, a monthly rate predicated upon full capitol recovery over an assumed period of time and a termination liability to ensure such recovery in the event the service is removed prior to a full recovery of costs associated with it.

b. Basis for Cost Computation

The cost of special construction, referred to in a. preceding, shall consist of an estimate of the following items to the extent they are applicable.

- (1) Cost of maintenance and operation.
- (2) Depreciation based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- (3) Administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items.
- (4) Other specific costs directly attributable to the particular service being provided.
- (5) A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies.

Estimated cost installed as mentioned in (5) above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing including engineering, labor, supervision, transportation, rights-of-way and any other items which are chargeable to the capitol accounts.

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GENERAL SERVICES

CONSTRUCTION CHARGES (Continued)

F. RESIDENTIAL DEVELOPMENTS

1. DEFINITIONS

Advance - a refundable, non-interest bearing charge paid by a customer that will be held as security when the Company must make a significant investment in facilities at a date in advance of the customer's use of those facilities or when full use of these facilities by customer(s) is uncertain.

Customer - any or all of the following: subscriber, constructor, contractor, builder, developer, landowner, engineer, land developer, or any other customer agent.

2. GENERAL

- a. The Company may limit its extension of distribution facilities to the sections of proposed town roads of a residential development, which can be expected to be put to full use within one year after completion of the extension. As an alternative, in cases where there is a significant risk that the extension will not be put to full use within one year after completion of the extension, a refundable advance may be required of the customer. The advance shall be equal to one-half the cost of the facilities. This advance shall be paid prior to the Company beginning construction and will be refunded when the extension is put to full use. Full use will be considered to have been achieved when service is installed in 80 percent of the planned dwellings, as specified in the customer's request. No refunds will be made after four (4) years and the advance will not accumulate any interest.
- b. The customer is responsible for the opening and closing of a trench and the installation of conduit, which meet Telephone Company requirements.
- c. All tree trimming, tree removal and blasting required for the extension of telephone facilities along proposed town roads and on private property will be provided and paid for by the customer.

G. Charges Applicable for Facility Extension

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

(N)
|
(N)

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GENERAL SERVICES

EXTENSION SERVICE

A. REGULATIONS

1. Availability

- a. Extension service provides the capability of originating or receiving calls at more than one location through the use of customer-provided wiring and/or jacks.
- b. Extension service is provided in connection with individual line subscriber service. Extension service in connection with semi-public telephone service may interfere with the public use of the service; and their installation without coin box is authorized only where a subscriber need exists for an alternate point at which calls may be answered.

2. Use

- a. The use of extension service is subject to the limitations as to use of subscriber service specified in General Regulations.
- b. Intercommunication between associated main and extension service is contemplated only where code ringing or divided ringing service for the separate signaling of main and extension service is furnished.

3. Definition of Same Premises

"Same premises" shall be construed to include:

- a. The building or portions of the building occupied by the subscriber either in the conduct of a residence.
- b. Buildings occupied by the subscriber and located on the continuous property of the subscriber or on property of the subscriber intersected only by a public highway or other right-of-way.

Note: When extension service is desired in the interest of the subscriber, occupancy by an employee of the subscriber is construed to be occupancy by the subscriber.

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GENERAL SERVICES

EXTENSION SERVICE (Continued)

A. REGULATIONS (Continued)

4. Code Ringing or Divided Ringing¹

- a. Code ringing or divided ringing may be employed for the separate signaling of main and extension services located on the same premises. When both the main and extension services are located in the residence portion of the premises of the subscriber, code ringing extension service or divided ringing extension stations may be provided at a rate, which includes a directory listing. Code ringing extension service or divided ringing extension stations are furnished in connection with individual line flat, message, or measured rate service only. The provision of divided ringing is dependent upon the availability of the requisite central office equipment and requires the use of a Telephone Company provided extension station.

Code ringing or divided ringing for the separate signaling of a joint user is not permitted.

5. Off-Premises Service

- a. Off-premises service is intended primarily for the answering of incoming calls when the main service is unattended. It is furnished only with individual line service, flat, message or measured rate, and is permitted only on premises where separate service is subscribed for to meet the ordinary service needs of the occupant or occupants. When furnished with message rate service, no additional local messages are allowed. Code ringing or divided service for the separate signaling of the main and off-premises exchange service is not furnished. Directory listings are not provided.
- b. Off-premises is separated into three components: off-premises exchange service; off-premises extension service; and off-premises stations.
 - (1) Off-premises exchange service provides the distribution facilities required to connect the off-premises location in another building or the same building to the main location.
 - (2) Off-premises extension service provides the wiring facility for additional off-premises stations connected to the same off-premises exchange service and located in the same building as the primary off-premises station.
 - (3) Off-premises stations are station instruments associated with off-premises exchange service.

¹ Code or divided ringing services are grandfathered. Customers who currently have these services at their present locations may retain them, however, no new services will be provided.

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GENERAL SERVICES

EXTENSION SERVICE (Continued)

B. RATES AND CHARGES

<u>Residence and Home Office</u>	<u>Monthly Rate</u>	
1. <u>Dividend Ringing</u> - with or without directory listing	\$1.43	
2. <u>Code Ringing</u> - with or without directory listing	\$1.43	
3. <u>Extension Line Service</u> , each		
	<u>Monthly Rate</u>	<u>Nonrecurring Rate</u>
Channel Terminal	\$26.25	\$85.18
Interoffice Channel	\$43.00	\$99.38
Local Channel 2W - Associated with Interexchange	\$25.25	\$118.31
Local Channel 4W	\$46.25	\$118.31
Local Channel 2W - Signal Grade	\$22.75	\$118.31
Interexchange Mileage (per mile)	\$3.25	-
4. <u>Off-Premises Service</u>		
a. <u>Off-Premises Exchange Service to Another Building</u>		
	<u>Monthly Rate</u>	
Off-premises exchange service - Residence, each	\$25.25	

Where interexchange facilities are involved they are charged for as prescribed for foreign exchange service in Section 16, Foreign Exchange Service. Where the main station is located within the serving area of a branch dial office of a multi-office exchange, and the off-premises extension is located in another exchange, an inter-office facility from the branch dial office to the principal central office is required and is subject to a mileage charge as set forth in Section 14, Mileage Charges.

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (FEX)

A. GENERAL

1. Foreign exchange (FEX) service is exchange service furnished from an exchange other than the one, which normally serves the area in which the subscriber is located.
2. Foreign exchange service is available only for per call lines, and per call private branch exchange trunks and supplementary Centrex trunking facilities.
3. Foreign exchange service is furnished in accordance with such methods as are best suited to meet plant and operating requirements.
4. Foreign exchange service is not in accord with the general plan of furnishing telephone service and the Telephone Company assumes no obligation to furnish such service when facilities are not available or when the use of facilities might result in impairment of the service furnished the general public.
5. Foreign exchange service is furnished only from the following exchanges: ¹

Ansonia-Derby	Manchester	Norwich
Bridgeport	Meriden	Old Saybrook
Bristol	Middletown	Stafford Springs
Canaan	New Britain	Stamford
Danbury	New Haven	Torrington
Danielson	New London	Waterbury
Hartford	New Milford	Willimantic
Madison	Norwalk	Windsor Locks

An exception to the limitation will be permitted where a customer desires foreign exchange service from an exchange servicing the principal part of the town in which the subscriber is located. For such purposes, the principal part of town is deemed to be that part where the town or city hall is located.

6. Foreign exchange individual line service contemplates the provision of a grade of transmission suitable for connection to the general exchange and toll network.
7. Applications for additional service, equipment or facilities or for listings connected with the FEX service will only be accepted from the subscriber.
8. The scope of local service for, and the toll rates to and from main stations connected for foreign exchange service are in accordance with the tariff provisions of the foreign exchange for the particular class of service furnished.
9. Directory listings for end-users will be provided in accordance with the rates and charges for additional listings set forth in Section 10.

¹ This authorized list is subject to change at such times and under such circumstances, as the Company considers necessary. (See paragraph 4 above)

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GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (FEX) (Continued)

B. RATES AND CHARGES (Continued)

2. Interexchange Facilities (Continued)

- b. Mileage charges are based upon the airline distance between the rate centers as set forth in the Section 16.
- c. When the subscriber is located within the serving area of a branch central office of a multi-office exchange, an interoffice facility from the branch central office to the principal central office is necessary and is subject to the charges set forth below.

<u>Residence and Home Office</u>	<u>Monthly Rate</u>	<u>Non-Recurring Charge Per Channel</u>
Interoffice Facilities - Interoffice Channel, per Channel	\$47.50	\$99.38

GENERAL EXCHANGE TARIFF

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GENERAL SERVICES

MILEAGE CHARGES

A. INTEROFFICE MILEAGE FACILITIES

Interoffice facilities between central offices of the same exchange are provided only when available and when, in the opinion of the Telephone Company, their use will not result in the impairment of exchange and toll services furnished the general public.

<u>Residence and Home Office</u>	<u>Monthly Rate</u>	<u>Installation Charge Per Channel</u>
Interoffice Facilities - Interoffice channel, per channel	\$47.50	\$99.38

GENERAL EXCHANGE TARIFF

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GENERAL SERVICES

CENTRAL OFFICE LINE HUNTING SERVICE

A. GENERAL

1. Central office line hunting provides for the arrangement of two or more central office lines so that a call placed to the first line in the group is routed to another line in the group when the first line is busy.
2. A hunting group includes the first line and each auxiliary line to which the first line in the group will hunt.
3. Central office line hunting is offered only where central office facilities permit.
4. Lines grouped for hunting must be served from the same central office.

B. RATES AND CHARGES

1. Central office line hunting service is furnished, installed, and maintained at the following rates, which apply in addition to regular rates and charges applicable to the associated telephone service.

Monthly Rate

Central Office Line Hunting, per central office line equipped

Residence \$4.00

C. APPLICATION OF RATES

1. A monthly rate will be charged for each working line in a hunting group.
2. The central office line hunting rate is not applicable in connection with Wide Area Telephone Service or Centrex Service.
3. Non-recurring Charges specified in Section 3 apply for the following:
 - a. The initial installation of central office line hunting on each line.
 - b. The subsequent change of the hunting arrangement, other than complete or partial removal of hunting.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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GENERAL SERVICES

SECRETARIAL ANSWERING BUREAU SERVICE

A. GENERAL

1. Secretarial answering bureau service consists of facilities and service furnished to a subscriber (secretarial answering bureau) engaged in the business of answering incoming calls for other subscribers.
2. Answering of calls may be arranged for either by means of alternate call number listings, extension lines from main stations located on the same premises, off-premises extension lines from main stations located elsewhere, extension station lines from private branch exchange or Centrex systems located on the same or different premises, or individual line services of patrons terminating directly at the secretarial answering bureau.
3. Secretarial answering bureaus are required to subscribe for the necessary number of central office lines to handle calls on an alternate listing basis.

B. ALTERNATE TELEPHONE NUMBER LISTINGS

Patrons of a secretarial answering bureau may obtain alternate telephone number listings, which include the telephone number of the secretarial answering bureau. Such listings are furnished in accordance with the provisions of the Directory Listings section of this Product Guide.

C. RATES

1. Secretarial Answering Bureau Service

Residence, each

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
Channel Terminal	\$25.25	\$85.18
Interoffice Channel	\$47.50	\$99.38
Interexchange Mileage (per mile)	\$3.25	-

D. CABLE PLANT FOR SECRETARIAL ANSWERING BUREAUS

In circumstances where the construction of new or additional cable beyond that required for general distribution facilities is required in connection with the establishment, expansion or move of a secretarial answering bureau, or in connection with a change in service arrangements, Special Construction charges apply as set forth in Section 16.

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GENERAL SERVICES

FRONTIER ROAD WORK RECOVERY SURCHARGE

A. GENERAL

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by a City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs, excluding Non-Competitive Customers. The surcharge will be billed monthly per account and will be identified on the bill as a Frontier Road Work Recovery Surcharge.

A. SPECIAL CONDITIONS

1. Surcharge will be assessed at the time of billing.
2. There will be no proration of charges.
3. There will be no discounts for vacation, seasonal or temporary suspension of service.
4. The surcharge will appear on the customer's bill as the "Frontier Road Work Recovery Surcharge".

A. RATES AND CHARGES

	<u>Monthly Rate Per Account</u>	
Non-Competitive Customers	N/A	
Competitive Customers	\$1.65	(I)

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GENERAL SERVICES

DUPLICATE BILL CHARGE

A. GENERAL

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

B. RATES AND CHARGES

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

DIGITAL BILLING

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.

B. RATES AND CHARGES

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Rate for Digital Billing with Duplicate paper bill	\$5.00	\$5.00

(N)

(N)

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GENERAL SERVICES

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. 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.

B. RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence	\$10.00
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(N)

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GENERAL EXCHANGE TARIFF

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Section 17

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EMERGENCY REPORTING E 911

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GENERAL EXCHANGE TARIFF

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EMERGENCY REPORTING E 911

I. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES, ENHANCED 9-1-1 SURCHARGE

A. GENERAL

1. The Enhanced 9-1-1 Surcharge is a monthly subscriber fee that was established pursuant to Section §16-256g of the General Statutes of Connecticut. The statute also requires each telephone or telecommunications company providing local telephone service to assess against each local exchange service subscriber the monthly fee to fund the development and administration of Connecticut's Enhanced Emergency 9-1-1 program.
2. By June first of each year, the Department of Public Utility Control will conduct a proceeding to determine the amount of the monthly fee to be assessed against each subscriber of local telephone service and each subscriber of commercial mobile radio service.
3. Section 28-24-10(c) of the Connecticut Agencies Regulations prescribes a progressive wire line schedule that is used to calculate the E-9-1-1 monthly assessment for customer accounts with multiple lines:
 - (1) If the number of access lines equals one, then the assessment factor shall be 1.0;
 - (2) If the number of access lines equals two, then the assessment factor shall be 0.75;
 - (3) If the number of access lines equals three, then the assessment factor shall be 0.67;(4)If the number of access lines equals four or five, then the assessment factor shall be 0.6;
 - (5) If the number of access lines is six, seven, eight, nine or ten, then the assessment factor shall be 0.5;
 - (6) If the number of access lines is greater than eleven but less than 26, then the assessment factor shall be 0.4
 - (7) If the number of access lines is equal to or greater than 26 but less than 51, then the assessment factor shall be 0.33;
 - (8) If the number of access lines is equal to or greater than 51 but less than 100, then the assessment factor shall be 0.25 and
 - (9) If the number of access lines is equal to or greater than 100, then the assessment factor shall be 0.2.

GENERAL EXCHANGE TARIFF

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EMERGENCY REPORTING E 911

I. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES, ENHANCED 9-1-1 SURCHARGE

B. RATES AND CHARGES

1. In accordance with Connecticut Agencies Regulations. §28-24-10(a), the Company will assess a fee against each of its local exchange subscribers based on the above multi-line assessment schedule. The following fees will be revised annually based on proceedings held by the Department of Public Utility Control:

<u>Number of Access Lines</u>	<u>Enhanced 9-1-1 Surcharge Per Line</u>
1	\$0.51
2	\$0.38
3	\$0.34
4 or 5	\$0.31
6 - 10	\$0.26
11 – 25	\$0.20
26 – 50	\$0.17
51 – 99	\$0.13
100+	\$0.10

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES

A. RURAL FIRE EMERGENCY REPORTING SERVICE (GRANDFATHERED)

1. GENERAL

- (a) Rural fire emergency reporting service is a communication system designed primarily for use by volunteer fire departments in the smaller suburban and rural communities.
- (b) The basic service consists of a regular exchange telephone line, listed as the fire emergency call number, the main termination of which (subject to the exception set forth in c. below) is at a key telephone in a fire headquarters location with secondary terminations at key telephones in homes of members of the fire department. The key telephones are equipped to terminate the regular exchange telephone line, or extension lines thereof, and a leg of a multi-point private line telephone-signal control channel for the operation and audible monitoring of the firehouse siren. Siren start and stop keys are also provided. Remote sirens other than that at the firehouse are connected to the system by siren control circuits between the firehouse and such remote siren locations.

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

A. RURAL FIRE EMERGENCY REPORTING SERVICE (GRANDFATHERED) (Continued)

1. GENERAL (Continued)

- (c) The regular exchange telephone line provided in connection with rural fire emergency reporting service may also be provided as a trunk terminating in a private branch exchange switchboard. In such cases, legs to secondary locations at the firehouse and homes of fire department members are provided as combined private branch exchange station-signal control channels. Generally, key equipment is neither required nor furnished with this arrangement.
- (d) The operation of rural fire emergency reporting service commences with a call to the fire emergency number from an individual who wishes to report a fire. This call is answered at one of the key telephone locations, or by an attendant at a private branch exchange switchboard. After receiving a fire report, the key telephone user or private branch exchange attendant starts the sirens by operating a key associated with the signal control mode of the combined channel. A monitoring microphone at the siren location provides an audible indication to the individual starting the siren that it is working properly. Volunteer firemen reporting at the firehouse in response to the fire alarm may determine the location of the emergency by employing the private line telephone mode of the combined channel.
- (e) The service is furnished upon the express provision that the Telephone Company is acting as the agent of the subscriber in furtherance of his function of providing fire or other emergency protection, and it is not intended that any direct benefits shall be conveyed upon any user of the service, either as a third-party beneficiary or otherwise, and the Telephone Company shall have no liability to any such user for damages occasioned by interruptions, delays, or failures in transmission, or in any manner arising out of the use of said service, no matter how caused. If, contrary to the intent of this tariff, liability should be imposed upon the Telephone Company as a consequence of damage suffered by a user of said service, such liability shall be assumed by, and be the responsibility of, the subscriber.
- (f) The above mentioned terminal equipment is not provided under tariff by the Telephone Company.

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

A. RURAL FIRE EMERGENCY REPORTING SERVICE (GRANDFATHERED) (Continued)

2. RATES AND CHARGES

- (a) Secondary terminations of fire emergency reporting lines to extension locations are provided at a monthly rate for lines to each secondary termination location in the same exchange.

Monthly Rate

Each Line \$1.33

- (b) The combined private line telephone-signal control channel associated with rural fire emergency reporting service in the same exchange is provided at monthly rates listed below, and is subject to Non-Recurring Charges as specified in the Product Guide, Section 17, Channels.
- (c) Secondary terminations of fire emergency reporting lines to private branch exchange station-signal locations are provided at monthly rates listed below for lines to each secondary termination location in the same exchange.
- (d) A signal control channel provided for control of sirens located remotely from a firehouse in the same exchange is provided at monthly rates listed below, and is subject to Non-Recurring Charges as specified in the Product Guide, Section 17, Channels.

Intraexchange Channel

Local Channel - For the termination of a local channel in different buildings on different premises, per termination

	<u>Monthly Rate</u>
Combined Voice PL/Signal	\$5.39
Combined Voice/PBX/Signal	\$5.39
Signal Control - Remote Siren Control	\$3.48
Each additional leg	\$3.48
Interoffice channel, per channel	NR

Interexchange Channel

Mileage (measured VH method between rate centers)

Per mile, per channel	
Combined PBX or PL Voice/Signal	\$3.00
Channel Terminals, per terminal (Two per interexchange channel)	\$8.28
Local Channel, per termination	\$5.39
Interoffice Channel, per channel	NR

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1)

1. GENERAL

- (a) Enhanced Universal Emergency Number Service (Enhanced 9-1-1) provides for all subscribers served by a Public Safety Answering Point (PSAP), the capability of dialing the PSAP by means of an abbreviated dial code "9-1-1". Such service directs "9-1-1" calls to appropriate public safety answering points by means of selective routing based on the geographical location from which the call originated. The Network Service includes the capability for automatic number identification, automatic location identification and the facilities necessary to deliver and, when necessary, transfer calls received at the PSAP. The enhanced 9-1-1 Network will be engineered to maintain a grade of service so that no more than one (1) busy per one hundred (100) calls will be experienced during the average busy hour of the busiest four (4) consecutive weeks of the preceding fifty-five (55) weeks.
- (b) Enhanced 9-1-1 service is offered in accordance with the State of Connecticut Public Act Number 84-416. There are no rates and charges associated with Enhanced 9-1-1 Network Services.

2. FEATURES

Automatic Location Identification (ALI): When a call is made to 9-1-1, the name and address associated with the calling party's telephone number is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): When a call is made to 9-1-1, the calling party's telephone number is forwarded to the PSAP and displayed at the answering position.

Selective Routing (SR): A feature that routes an Enhanced 9-1-1 call from a Central Office to the designated primary PSAP based upon the identified telephone number of the calling party.

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

2. FEATURES (Continued)

Central Office Transfer:

Fixed Transfer: A feature, which enables a PSAP attendant to transfer incoming Enhanced 9-1-1 calls to specific secondary PSAPs by use of specifically assigned buttons on the Display and Transfer Unit.

Manual Transfer: A feature which enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a seven or ten-digit telephone number or a two-digit Speed Calling code. Manual Transfer is associated with the Enhanced 9-1-1 trunk unit.

Selective Transfer: A feature providing the PSAP attendant the ability to transfer an incoming call to another agency by depressing a single button associated with the type of agency, e.g., "Fire," on the Display and Transfer Unit.

Dedicated facilities from a central office to a secondary PSAP will be provided for call transfers to a secondary dispatch PSAP that is operational on a twenty-four (24) hour basis. Secondary PSAPs that have ANI and ALI equipment will receive the appropriate display.

3. RULES AND REGULATIONS

- (a) This service is limited to the central office number 9-1-1 and is furnished to Public Safety Agencies, Municipalities and certain Private Safety Agencies (the customer or subscriber) as defined in Public Act Number 84-416 only for the purpose of receiving emergency calls from the public. Outgoing calls may be made only on a transfer basis.
- (b) The Telephone Company will not provide a mix of Universal Emergency Number Service (9-1-1) and Enhanced Universal Emergency Number Service (Enhanced 9-1-1) within a given central office.
- (c) The Enhanced 9-1-1 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 2.
- (d) The Telephone Company does not undertake to answer and forward Enhanced 9-1-1 calls, but furnishes the use of its facilities to enable the public safety agencies and certain private safety agencies' personnel to respond to such calls.
- (e) Any terminal equipment used in conjunction with Enhanced 9-1-1 Service shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress call.

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The Southern New England Telephone Company
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Section 17

Original Sheet 7

EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

3. RULES AND REGULATIONS (Continued)

- (f) Enhanced 9-1-1 information consisting of 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.
- (g) Enhanced 9-1-1 Service involves the furnishing of the telephone number, address and name associated with the originating line to the PSAP regardless of whether the calling party subscribes to non-listed or non-published service.
- (h) Enhanced 9-1-1 Service does not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The Public Safety Agency or Private Safety Agency shall make such operational tests as, in the judgment of the Public Safety Agency or Private Safety Agency, are required to determine whether the system is functioning properly for its use. The Public Safety Agency or Private Safety Agency shall promptly notify the Telephone Company in the event the system is not functioning properly.
- (i) The Telephone Company's liability to any person who uses the Enhanced 9-1-1 Service is as set forth in Section 28-28a of the Connecticut General Statutes. In conjunction with, and without limiting the applicability of, Section 28, the Telephone Company's liability is as follows:
 - (1) The liability of the Telephone Company to the customer for any damage caused by failures, delays, or interruptions in transmission, or for any other damages arising out of the use or provision of Enhanced 9-1-1 service, including the provision and maintenance of PSAP Equipment, shall be limited to the allowance for interruption of service as specified in Section 1, General Regulations.
 - (2) Enhanced 9-1-1 service, including associated PSAP Equipment, is provided by the Telephone Company solely for the benefit of the customer operating the PSAP, and it is not intended that any direct benefit shall be conveyed upon any user of the service, either as a third party beneficiary or otherwise, and the Telephone Company shall have no liability to any such user for damages occasioned by interruptions, delays, or failures in transmission, or in any manner arising out of the use of said service, no matter how caused. If, contrary to the intent of this tariff, liability should be imposed upon the Telephone Company as a consequence of damage suffered by a user of said service, such liability shall be assumed by, and be the responsibility of, the customer.

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

3. RULES AND REGULATIONS (Continued)

(j) For the Selective Routing feature, the Public Safety Agency or Private Safety Agency is responsible for identifying primary and, if applicable, 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 Enhanced 9-1-1 serving area. The Telephone Company will provide an Emergency Service Number (ESN) to define each of these unique combinations. The Public Safety Agency or Private Safety Agency will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the Enhanced 9-1-1 serving area. These ESNs permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the Enhanced 9-1-1 serving area. Enhanced 9-1-1 calls from PBX and Centrex stations at primary or secondary locations will be forwarded to the PSAP serving the main or listed telephone number of the primary PBX or Centrex location. Enhanced 9-1-1 calls originating on foreign exchange lines shall be routed to the PSAP serving the listed address of the foreign exchange line. These calls will terminate in the PSAP E9-1-1 equipment or on a seven digit administrative number with or without ALI and ANI information. The following terms define the customer's responsibility in providing this information:

- (1) Initial and subsequent ESN assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the Public Safety Agency or Private Safety Agency to the Telephone Company prior to the effective date of service. A file, referred to as a Master Street Address Guide (MSAG), will contain the street names, corresponding house number ranges, community names and ESNs.
- (2) After establishment of service, it is the Public Safety Agency or Private Safety Agency's responsibility to continue to verify the accuracy of the routing information contained in the MSAG, and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing 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 boundaries, incorporation of new cities or any other matter that will affect the routing of Enhanced 9-1-1 calls to the proper PSAP.
- (3) Changes, deletions and additions, which the Public Safety Agency or Private Safety Agency desires to have made in the MSAG should be submitted on an "as occurred" basis.
- (4) Should a town alter their emergency service zones, the charge to redesign data in the MSAG will be based upon the actual cost involved in each case.

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

3. RULES AND REGULATIONS (Continued)

- (k) The Telephone Company shall provide and maintain a data management system composed of two (2) redundant processors for the storage and forwarding of ALI information to every PSAP.
- (l) The Telephone Company will make every reasonable effort to update the Selective Routing and ALI databases on a daily basis and process the Selective Routing record within three days and an ALI record within two days of receipt.
- (m) The Telephone Company will provide a minimum of two Enhanced 9-1-1 lines to each primary PSAP.
- (n) Ancillary Information:

Ancillary information will be limited to handicap information. Limited handicap information can appear at a customer's request on the ALI screen. The indicators are limited to the following:

SI	Speech Disabled
H/D	Hard of Hearing / Deaf
MI	Mobility Impaired
COG	Cognitive Impairment
PI	Psychiatric Impairment
LSS	Life Support System
TDD	Telecommunications Device for the Deaf
B	Blind

This information remains as part of the subscriber's ALI record until such time as the subscriber requests a change or removal of an indicator.

Entry, change or removal of this data from a subscriber's ALI record will be through written forms provided by the Telephone Company. The Telephone Company will be held harmless with regard to entry, change or removal of this information.

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Original Sheet 10

EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

4. PSAP EQUIPMENT RATES AND CHARGES

(a) General

PSAP Equipment is designed for use with 1A2 Type Key Telephone Systems provided under terms specified elsewhere in this tariff, and includes the following:

- (1) ANI Display and Transfer equipment consisting of a microprocessor controlled, stored program system capable of serving up to fifteen incoming Enhanced 9-1-1 lines and fifteen Display and Transfer Units per controller system.
- (2) ALI equipment, which is a micro-processor providing retrieval of the calling party's address from a database and its display on units located at attendant positions. A maximum of forty-five display units may be installed per controller system.
- (3) PSAP equipment will be available exclusively to Connecticut Public Safety Agencies and certain Private Safety Agencies.

(b) PSAP Equipment

	<u>Purchase Price</u>	<u>Monthly Maintenance</u>
(1) Automatic Number Identification Feature		
Master controller providing common equipment, Commercial power conversion unit, wiring for up to four incoming lines and/or four display units (maximum one per system), each	\$23,661.28	\$137.24
Auxiliary controller providing common equipment and wiring for next eleven lines and/or display units (maximum one per system), each	\$5,205.48	\$13.96
Additional trunk equipment (required with Auxiliary Controller) for up to four incoming lines (maximum three per system), each	\$1,325.03	\$3.55

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Original Sheet 11

EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

4. PSAP EQUIPMENT RATES AND CHARGES (Continued)

(b) PSAP Equipment (Continued)

	<u>Purchase Price</u>	<u>Monthly Maintenance</u>
(2) Automatic Location Identification Feature		
Master controller for the first five display units (1-5) includes:		
computer aided dispatch interface unit (maximum one per system), each	\$17,130.76	\$49.22
Expansion Unit for five additional display units (6-10)(11-15) (maximum two per system, each	\$989.04	\$3.74
Auxiliary Controller for five additional display units (16-20) (maximum one per system) each	\$13,865.51	\$8.99
Expansion unit for five additional display units (21-25),(26-30),(31-35), (36-40),(41-45) (maximum five per system), each	\$989.04	\$3.74
(3) Display Unit ANI display and transfer unit, each	\$1,230.39	\$3.22
ALI display unit, each Combined ANI and ALI Displays with ANI Transfer, which provides key termination for up to (8) E911 trunks per unit, includes optional cabinet, each	\$1,325.03	\$6.15
	\$2,839.35	\$10.41
(a) A telephone set is required with each ANI display unit.		
(b) If the quantity of E911 trunks exceeds eight, additional equipment will be required based upon costs according to the circumstances in each case.		

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

4. PSAP EQUIPMENT RATES AND CHARGES (Continued)

(b) PSAP Equipment (Continued)

	<u>Purchase Price</u>	<u>Monthly Maintenance</u>
(4) Miscellaneous Equipment Standard Printer equipped with a friction and tractor type paper feed, and initial paper supply, each	\$700.37	\$6.63
(a) Deluxe Printer equipped with a friction and tractor type paper feed, and initial paper supply, each	\$1,230.39	\$6.10
(5) Moves or Changes		
(a) Charges for moves or changes of equipment at the PSAP locations will be based upon costs according to the circumstances in each case.		

(c) Warranty

- (1) The Telephone Company warrants that the Enhanced 9-1-1 terminal equipment delivered will be free from defects in materials and workmanship, free from imperfections in design, materials or construction which would create hazards, capable of satisfactory performance and complies with Part 15 of the FCC Rules and Regulations, "Class A computing equipment" under normal operating conditions.
- (2) The Telephone Company warrants this equipment for twelve months from acceptance of each installation. If there is a defect or malfunction during the warranty period, the Telephone Company will, at its option, as the exclusive remedy, either repair or replace the defective unit at no charge.
- (3) This warranty shall not apply to defects and malfunctions resulting from any accident, alteration, unauthorized repair, abuse, misuse, fire or other natural causes after the equipment is in the customer's possession.
- (4) THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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Section 17

Original Sheet 13

EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

4. PSAP EQUIPMENT RATES AND CHARGES (Continued)

(d) Maintenance

- (1) The customer for maintenance is defined as the Public Safety Agencies or Private Safety Agencies responsible for running the PSAP location.
- (2) Upon expiration of the warranty, the PSAP equipment will be maintained at the rates specified in section 4.b of this tariff. Maintenance will include all necessary replacement parts and labor.
- (3) Upon notification to the Telephone Company of any equipment failure, the Telephone Company will commence onsite repair service within four hours of the customer's notice or within a reasonable time thereafter or when in emergencies (that is when the malfunction of the terminal equipment interferes with the receipt and processing of 911 calls) within two hours of the customer's notice.
- (4) The normal average restoration period for PSAP terminal equipment, barring circumstances beyond the control of the Telephone Company, will be within two hours from the arrival of service personnel.
- (5) The maintenance agreement will be considered null and void if there is any modification, maintenance, installation, repair, or movement of the PSAP equipment by any personnel other than authorized by the Telephone Company.
- (6) If the customer does not subscribe to this maintenance agreement by the Telephone Company, the Telephone Company relinquishes all responsibility for the functionality and operational aspects of the PSAP equipment.
- (7) Equipment which is no longer manufactured is maintained by the Telephone Company only so long as replacement parts are available without extraordinary expense.

(e) Customer Responsibility

- (1) The responsibility of the customer is to ensure that under no circumstances shall there be any modification, maintenance, installation, repair or movement of the equipment by anyone other than the Telephone Company.
- (2) The customer is required to furnish proper and continuous power, grounding, conform to environmental requirements, and to maintain and provide facilities in accordance with the Telephone Company provided specifications.

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EMERGENCY REPORTING E 911

II. EMERGENCY REPORTING, GROUP ALERTING AND DISPATCHING SERVICES (Continued)

B. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (Enhanced 9-1-1) (Continued)

4. PSAP EQUIPMENT RATES AND CHARGES (Continued)

(f) Company Liability

The liability of the Telephone Company in connection with the provision of PSAP Equipment and related services is limited as set forth elsewhere in this tariff.

(g) Access to the Customer's Premise

The Telephone Company shall have access to the customer's premises at all reasonable times to inspect, install, test, maintain and repair the equipment.

(h) The Telephone Company shall provide PSAP Equipment in accordance with the terms of an agreement between the State of Connecticut and the Telephone Company. Such agreement is subject to the terms of this tariff and incorporated herein by reference.

III. ENHANCED 9-1-1 PRIVATE BRANCH EXCHANGE AUTOMATIC LOCATION INFORMATION SERVICE (UNIVERSITY OF CONNECTICUT)

A. GENERAL

1. Description of Service

Enhanced 9-1-1 (E9-1-1) Private Branch Exchange (PBX) Automatic Location Information (ALI) Service provides for specific PBX station ALI when a caller from the University of Connecticut (UCONN) PBX makes an E9-1-1 call which terminates at the UCONN Public Safety Answering Point (PSAP). The Company will provide such information upon receiving an initial load of data and ongoing updates.

B. RESPONSIBILITY OF THE SUBSCRIBER

1. UCONN is responsible for the data transmission software that will enable UCONN to communicate with the Company's mainframe.
2. UCONN will provide MSAG information to the Company for input.
3. UCONN will provide the initial load tapes/files of working numbers in the UCONN telephone index numbering plans.
4. UCONN will provide the Company with all telephone number records, which require ALI information.
5. UCONN will be responsible for all error correction.
6. UCONN will be responsible for inputting ALI information onto records supplied to the Company and ensuring the accuracy of such ALI information.
7. UCONN must meet and maintain operational requirements to ensure timely and accurate changes to the ALI data base as agreed to in the contract dated October 20, 1989 between UCONN and the Company.

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EMERGENCY REPORTING E 911

III. ENHANCED 9-1-1 PRIVATE BRANCH EXCHANGE AUTOMATIC LOCATION INFORMATION SERVICE (UNIVERSITY OF CONNECTICUT) (Continued)

C. VIOLATION OF TARIFF

In the event UCONN fails to comply with any of the foregoing (hereinafter referred to as "UCONN's breach"), and UCONN's breach is not cured within 7 days of receipt of written notice from the Company, then the Company shall have the right, without waiving any other right to 1) terminate the provision of service hereunder, provided that the Company shall effect such termination in accordance with Section 16-3-101 et seq. of the Regulations of Connecticut State Agencies and/or 2) obtain indemnification from UCONN with respect to any and all damages resulting from or arising out of UCONN's breach.

D. LIABILITY OF THE TELEPHONE COMPANY

Refer to Section 17, item II.B.3.(i)(1) preceding.

E. RATES AND CHARGES

E9-1-1 PBX ALI is provided at the following rates and charges:

	Non-Recurring Charge for <u>3 Year Period - 36 months</u>	Non-Recurring <u>Charge</u>
Initial Provisioning of service		\$14,066.00
Updates of telephone number records - per transaction	\$.25	

Master Street Address Guide (MSAG)

Should UCONN alter the emergency service zones, the charge to redesign data in the MSAG will be based upon the actual cost involved.

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Section 18

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TOLL TARIFF

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^T Trademark of Southern New England Telephone Company.

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TOLL TARIFF

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Original Sheet 1

TOLL TARIFF

GENERAL

In addition to the General and Exchange Tariff, Section 1, General Regulations, the following regulations apply in connection with the furnishing of services set forth in this tariff.

REGULATIONS

1. General

- a. Message toll telephone service is that of furnishing facilities for telephone communication between local service areas in accordance with the regulations and system of charges specified in this section following.
- b. Toll rates ascertained as herein outlines are the effective rates applying to the message toll telephone service of the Southern New England Telephone Company when both originating and terminating within the State of Connecticut and handled exclusively by this Company or jointly by this Company and its associated or connecting companies.
- c. Message toll service offers two categories of calling service, namely station-to-station service and person-to-person service.

(1) Station-to-Station Service

- a. Station-to-station service is that service where the call is originated by the telephone user in one of the following ways.
 - (1) By direct distance dialing.
 - (2) By giving to the Telephone Company operator the telephone number for the desired telephone, Centrex index telephone number, Centrex station or local connection facilities of a Miscellaneous Common Carrier.
 - (3) By giving to the Telephone Company operator the name and address under which the desired telephone, private branch exchange system, Centrex system, or Miscellaneous Common Carrier is listed. The particular person, department, office, private branch exchange station, Centrex station or Miscellaneous Common Carrier mobile station may not be specified.

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Section 18
Original Sheet 2

TOLL TARIFF

REGULATIONS (Continued)

1. General (Continued)

c. (Continued)

(2) Person-to-Person Service

- a. Person-to-person service is that service under which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office private branch exchange, Centrex station or Miscellaneous Common Carrier mobile station.

(1) Where the person originating the call wishes arrangements made in advance with a particular person or station for the establishment of a connection at a specified time (appointment call), the call is classified as person-to-person.

When it is necessary for the Telephone Company to employ a messenger or other means to bring the called person to a telephone, the call is classified as person to person and, in addition to charges for the message; a charge is made for the exact amount expended, if any for messenger service.

- d. One schedule of station-to-station service is offered for Basic Message Toll Schedule – Residence.

Basic Message Toll Schedule (Residence)

Defines the rates for unassisted Customer Calling - Sent Paid which is station-to-station service where the person originating the call from other than a public or semi-public coin telephone dials the telephone number desired and the call is completed without the assistance of a telephone company operator, except: when an operator records the originating telephone number where no automatic recording equipment is available; when an operator reaches the called number where facilities are not available for dial completion; when an operator places a call for a calling party who identifies themselves as being handicapped and unable to dial the call because of this handicap; when an operator reestablishes a call which has been interrupted after the called number has been reached; and when the operator establishes a call because the customer reports a service difficulty other than a "busy signal" or "no answer" condition at the called station.

e. Promotional Campaigns

Upon five (5) days' notice to the DPUC the Company may periodically offer promotional campaigns.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 18
Original Sheet 3

TOLL TARIFF

REGULATIONS (Continued)

1. General (Continued)

f. Applicable Call Types and Rate Periods

Time Applicable ¹

<u>Call Types and Rate Periods</u>	<u>From</u>	<u>To But Not Including</u>	<u>Days Applicable</u>
1. <u>Residence-Station-to Station Unassisted Customer Calling - Sent Paid Initial and Overtime Periods</u>			
Day	8:00 A.M.	5:00 P.M.	Monday through Friday
Evening	5:00 P.M. 8:00 A.M.	11:00 P.M. 11:00 P.M.	Monday through Friday and Saturdays, Sundays and Specified Holidays
Night	11:00 P.M.	8:00 A.M.	Every Day
<u>Call Types and Rate Periods</u>	<u>From</u>	<u>To But Not Including</u>	<u>Days Applicable</u>
2. <u>Coin - Sent Paid</u>			
Initial Period Only			
Day	All Times.		Every Day
3. <u>Bill to Third Number, and other Operator Assisted</u>			
Initial Period Only			
Day	All Times.		Every Day
4. <u>Person-to-Person</u>			
Initial Period Only			
Day	All Times.		Every Day
5. <u>Bill to Third Number and other Operator Assisted, Coin-Sent Paid, and Person-to- Person:</u>			
Additional Minutes			
Day	8:00 A.M.	5:00 P.M.	Monday through Friday
Evening	5:00 P.M. 8:00 A.M.	11:00 P.M. 11:00 P.M.	Monday through Friday and Saturdays, Sundays and Specified Holidays
Night	11:00 P.M.	8:00 A.M.	Every Day

¹ As prescribed in 3. (Time of Day) following, the time that the calling station governs.

GENERAL EXCHANGE TARIFF

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Original Sheet 4

TOLL TARIFF

REGULATIONS (Continued)

2. Collection of Charges

- a. Charges (including messenger charges) for all classes of telephone calls are billed against or collected from the calling telephone in all cases, except that upon request toll charges may be:
 - (1) Billed against or collected from the called telephone (i.e., charges may be reversed) if the charges are accepted at the called station. Also, with positive acceptance from anyone at the billed number, toll charges may be transferred to a third telephone number at the request of the calling telephone user. In each case the tariff rates for the particular class of telephone call applies.

3. Time of Day

- a. The time of day when conversation actually starts, determined in accordance with the time system - standard or daylight saving - legally or commonly in use at the point where the calling station is located, determines whether Day, Evening, or Night rates apply.
- b. In cases where a message begins in one rate period and ends in another, the rate in effect in each rate period applies to the portion of the message occurring within that rate period. In the event that a minute of use is split between two rate periods, the rate in effect at the start of the period applies.

4. Limited Conversation

The Telephone Company reserves the right to limit the length of conversation when necessary in time of emergency resulting in a shortage of facilities.

5. Billed Number Screening

- a. The term "Billed Number Screening" denotes an arrangement whereby, at the time of the call origination, bill to third party and collect calls are screened for customer preauthorization or customer-directed non-acceptance.
- b. Billed Number Screening will be furnished in response to a customer request to control instances of fraudulent or unwanted calls, associated with bill to third party, station to station collect, or person to person collect service.

6. Toll Plans with MRCs

For toll plans with monthly recurring charges ("MRCs") and associated usage charges, the charges begin as of the first day of the billing cycle in which service is furnished, unless otherwise stated.

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 18
Original Sheet 5

TOLL TARIFF

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE

1. SPECIFIC RATES WITHIN CONNECTICUT

Tables showing initial period station-to-station day rates between all toll rate centers in the State of Connecticut are included in a supplement hereto entitled "Station-to-Station Day Rates Between Connecticut Points (Unassisted Customer Calling - Sent-Paid)."

2. RATE APPLICABLE ON CERTAIN HOLIDAYS

Station-to-Station Evening rates and Person-to-Person Evening rates apply for calls from 8:00 A.M. to, but not including, 11:00 P.M. for the following:

Independence Day (July 4)
Labor Day (the first Monday in September)
Thanksgiving Day (the fourth Thursday in November)
Christmas Day (December 25)
New Year's Day (January 1)

3. MESSAGE TOLL TELEPHONE COMMUNICATIONS TO AND BY HEARING OR SPEECH IMPAIRED CUSTOMERS

When a message toll telephone message is either placed to or by a hearing or speech impaired customer through the use of Telephone Company or customer-provided Telecommunication Devices for the Deaf/Text Telephone (TDD/TT) or Augmentative and Alternate Communication (AAC) devices, the charge for such a message will be based on 25 percent of the actual conversation time consumed for the message.

4. METHOD OF DETERMINING RATE MILEAGE BANDS

- a. Message toll telephone rates between rate centers are based on air-line distance between such rate centers, determined in accordance with (a) and (b) following. Fractional miles are considered as full miles for rating purposes.
 - (1) For the purpose of determining rate distances, a Vertical "V" and Horizontal "H" coordinate system is used. The V-H system consists of vertical and horizontal lines covering the State of Connecticut.
 - (2) The location of a rate center expressed in latitude and longitude is converted mathematically to its grid location, that is, Vertical "V" and Horizontal "H" coordinates. These coordinates permit calculation of the distance between any two such rate centers.
- b. For Message Toll Telephone service elements having minimum and maximum rates, the Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in that rate.

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TOLL TARIFF

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

5. OUTBOUND DEFAULT RATES

Minimum Usage Charge

Residence \$3.00

If monthly direct dialed calling equals or exceeds the minimum usage charge, the minimum usage charge will be waived. If monthly direct dialed calling is less than \$3.00, the minimum usage charge will be the difference between such usage and \$3.00.

6. INITIAL AND OVERTIME PERIODS AND RATES

a. Message toll rate are quoted in terms of initial and over time periods.

- (1) The initial period is the interval of time allowed at the rate quoted for toll connections between given points.
- (2) The overtime period is the unit of time used for measuring and charging for time in excess of the initial period.

b. Initial period rates are for telephone connections of one minute or fraction thereof for Residence and all overtime rates are for each additional minute or fraction thereof that the telephone connection continues beyond the initial period.

c. Timing of Messages

- (1) Length of conversation is the elapsed time between the beginning and the end of a telephone communication.
- (2) On calls placed on a station-to-station basis, conversation is considered as beginning at the time telephonic communication is established between the calling telephone and the called telephone, private branch exchange system, Centrex system or Miscellaneous Common Carrier mobile radio system.
- (3) On calls placed on a person-to-person basis, conversation is considered as beginning at the time telephonic communications is established between the person calling and the particular person called, another person acceptable to the person calling, or the private branch exchange station called.
- (4) On all calls, conversation is considered as terminated at the time the disconnect signal is received.

d. Basic Message Toll Schedules – Residence and Operator Assisted

	<u>Per Minute</u>
Residence and Residence Operator Assisted:	\$0.42

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TOLL TARIFF

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

7. BASIC MESSAGE TOLL SCHEDULE OPERATOR ASSISTED CALLS

a. Basic Message Toll Schedule

The Basic Message Toll Schedules - Residence provide the Weekday (Monday through Friday) Day rates for initial and additional minutes applicable to Unassisted Customer Calling Sent-Paid messages.

8. OPERATOR ASSISTED CALLS

a. Description of Service

Operator Assisted is station-to-station service other than "Unassisted Customer Calling-Sent Paid" and "Coin-Sent Paid." The rates for the Operator Assisted calls are determined by adding the appropriate Operator Assisted surcharge to the Basic Message Toll Schedule or to the local call rate as defined in this section. The surcharge categories for station-to-station Operator Assisted are as follows:

- (1) Bill to Third Number (includes time and charges billed on a Bill to Third Number basis).
- (2) All Other Operator Assisted - pertains to Collect, Toll Access Line and Customer Choice-Operator Completed (includes time and charges billed on a Collect and Toll Access Line).

Person-to-Person Service

Rates for person-to-person service are determined by adding the appropriate person-to-person surcharge to the Basic Toll Schedule as defined in this section.

Day, Evening or Night rates apply to both station-to-station and person-to-person services.

(D)

(D)

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MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

8. OPERATOR ASSISTED CALLS (Continued)

a. Description of Service (Continued)

Operated Dialed Service Charge

An Operator Dialed Service Charge is applied to any operator station or person-to-person call where the customer has the capability of dialing all the digits necessary to complete the call, but elects to have the operator dial the called number. This charge is in addition to any applicable surcharge.

Exemptions:

- Calls in which a Company operator places a call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.
- Calls where a customer cannot otherwise dial the call, due to trouble on the Company's telecommunications network.

b. Rates and Charges

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. This charge is in addition to all applicable measure usage charges.

Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>	
Bill to Third	*	(C)
All other Operator Assisted messages	*	
Person-to-Person Messages	*	
Operator Dialed Service Charge	*	(C)

9. PAYPHONE USE CHARGE

The Payphone Use Charge applies to all completed non-sent paid (alternately billed) calls that originate from payphones. The Payphone Use Charge will apply in addition to any applicable Operator Assisted surcharges listed in paragraph 9. (Operator Assisted Calls) or other applicable surcharges and any applicable message charge.

	<u>Usage Charge</u>	
Payphone Use Charge	*	(D)(T) (C)

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

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MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

10. SPECIAL DISCOUNT RATES

- a. From time to time, toll rates may be lowered by as much as 70% from the day rate for selected hours and selected days as determined by The Telephone Company as part of a calling incentive campaign. Each campaign will not exceed one day in length.
- b. Special discount rates apply only to intrastate long distance calls which originate within the Company's franchise area that are station to station direct dial calls.
- c. If the normal discounts (i.e., evening, night and holiday) applicable to an intrastate call make the cost of that call less than the special discount rate, the lower of the two rates will apply.
- d. The Company will notify the Department of Public Utility Control of a special discount rate promotion, in writing, three (3) business days in advance of such an offering.

11. RATE DISCOUNTS AND APPLICATION PERIODS

- a. Rate discounts and application periods for all toll messages and CPAL Toll Schedule messages are set forth in paragraph 11.c. following.
- b. For all Operator Assisted and Person-to-Person toll messages, the Weekday initial period Basic Rate plus the applicable operator surcharge apply all days, all hours. For all CPAL Toll Schedule messages the appropriate Weekday initial period rate applies all days, all hours.
- c. For Residence Messages, as well as CPAL Toll Schedule, Operator Assisted, and Person-to-Person Messages.

	Mon.	Tue	Wed	Thur	Fri	Sat	Sun	% Discounts
8AM to *5PM	Day Rate Period							Discounts apply to 1) total charges for Unassisted Customer Sent-Paid Messages and 2) to total additional minute charges for operator assisted person-to-person and Coin Sent-Paid messages Total Fractional Amounts are rounded to the nearest cent.
5PM to *11PM	Evening and Weekend Rate Period 35% Discount							
11PM to *8AM	Night Rate Period 60% Discount							

* to but not including.

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MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

11. RATE DISCOUNTS AND APPLICATION PERIODS S (Continued)

d. Automatic Volume Discounts

Automatic volume discounts may apply to a customer's toll free usage charges on a Billed Telephone Number (BTN) basis. These discounts do not apply to direct dialed intrastate message toll telephone service charges.

Residence Automatic Volume Discounts – Toll Free Usage

Total Monthly Usage		Discount %		Current
		<u>Minimum</u>	<u>Maximum</u>	
\$.01	- \$ 5.00	0	50	0
5.01	- 10.00	0	50	0
10.01	- 15.00	0	50	10
15.01	- 20.00	0	50	10
20.01	- 25.00	0	50	10
25.01	- 30.00	0	50	10
30.01	- 35.00	0	50	10
35.01	- 40.00	0	50	10
40.01	- 45.00	0	50	10
45.01	- 50.00	0	50	10
50.01	- 55.00	0	50	10
55.01	- 60.00	0	50	10
60.01	- 65.00	0	50	10
65.01	- 70.00	0	50	10
70.01	- 75.00	0	50	10
75.01	- 80.00	0	50	10
80.01	- 85.00	0	50	10
85.01	- 90.00	0	50	10
90.01	- 95.00	0	50	10
95.01	- 100.00	0	50	10
100.01	- 125.00	0	50	10
125.01	- 150.00	0	50	10
150.01	- 175.00	0	50	10
175.01	- 200.00	0	50	10
200.01	- 250.00	0	50	15
250.01	- 300.00	0	50	15
300.01	- 350.00	0	50	15
350.01	- 400.00	0	50	15
450.01	- 500.00	0	50	15
500.01	- 1,000.00	0	50	20
1,000.01	- 2,000.00	0	50	25
2,000.01	- 5,000.00	0	50	30
5,000.01	- 10,000.00	0	50	35
10,000.01	+	0	50	40

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TOLL TARIFF

INTRASTATE TOLL RATES - INITIAL ONE MINUTE STATION-TO-STATION DAY INTRASTATE TOLL RATES (UNASSISTED CUSTOMER CALLING-SENT PAID)

	<u>Per Minute</u>
Residence	\$0.42

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OPTIONAL CALLING PLANS

Optional Calling Plans provide participating subscribers with the option of paying a monthly charge to obtain special discounts on the message toll rates set forth in Section 18.

Effective May 20, 2014, Calling Card Service will no longer be available.

A. CONNections^T Option (GRANDFATHERED)

1. DEFINITION

CONNections^T is not available to new customer. It is an Optional Calling Plan offered only to current

CONNections^T residence and Home Office customers. The subscriber pays a monthly fee to obtain extra message toll rate discounts during specified hours of the plan.

2. REGULATIONS

- a. Calls which are not placed during the CONNections^T discount hours will be billed in accordance with the applicable message toll rates as set forth in Section 18.
- b. The CONNections^T discount will be applied during special discount hours in place of any existing message toll discounts as set forth in Section 18.
- c. CONNections^T subscribers may also subscribe to Exchange Plus Service.

3. LIMITATIONS

- a. The CONNections^T discount does not apply for the following:
 - 1) Operator Surcharges
 - 2) Initial period charges for operator handled calls as set forth in Section 18.
 - 3) Usage charges on calls for which timing and charges have been requested.
 - 4) Rates and charges on operator handled calls originating from Greenwich and Byram.
- b. CONNections^T cannot be gift billed.

4. MINIMUM PERIOD

The minimum period of service is one month. The charges for a fractional part of the month will be a proportionate part of the recurring rate based on the actual number of days the service is provided. Every month is considered to have 30 days.

^T Trademark of Southern New England Telephone Company.

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

A. CONNections^T Option (GRANDFATHERED) (Continued)

5. RATES AND CHARGES

Application of Charges

- a. CONNections^T charges include recurring and usage charges. The recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.
- b. The following rate will apply for CONNections^T service provided, however, the Telephone Company shall not charge any rate other than the one proposed unless and until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate.
- c. When the customer's billing date and the date that the CONNections^T Option is started or discontinued do not coincide, the monthly recurring charge will be adjusted to reflect the fractional part of the month service is provided. For these purposes, each month is considered to have 30 days.
- d. The monthly subscription fee will be billed in advance to the customer's billing telephone number.
- e. The regulations specified in Section 18 for Message Toll Service are applicable for CONNections^T.

RATES AND CHARGES ELEMENTS

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
a. Recurring Charge - monthly per account	Imputation	\$4.73	\$4.73
b. Discount on message toll call during special discount hours	60%	60%	60%
c. Special Discount Hours			
8 AM - 9 AM	Weekdays		
9 PM - 11 PM	Weekdays		
8 AM - 11 PM	Saturdays, Sundays, Holidays		

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OPTIONAL CALLING PLANS (Continued)

A. CONNections^T Option (GRANDFATHERED) (Continued)

6. COMMUNICATIONS TO AND BY HEARING OR SPEECH IMPAIRED CUSTOMERS

Residence customers who are hearing or speech impaired and place toll telephone messages through the use of Telephone Company or customer provided manual teletypewriter equipment (Section 18) are eligible to subscribe to CONNections^T. The subscribing customer will pay regular recurring charges. The rates on toll calls placed during CONNections^T special discount hours will be based on 25 percent of the actual discounted conversation time consumed for the calls.

^T Trademark of Southern New England Telephone Company.

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OPTIONAL CALLING PLANS (Continued)

B. EXCHANGE PLUS SERVICE (GRANDFATHERED)

1. DEFINITION

Exchange Plus Service offers customers the option of paying a monthly charge to obtain an initial cumulative time of direct dialed calling each month to exchanges they call the most, which would otherwise be accessible to a subscriber only by the use of message toll telephone service. The subscriber may place as many calls to the (se) exchange(s) during a month to accumulate the time used. The billing system will analyze all exchanges called that meet the requirements of the Exchange Plus calling plan, and apply the initial cumulative time and any additional discounts to the (se) exchange(s) which will provide to the subscriber the best savings. These exchanges may be the same each month or change each month dependent upon the subscriber's calling for any particular month. For direct dialed calls in excess of the initial cumulative period, subscribers obtain special discounts from basic MTS daytime rates. The Exchange Plus rates and charges set forth in paragraph 3 following are in payment for the service furnished between the calling and called stations.

2. REGULATIONS

- a. Exchange Plus Service is not available to new Home Office or Residence customers.
- b. While Exchange Plus Service is provided with the understanding that calls made to exchanges under the Exchange Plus plan will be dialed directly by the subscriber, calls may be placed through an operator of the Telephone Company in cases where assistance is needed for completion of the call. The service does not provide for person-to-person, collect, calling card, conference or other calls, which normally require an operator.
- c. Exchange Plus calls do not qualify for further MTS automatic volume discounts.
- d. Residence or Home Office Exchange Plus subscribers who also subscribe to CONNections and place direct dialed calls to their selected exchanges during CONNections special discount hours will receive the Exchange Plus discount. These calls will be included in the Exchange Plus initial time period of calling or the accumulated time used.
- e. Limitation of Service
The exchanges to which a subscriber to Exchange Plus receives the discounts, are limited to those beyond the subscriber's extended local calling area.
- f. Minimum Period
The minimum period of service is one month.
- g. Allowance for Interruptions
Allowance for interruptions of service is as set forth in Section 1, General Regulation No. 16.

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

B. EXCHANGE PLUS SERVICE (GRANDFATHERED) (Continued)

3. RATES AND CHARGES

a. Application of Charges

1. Exchange Plus Service includes recurring and non-recurring charges. The non-recurring charge to establish service is the record order charge outlined in Section 3. The recurring charge consists of a monthly subscription fee, which is billed on a billed telephone number basis. The monthly subscription fee applies whether or not the subscriber makes any Exchange Plus Calls.
2. Upon three (3) business days' notice to the DPUC, the Company may periodically offer promotional campaigns.
3. When the customer's billing date and the date that Exchange Plus Service is discontinued do not coincide, the monthly recurring charge will be adjusted to reflect the fractional part of the month service is provided. For those purposes, each month is considered to have 30 days.
4. The monthly recurring charge is billed to the customer's billing telephone number account in advance and the amount that is billed is based on the number of exchanges chosen per billing telephone number account.
5. The monthly recurring charge provides customers with the following initial period of cumulative direct dialed calling to the selected exchange(s) of their choice:

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Residence and Home Office	30 Minutes	60 Minutes	60 Minutes

6. The following rates will apply for Exchange Plus, however, the Telephone Company shall not charge any rate or apply any discount other than the ones approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate.

Rates and Charges Elements

a. Monthly Recurring Charge -per account, per exchange

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Residence and Home Office	Imputation	\$12.00	\$5.00

b. Discount on Direct Dialed Exchange Plus Calls

<u>Residence and Home Office</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
8AM - 5PM Weekdays	20%	60%	25%
5PM - 11PM Weekdays	20%	60%	60%
11PM - 8AM Weekdays	20%	60%	60%
Weekends and Holidays	20%	60%	60%

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OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED)

1. DEFINITION

The High Volume Discount (HVD) Plan is a service for which subscribers pay a monthly minimum fee to obtain one (1) second rating after the minimum call period on their intrastate message toll calls which are then rated according to the usage schedule and volume discount table set forth in paragraph 6 below.

2. REGULATIONS

- a. The HVD Plan and all of its options are no longer available to new Home Office, and Residence customers who are Frontier Long Distance Customers. The monthly option is also no longer available to new HVD customers.
- b. The discounts specified in Section 2 of this Tariff for Message Toll Telephone Service are no longer applicable for HVD Plan calls.
- c. In cases where a message begins in one rate period and ends in another, the rate in effect in each period applies to the portion of the message occurring within that rate period. In the event that the initial eighteen (18) seconds is split between two (2) rate periods, the rate in effect at the start of the message applies.
- d. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e. The Company will offer a no risk offer to trial a Company HVD Plan to customers of other long distance carriers. Customers who select the trial and who remain in service for at least two (2) months, but not more than six (6) months and then switch back to their former carrier will receive up to a \$50 credit per customer. The Telephone Company will apply the credit to the customer's bill. This offer is limited to one such reimbursement per customer.
- f. The Company will provide to customers who sign up for a term commitment of greater than one year, a usage credit not to exceed on full month's usage. The credit will be equal to the second month's usage and will be credited to the customer's bill in the third month of the first year term commitment only.
- g. The Company may aggregate toll service amounts with other selected services that have identical discount schedules.

3. LIMITATIONS

- a. The HVD Plan applies only to intrastate messages outlined in this tariff with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.
- b. The HVD Plan customers are not eligible for other toll Optional Call Plans provided for in this Tariff.

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

4. MINIMUM PERIOD

The minimum period of service is twelve (12) months.

5. APPLICATION OF RATES AND CHARGES

- a. The High Volume Discount Plan includes non-recurring charges, a monthly minimum usage charge and usage rates. The non-recurring charges are the record order charges outlined in Section 3. The monthly minimum fee is billed regardless if the subscriber places any High Volume Plan calls in the month. Usage on High Volume Discount Plan calls is rated based on an initial period of 18 seconds and additional periods of one (1) second.
- b. The monthly minimum usage charge is billed on a per billing telephone number account basis.
- c. High Volume Discount Plan calls rated on an initial period of (18) seconds and additional periods in one (1) second increments for usage and rating purposes.
- d. Upon three (3) business days' notice to the DPUC, the Company may periodically offer promotional campaigns.

6. RATES AND CHARGES

The following rates and charges will apply for the High Volume Discount Plan. With respect to elements having minimum and maximum rates, the Telephone Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in that rate.

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
a. Monthly Minimum Charge per account	\$200.00	\$500.00	\$200.00
b. Usage Rates-per call			
Day Initial 18 seconds	Imputation	\$.0630	\$.0450
Day Each additional 1 second	Imputation	\$.0035	\$.0025
c. High Volume Discount Table			
Monthly Toll Bill		<u>Percent Discount</u>	
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
\$.01 - \$300.00	0	50	0
\$300.01 - \$500.00	0	50	5%
\$500.01 - \$1,000.00	0	50	7%
\$1,000.01 - \$2,000.00	0	50	10%
\$2,000.01 - \$3,000.00	0	50	13%
\$3,000.01 - \$5,000.00	0	50	16%
\$5,000.01 - \$10,000.00	0	50	18%
\$10,000.01 +	0	50	22%

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

7. VOLUME/TERM OPTION

a. Definition

The Volume/Term Option extends to HVD customers the opportunity to receive further discounts on eligible services. The Volume/Term Option has two features, the first is the volume portion of the plan, which allows the customers to aggregate usage associated with each of their eligible services. The second feature of the plan is the term portion which allows the HVD customer the option of committing to the service for a one, two, three, four or five year period as outlined in the Term Rebate Schedule in exchange for an additional discount in the form of an additional monthly Discount.

b. Regulations

The following regulations are in addition to those outlined in Section 6.

1. The record order charge as outlined in Section 3 is applied when subscribing to the Volume/Term Option.
2. The Company may periodically, upon notice to the Department of Public Utility Control, waive the record order charge for the Volume/Term Option, and non-recurring charges associated with all of the eligible services, as part of a promotional campaign not to exceed 90 days.

c. Aggregate Volume Feature

1. To be eligible for the Volume/Term Option customers must subscribe to the High Volume Discount Plan. Existing HVD customers will need to contact the Company to activate this feature. Customers who subscribe to the Aggregate Volume Feature receive the appropriate monthly HVD discount on the aggregate usage of all eligible services. The monthly HVD schedule can be found in 6.(c) above. The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate High Volume Discount in order to provide the total discounting benefit on a monthly basis.

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

7. VOLUME/TERM OPTION (Continued)

c. Aggregate Volume Feature (Continued)

2. Eligible Services and Usage Schedules

800 CustomLink - All 800 CustomLink Service options except Option 1 non-dedicated local exchange line are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on an initial period of 18 seconds and additional periods of 1 second increments for usage and rating purposes.

The following daytime rates apply for eligible 800 CustomLink usage as described in Section 5.

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.0630	\$.0390
Each additional 1 second	Imputation	\$.0035	\$.0022

The standard time-of-day rating periods and discounts found in 1.(b) above apply to eligible 800 CustomLink calls.

d. Term Rebate Feature

1. The Term Rebate Feature is based on the term period selected and the monthly volume of usage charges for each of the eligible services. Each month, customers receive fifty percent of the applicable rebate determined based upon the appropriate schedules contained in d. (4) below each month along with their monthly HVD discount. The remaining fifty percent of the rebate will be accumulated on a monthly basis and will be provided to the customer in a lump sum at the end of each plan year. Customers may choose to have their portion of their lump sum annual rebate payment either applied directly to their bill as a credit or sent to them in the form of a check.
2. Customers will forfeit the accumulated portion of their lump sum rebate if they terminate HVD service at any time before the commitment period expires. These customers will also be charged the difference between the rebate they have been provided to date and the rebate the customer was entitled to based on the actual length of time in the plan or 35% of average monthly billing to date for the remaining months of the contract whichever is greater.
3. The customer must notify the Company at least 30 days in advance of the Term Rebate expiration date to either cancel or renew the Term Rebate Feature. If the customer does not notify the Company, the Term Rebate Feature will be automatically renewed with the same term commitment as the Term Rebate arrangement to which the customer currently subscribes, if such arrangement is then available.

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OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

7. VOLUME/TERM OPTION (Continued)

d. Term Rebate Feature (Continued)

4. Current subscribers of this Optional Call Plan can convert to the Business Flat Rate Plan without penalty. The customer must meet the minimum requirements of the alternate plan and also agree to sign a term agreement in twelve-month increments, equal to or greater than the remaining months on their existing agreement. If the Company does not offer a plan that carries a term sufficient to satisfy this requirement, then the customer must opt for the longest term currently available.

5. Term – Additional Discount Schedule

1 Year Term Plan		Percent Discount	
<u>Monthly Eligible Usage Bill</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
\$200.00 - \$500.00	0	50	2%
\$500.01 - \$1,000.00	0	50	3%
\$1,000.01 - \$2,000.00	0	50	4%
\$2,000.01 - \$3,000.00	0	50	5%
\$3,000.01 - \$5,000.00	0	50	6%
\$5,000.01 - \$10,000.00	0	50	7%
\$10,000.01 +	0	50	8%

(2) 2 Year Term Plan		Percent Discount	
<u>Monthly Eligible Usage Bill</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
\$200.00 - \$500.00	0	50	3%
\$500.01 - \$1,000.00	0	50	4%
\$1,000.01 - \$2,000.00	0	50	6%
\$2,000.01 - \$3,000.00	0	50	8%
\$3,000.01 - \$5,000.00	0	50	9%
\$5,000.01 - \$10,000.00	0	50	10%
\$10,000.01 +	0	50	11%

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OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

7. VOLUME/TERM OPTION (Continued)

d. Term Rebate Feature (Continued)

5. Term – Additional Discount Schedule (Continued)

(3) 3 Year Term Plan		Percent Discount	
<u>Monthly Eligible Usage Bill</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
\$200.00 - \$500.00	0	50	5%
\$500.01 - \$1,000.00	0	50	6%
\$1,000.01 - \$2,000.00	0	50	8%
\$2,000.01 - \$3,000.00	0	50	9%
\$3,000.01 - \$5,000.00	0	50	10%
\$5,000.01 - \$10,000.00	0	50	11%
\$10,000.01 +	0	50	13%

(4) 4 Year Term Plan		Percent Discount	
<u>Monthly Eligible Usage Bill</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
\$200.00 - \$500.00	0	50	5%
\$500.01 - \$1,000.00	0	50	6%
\$1,000.01 - \$2,000.00	0	50	9%
\$2,000.01 - \$3,000.00	0	50	10%
\$3,000.01 - \$5,000.00	0	50	11%
\$5,000.01 - \$10,000.00	0	50	12%
\$10,000.01+	0	50	14%

(5) 5 Year Term Plan		Percent Discount	
<u>Monthly Eligible Usage Bill</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
\$200.00 - \$500.00	0	50	5%
\$500.01 - \$1,000.00	0	50	6%
\$1,000.01 - \$2,000.00	0	50	10%
\$2,000.01 - \$3,000.00	0	50	11%
\$3,000.01 - \$5,000.00	0	50	12%
\$5,000.01 - \$10,000.00	0	50	13%
\$10,000.01+	0	50	15%

GENERAL EXCHANGE TARIFF

TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. RESIDENCE SIMPLE SOLUTIONS PLAN (GRANDFATHERED)

a. DEFINITION

The Residence Simple Solutions Plan is available to all residence customers who bill at least \$25 of Connecticut toll in a month. The Residence Simple Solutions Plan allows subscribers to aggregate usage associated with each of their eligible services and benefit from a specialized discount structure. The Residence Simple Solutions Plan constitutes an optional form of HVD service and distinct subscription to HVD is not required. The Residence Simple Solutions Plan is otherwise subject to the terms and conditions of HVD service except where specifically noted.

b. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

1. Residence Simple Solution plan is no longer available to new Customers and is offered to existing customers on a grandfathered basis only.
2. The monthly minimum does not apply to the Residence Simple Solutions Plan.
3. The Company may periodically, upon notice to the Department of Public Utility Control, offer an additional 0% to 50% monthly term discount for the first three months as a sign up bonus for the Residence Simple Solutions Plan as part of a promotional campaign.

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Sign-Up Bonus	0%	50%	5%

c. MINIMUM PERIOD

There is no minimum period for Residence Simple Solutions Plan.

d. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the Residence Simple Solutions Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. Customers are not subject to any rate increase during the term of the discount period. Rate decreases will be effective concurrent with the effective date of the tariff.

1. 800 CustomLink

All 800 CustomLink Service options including Option 1 non-dedicated local exchange lines are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on an initial period of eighteen (18) seconds and additional periods of one (1) second increments for usage and rating purposes.

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OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. RESIDENCE SIMPLE SOLUTIONS PLAN (GRANDFATHERED) (Continued)

d. ELIGIBLE SERVICES AND USAGE SCHEDULES (Continued)

1. 800 CustomLink (Continued)

800 CustomLink usage rates applicable to the Residence Simple Solutions Plan are as follows:

800 CustomLink - Residence Peak Usage	Monday through Friday 8AM to 5PM		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.1080	\$.0684
Each additional 1 second	Imputation	\$.0060	\$.0038

800 CustomLink - Residence Off-Peak Usage	Monday through Friday 5PM to 8AM, weekends, holidays		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.0630	\$.0450
Each additional 1 second	Imputation	\$.0035	\$.0025

2. Residence Simple Solutions Plan

MTS Usage is rated as follows:

Residence - Peak Usage	Monday through Friday 8AM to 5PM		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.1080	\$.0684
Each additional 1 second	Imputation	\$.0060	\$.0038

Residence Off-Peak Usage	Monday through Friday 5PM to 8AM, weekends, holidays		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.1080	\$.0450
Each additional 1 second	Imputation	\$.0060	\$.0025

Residence Calling Card and Operator Assisted Calls ¹ Peak Usage	Monday through Friday 8AM to 5PM		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.1080	\$.0990
Each additional 1 second	Imputation	\$.0060	\$.0055

Residence Calling Card and Operator Assisted Calls ¹ - Off-Peak Usage	Monday through Friday 5PM to 8AM, weekends, holidays		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.1080	\$.0750
Each additional 1 second	Imputation	\$.0060	\$.0041

¹ Applicable surcharge also applies.

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OPTIONAL CALLING PLANS (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. RESIDENCE SIMPLE SOLUTIONS PLAN (GRANDFATHERED) (Continued)

e. RESIDENCE RATES AND CHARGES DISCOUNT SCHEDULE

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount.

<u>Aggregate Eligible Usage</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current Discount</u>
\$ 0.00 - \$ 24.99	0%	50%	0.0%
\$ 25.00 - \$ 74.99	5%	50%	10.0%
\$ 75.00 - \$149.99	10%	50%	12.5%
\$150.00 and above	15%	50%	15.0%

If the customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

f. MONTHLY SUBSCRIPTION FEE

Residence \$1.00

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

D. COUNTY CALLING PLAN (GRANDFATHERED)

1. DEFINITION

The County Calling Plan is available to all Residence and home office customers who bill at least \$10.00 of toll calling within their county in a month. The County Calling Plan offers one (1) second rating with an eighteen (18) second call minimum, a postalized rate structure and specialized discount schedules. The County Calling plan is offered on a grandfathered basis to existing customers only.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a. The County Calling Plan is no longer available to new Residence and Home Office customers.
- b. The County Calling Plan has two time of day rating periods, which are as follows:

Peak	Monday through Friday 8 AM to 5 PM
Off-Peak	Monday through Friday 5 PM to 8 AM, weekends and holidays
- c. The Company may aggregate toll service amounts with other selected services that have identical discount schedules.
- d. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e. Eligibility for specific Residence and Home Office subscribers is determined by the serving wire center and the county in which wire center is located. Eligible calls under the County Calling Plan are those toll calls placed to and from exchanges within each county.

3. MINIMUM PERIOD

The minimum period of service for the County Calling Plan is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the County Calling Plan.

a. 800 CustomLink

All 800 CustomLink Service options including Option 1 non-dedicated local exchange lines are eligible for the aggregate discount schedule in paragraph c. and d. following. Eligible 800 CustomLink usage is rated on an initial period of (18) seconds and additional periods in one (1) second increments for usage and rating purposes. 800 CustomLink usage rates applicable to the County Calling Plan are located in Section 18.

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OPTIONAL CALLING PLANS (Continued)

D. COUNTY CALLING PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES (Continued)

b. County Calling Plan

MTS Usage is rated as follows:

<u>County Calling Peak Usage</u>	Monday through Friday 8AM to 5PM		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.0450	\$.0450
Each additional 1 second	Imputation	\$.0025	\$.0025

<u>County Calling - Off-Peak Usage</u>	Monday through Friday 5PM to 8AM, weekends, holidays		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.0270	\$.0270
Each additional 1 second	Imputation	\$.0015	\$.0015

<u>County Calling - Calling Card and Operator Assisted Calls*</u> <u>Peak Usage</u>	Monday through Friday 8AM to 5PM		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.0090	\$.0750
Each additional 1 second	Imputation	\$.0050	\$.0042

<u>County Calling - Calling Card and Operator Assisted Calls*</u> <u>- Off-Peak Usage</u>	Monday through Friday 5PM to 8AM, weekends, holidays		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 18 seconds	Imputation	\$.0720	\$.0570
Each additional 1 second	Imputation	\$.0040	\$.0032

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OPTIONAL CALLING PLANS (Continued)

D. COUNTY CALLING PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES (Continued)

c. Residence County Calling Plan

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount.

<u>Aggregate Eligible Usage</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current Discount</u>
\$ 0.00 - \$ 24.99	0%	50%	0.0%
\$ 25.00 - \$ 74.99	5%	50%	10.0%
\$ 75.00 - \$149.99	10%	50%	12.5%
\$150.00 and above	15%	50%	15.0%

If the customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

d. Home Office County Calling Plan

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount.

<u>Aggregate Eligible Usage</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current Discount</u>
\$ 0.00 - \$ 24.99	0%	50%	0.0%
\$ 25.00 - \$ 74.99	5%	50%	10.0%
\$ 75.00 - \$149.99	10%	50%	12.5%
\$150.00 and above	15%	50%	15.0%

If the customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

5. MONTHLY SUBSCRIPTION FEE

Residence \$1.00

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OPTIONAL CALLING PLANS (Continued)

E. ADVANTAGE PLAN (GRANDFATHERED)

1. DEFINITION

The Advantage Plan offers one (1) minute rating with a one minute call minimum, a five (5) mileage band rate structure, with two (2) time of day rating periods and specialized discount schedules. The Advantage Plan is offered on a grandfathered basis only to existing Advantage Plan customers.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a. The Advantage Plan has two time of day rating periods with the current Off-Peak discount being applied to all eligible usage and Advantage Peak period rates as described in paragraph 4.b. following :

	<u>Minimum</u>	<u>Maximum</u>	<u>Current Discount</u>
Off Peak Discount	0%	75%	35 %

The time of day periods are as follows:

Peak Monday through Friday 8 AM to 5 PM

Off-Peak Monday through Friday 5 PM to 8 AM, weekends and holidays

- (1) In cases where a message begins in one (1) rate period and ends in another, the rate in effect in each period applies to the portion of the message occurring within that rate period. In the event that the initial one minute is split between the two (2) rate periods, the rate in effect at the start of the message applies.

- b. The Company may aggregate toll service amounts with other selected services that have identical discount schedules.
- c. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns. One offer will be a sign up bonus of an additional monthly discount for an initial period for the Advantage Plan as part of an ongoing promotional campaign.

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Sign-Up Bonus	0%	50%	5%

3. MINIMUM PERIOD

The minimum period of service for the Advantage Plan is one (1) month.

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OPTIONAL CALLING PLANS (Continued)

E. ADVANTAGE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The following rates and charges will apply to the services eligible for the Advantage Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until they have so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in the rate.

a. 800 CustomLink

All 800 CustomLink Service options including Option 1 non-dedicated local exchange lines are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on an initial period of one (1) minute and additional periods in one (1) minute increments for usage and rating purposes. 800 CustomLink usage rates applicable to the Advantage Plan are as follows:

800 CustomLink Peak Usage	Monday through Friday 8AM to 5PM			
		<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 1 minute		Imputation	\$0.21	\$0.19
Each additional 1 minute		Imputation	\$0.21	\$0.19
800 CustomLink Off-Peak Usage	Monday through Friday 5PM to 8AM, weekends, holidays			
		<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Initial 1 minute		Imputation	\$0.21	\$0.11
Each additional 1 minute		Imputation	\$0.21	\$0.11

b. Advantage Plan

Usage is rated as follows:

RATE SCHEDULES - RESIDENCE

Rate Mileage Band	Rate Mileage	Each Minute		
		<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
1	0 - 10	Imputation	\$0.150	\$0.14
2	11 - 16	Imputation	\$0.175	\$0.16
3	17 - 22	Imputation	\$0.210	\$0.18
4	23 - 30	Imputation	\$0.250	\$0.22
5	31 - 117	Imputation	\$0.290	\$0.25

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OPTIONAL CALLING PLANS (Continued)

E. ADVANTAGE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES (Continued)

b. Advantage Plan

RATE SCHEDULES RESIDENCE AND HOME OFFICE CALLING CARD AND OPERATOR ASSISTED CALLS - Peak RATES AND CHARGES ¹

Rate Mileage <u>Band</u>	Rate <u>Mileage</u>	Each Minute		
		<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
1	0 - 10	Imputation	\$0.300	\$0.24
2	11 - 16	Imputation	\$0.325	\$0.26
3	17 - 22	Imputation	\$0.360	\$0.28
4	23 - 30	Imputation	\$0.400	\$0.32
5	31 - 117	Imputation	\$0.440	\$0.35

RATE SCHEDULES RESIDENCE AND HOME OFFICE CALLING CARD AND OPERATOR ASSISTED CALLS - Off Peak RATES AND CHARGES ¹

Rate Mileage <u>Band</u>	Rate <u>Mileage</u>	Each Minute		
		<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
1	0 - 10	Imputation	\$0.300	\$0.24
2	11 - 16	Imputation	\$0.325	\$0.26
3	17 - 22	Imputation	\$0.360	\$0.28
4	23 - 30	Imputation	\$0.400	\$0.32
5	31 - 117	Imputation	\$0.440	\$0.35

¹ Applicable surcharge applies.

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OPTIONAL CALLING PLANS (Continued)

E. ADVANTAGE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES (Continued)

c. Advantage Plan Discount Schedules

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount. Volume discounts may apply to a customer's total applicable monthly message toll telephone service charges on a Billed Telephone Number (BTN) basis. Volume discounts are calculated on an incremental basis. Only the bill amount, which is in each individual usage volume segment will be discounted.

Volume Discounts - Residence

<u>Total Monthly Usage</u>		<u>Minimum</u>	<u>Discount %</u>		<u>Current %</u>
			<u>Maximum</u>		
\$0.01	-	\$5.00	0	50	0.0
\$5.01	-	\$10.00	0	50	0.0
\$10.01	-	\$15.00	0	50	10.0
\$15.01	-	\$20.00	0	50	10.0
\$20.01	-	\$25.00	0	50	10.0
\$25.01	-	\$30.00	0	50	12.5
\$30.01	-	\$35.00	0	50	12.5
\$35.01	-	\$40.00	0	50	12.5
\$40.01	-	\$45.00	0	50	12.5
\$45.01	-	\$50.00	0	50	12.5
\$50.01	-	\$55.00	0	50	12.5
\$55.01	-	\$60.00	0	50	12.5
\$60.01	-	\$65.00	0	50	12.5
\$65.01	-	\$70.00	0	50	12.5
\$70.01	-	\$75.00	0	50	12.5
\$75.01	-	\$80.00	0	50	12.5
\$80.01	-	\$85.00	0	50	12.5
\$85.01	-	\$90.00	0	50	12.5
\$90.01	-	\$95.00	0	50	12.5
\$95.01	-	\$100.00	0	50	12.5
\$100.01	-	\$125.00	0	50	15.0
\$125.01	-	\$150.00	0	50	15.0
\$150.01	-	\$175.00	0	50	15.0
\$175.01	-	\$200.00	0	50	15.0
\$200.01	+		0	50	20.0

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OPTIONAL CALLING PLANS (Continued)

E. ADVANTAGE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES (Continued)

c. Advantage Plan Discount Schedules (Continued)

If the Residence customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

Volume Discounts - Home Office

<u>Total Monthly Usage</u>		<u>Minimum</u>	<u>Discount %</u>		
			<u>Maximum</u>	<u>Current %</u>	
\$.01	-	\$5.00	0	50	0.0
\$5.01	-	\$10.00	0	50	0.0
\$10.01	-	\$15.00	0	50	10.0
\$15.01	-	\$20.00	0	50	10.0
\$20.01	-	\$25.00	0	50	10.0
\$25.01	-	\$30.00	0	50	12.5
\$30.01	-	\$35.00	0	50	12.5
\$35.01	-	\$40.00	0	50	12.5
\$40.01	-	\$45.00	0	50	12.5
\$45.01	-	\$50.00	0	50	12.5
\$50.01	-	\$55.00	0	50	12.5
\$55.01	-	\$60.00	0	50	12.5
\$60.01	-	\$65.00	0	50	12.5
\$65.01	-	\$70.00	0	50	12.5
\$70.01	-	\$75.00	0	50	12.5
\$75.01	-	\$80.00	0	50	12.5
\$80.01	-	\$85.00	0	50	12.5
\$85.01	-	\$90.00	0	50	12.5
\$90.01	-	\$95.00	0	50	12.5
\$95.01	-	\$100.00	0	50	12.5
\$100.01	-	\$125.00	0	50	15.0
\$125.01	-	\$150.00	0	50	15.0
\$150.01	-	\$175.00	0	50	15.0
\$175.01	-	\$200.00	0	50	15.0
\$200.01	+		0	50	20.0

If the Home Office customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

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OPTIONAL CALLING PLANS (Continued)

F. FLAT RATE PLAN (GRANDFATHERED)

1. DEFINITION

The Flat Rate Plan offers one (1) minute rating with a one minute call minimum, for all calls directly dialed from the customer's location and all calling card and operator assisted calls which will be rated at the Calling Card specific rate plus the appropriate Calling Card and Operator surcharge. The Flat Rate Plan rates apply regardless of the day of the week, hour of the day, or destination of the call. The Flat Rate plan is offered on a grandfathered basis to existing Residence and Home Office customers only.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a. The Flat Rate Plan has no time of day rating periods.
- b. The Company may aggregate toll service amounts with other selected services that have identical discount schedules.
- c. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

3. MINIMUM PERIOD

The minimum period of service for the Flat Rate Plan is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The following rates and charges will apply to the services eligible for the Flat Rate Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until they have so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in the rate.

a. 800 CustomLink

All 800 CustomLink Service options including Option 1 non-dedicated local exchange lines are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on each one (1) minute of usage with a minimum call duration of one minute.

Peak Usage	Monday through Friday <u>Minimum</u>	8AM to 5PM <u>Maximum</u>	Each Minute <u>Current</u>
800 CustomLink	Imputation	\$.21	\$.12
Off-Peak Usage	Monday through Friday 5PM to 8AM, weekends, holidays <u>Minimum</u>	<u>Maximum</u>	Each Minute <u>Current</u>
800 CustomLink	Imputation	\$.21	\$.12

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OPTIONAL CALLING PLANS (Continued)

F. FLAT RATE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES (Continued)

b. FLAT RATES AND CHARGES PLAN

Usage is rated as follows:

RATE SCHEDULES - RESIDENCE/ HOME OFFICE

Call Type	<u>Minimum</u>	<u>Maximum</u>	Each Minute <u>Current</u>
Direct Dialed	Imputation	\$0.30	\$0.15
800 Calling Card*	Imputation	\$0.50	\$0.25
O+ Calling Card*	Imputation	\$0.30	\$0.25
Operator Assisted*	Imputation	\$0.30	\$0.25

**All other applicable surcharges are defined in Section 18.

Flat Rate Plan Discount Schedule

<u>Monthly Billed Amount</u>	<u>Minimum%</u>	<u>Maximum%</u>	<u>Current %</u>
\$.01 - \$5.00	0.0	50.0	0.0
\$5.01 - \$10.00	0.0	50.0	0.0
\$10.01 - \$15.00	0.0	50.0	0.0
\$20.01 - \$20.00	0.0	50.0	0.0
\$25.01 - \$25.00	0.0	50.0	0.0
\$25.01 - \$30.00	0.0	50.0	0.0
\$30.01 - \$35.00	0.0	50.0	0.0
\$35.01 - \$40.00	0.0	50.0	0.0
\$40.01 - \$45.00	0.0	50.0	0.0
\$45.01 - \$50.00	0.0	50.0	0.0
\$50.01 - \$55.00	0.0	50.0	0.0
\$55.01 - \$60.00	0.0	50.0	0.0
\$60.01 - \$65.00	0.0	50.0	0.0
\$65.01 - \$70.00	0.0	50.0	0.0
\$70.01 - \$75.00	0.0	50.0	0.0
\$75.01 - \$80.00	0.0	50.0	0.0
\$80.01 - \$85.00	0.0	50.0	0.0
\$85.01 - \$90.00	0.0	50.0	0.0
\$90.01 - \$95.00	0.0	50.0	0.0
\$95.01 - \$100.00	0.0	50.0	0.0
\$100.01 - \$125.00	0.0	50.0	0.0
\$125.01 - \$150.00	0.0	50.0	0.0
\$150.01 - \$175.00	0.0	50.0	0.0
\$175.01 - \$200.00	0.0	50.0	0.0
\$200.01 +	0.0	50.0	0.0

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OPTIONAL CALLING PLANS (Continued)

G. AUTOMATIC SAVINGS PLAN (formerly the NEXUS Plan) (GRANDFATHERED)

1. DEFINITION

The Automatic Savings Plan offers one (1) minute rating with a one-minute call minimum, for all calls directly dialed from the customer's location and 800 Calling Card Calls. O+ Calling Card and Operator Assisted calls are rated at the Calling Card and Operator Assisted specific rates plus the appropriate Calling Card and Operator surcharges. 800 CustomLink service is rated specifically for use under the Automatic Savings Plan. The Automatic Savings Plan is available to all Frontier Long Distance Residence and Home Office customers within the state and the rates apply regardless of the day of the week, hour of the day, or destination of the call. The plan offers different directly dialed and 800 CustomLink per minute rates based on dollar thresholds.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a. The Automatic Savings Plan is no longer available to new Customers and is offered to existing customers on a grandfathered basis only.
- b. The Automatic Savings Plan has no time of day rating periods.
- c. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- d. Operator handled calling card calls will be subject to the rates found in Section 18.
- e. Unless otherwise specified, applicable surcharges are defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service for the Automatic Savings Plan is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND RATES AND CHARGES SCHEDULES

All 800 CustomLink service options are eligible to be included in the Automatic Savings Plan thresholds.

Eligible 800 CustomLink usage under the Automatic Savings Plan is rated the same as Direct Dialed usage.

The Company shall not charge any rate other than the approved rate until they have so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in the rate. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

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OPTIONAL CALLING PLANS (Continued)

G. AUTOMATIC SAVINGS PLAN (formerly the NEXUS Plan) (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND RATES AND CHARGES SCHEDULES (Continued)

a. Automatic Savings Plan Usage Thresholds and Per Minute Rates and Charges and Surcharges ¹:

<u>Call Type</u>	Threshold		
	\$0.00 - \$24.99	\$25.00 - \$49.99	\$50.00 +
	<u>Per Minute Rate</u>	<u>Per Minute Rate</u>	<u>Per Minute Rate</u>
Direct Dialed	\$0.20	\$0.17	\$0.15
800 CustomLink	\$0.20	\$0.17	\$0.15
800 Calling Card ¹	\$0.20	\$0.17	\$0.15

b. Monthly Subscription Fee: \$1.00

¹ Applicable surcharges are defined in Section 18.

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OPTIONAL CALLING PLANS (Continued)

H. LONG DISTANCE PLAN (GRANDFATHERED)

1. DEFINITION

The Long Distance Plan offers Connecticut Residence and Home Office Frontier Long Distance customers a flat rate per minute for direct dialed calls 24 hours a day, 7 days a week from the customer's location. The rates apply regardless of the time of day and/or day of the week and/or destination of call. The direct dialed calls are rated on a per minute basis and have a minimum call length of one minute. Subscribers to the Long Distance Plan are billed a monthly recurring charge. Frontier Long Distance Toll Free Service usage is rated under the Long Distance Plan. The Long Distance Plan is available on a grandfathered basis to existing customers only.

2. REGULATIONS

The following regulations apply:

- a. The Long Distance Plan has no time of day or day of the week rating periods.
- b. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- c. Long Distance Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- d. The Long Distance Plan applies only to intrastate messages with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.
- e. Unless otherwise specified, applicable surcharges are defined in Section 18.
- f. All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

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OPTIONAL CALLING PLANS (Continued)

H. LONG DISTANCE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Long Distance Plan charges include monthly recurring and usage charges. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

	Monthly Subscription Fee		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Long Distance Plan	\$0.00	\$7.95	\$3.00
	Per Minute Rate		
Call Type (per minute)			
Direct Dialed	Imputation	\$.25	\$0.12
800 Calling Card	Imputation	\$.25	\$0.12
Frontier Long Distance Toll Free Service	Imputation	\$.25	\$0.12

The 800 Calling Card service surcharge is as follows:

<u>Station to Station Message</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
1-800 Calling Card	Imputation	\$2.50	\$1.25

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OPTIONAL CALLING PLANS (Continued)

I. BLOCK OF TIME 300 PLAN (GRANDFATHERED)

1. DEFINITION

The Block Of Time 300 Plan offers Frontier Long Distance Residence and Home Office customers a number of minutes per month for a monthly fee. Customers subscribing to this plan pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. 800 Calling Card, and Frontier Long Distance Toll Free Service usage is billed at a specific rate and all applicable surcharges apply. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

- a. The Block Of Time 300 Plan has no time of day or day of the week rating periods.
- b. Unused portion of allotted minutes are not carried forward to the next month.
- c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.
- d. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e. Block Of Time 300 Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- f. The Block Of Time 300 Plan applies only to intrastate messages with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.
- g. Operator handled calling card calls will be subject to the rates found in Section 18.
- h. Unless otherwise specified, applicable surcharges are defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service for the Block Of Time plan is one month.

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OPTIONAL CALLING PLANS (Continued)

I. BLOCK OF TIME 300 PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 300 Plan includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

	<u>Monthly Subscription Fee</u>		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Block Of Time 300 Plan 300 Minute Block of Time	Imputation	\$ 25.00	\$20.00
Usage in excess of 300 Minutes.	Imputation	<u>Per Minute Rate</u> \$.25	\$.09
Non Plan Usage			
800 Calling Card ¹	Imputation	\$.25	\$.09
Frontier Long Distance Toll Free Service	Imputation	\$.25	\$.10

¹ Applicable surcharges are defined in Section 18.

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OPTIONAL CALLING PLANS (Continued)

J. ONE RATE NATIONWIDE CALLING 2 (Grandfathered)

1. DEFINITION

The One Rate Nationwide Calling 2 plan offers Residence and Home Office customers a per minute rate of \$0.25 (R) with a monthly subscription fee. The per minute rate applies to calls directly dialed from the customer's location. The per minute rate is not time of day or day of week sensitive.

2. REGULATIONS

The following regulations apply:

- a. The One Rate Nationwide Calling 2 has no time of day or day of the week rating periods.
- b. Calling Card, Operator Assisted and International minutes of use are not eligible for this One Rate Nationwide Calling 2 plan. Calling Card and Operator Assisted calls will be subject to the rates found in Section 18.
- c. One Rate Nationwide Calling 2 customers are not eligible for other Optional Calling Plans provided for in this tariff.
- d. The One Rate Nationwide Calling 2 plan applies only to intrastate messages outlined in this tariff with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.
- e. Unless otherwise specified, applicable surcharges are defined in Section 18.
- f. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

3. MINIMUM PERIOD

The One Rate Nationwide Calling 2 is a per minute plan with a monthly subscription fee and has no monthly minimum period.

4. RATES AND CHARGES

Monthly Subscription Fee	\$1.00
Per Minute Rate	\$0.25

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OPTIONAL CALLING PLANS (Continued)

K. LONG DISTANCE III PLAN (GRANDFATHERED)

1. DEFINITION

The Long Distance III Plan offers Residence and Home Office Frontier Long Distance Customers a flat rate per minute for direct dialed calls 24 hours a day, 7 days a week from the Customer's location. The rates apply regardless of the time of day and/or day of the week and/or destination of call. The direct dialed calls are rated on a per minute basis and have a minimum call length of one minute. 800 Calling Card, 0+ Calling Card, and Operator Assisted calls are rated at the Calling Card and Operator Assisted specific rates plus appropriate Calling Card and Operator Surcharges. Frontier Long Distance Toll Free Service is rated eligible for the use with the Long Distance III Plan.

2. REGULATIONS

The following regulations apply in addition to those outlined in Section 6:

- a) The Long Distance III Plan is available to Residence and Home Office Customers.
- b) The Long Distance III Plan has no time of day or day of the week rating periods.
- c) The Long Distance III Plan Customers are not eligible for other Optional Calling Plans provided for in this tariff.
- d) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e) The Long Distance III Plan rates apply only to intrastate messages outlined in this tariff.
- f) All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The Long Distance III Plan charges include monthly recurring and usage charges. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

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OPTIONAL CALLING PLANS (Continued)

K. LONG DISTANCE III PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES

The following Rates apply to the Long Distance III Plan:

(A) Monthly Subscription Fee:

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Monthly Subscription Fee	\$0.00	\$ 7.95	\$4.99

(B) Plan Rates:

<u>Call Type:</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Direct Dialed	Imputation	\$0.35	\$0.12
Frontier Long Distance Toll Free Service	Imputation	\$0.35	\$0.12

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OPTIONAL CALLING PLANS (Continued)

L. FRONTIER SINGLE RATE NATIONWIDE 7 CENTS PLAN (GRANDFATHERED)

1. DEFINITION

The Frontier Single Rate Nationwide 7 cents Plan offers Residence and Home Office Frontier Long Distance Customers a flat rate per minute for direct dialed calls 24 hours a day, 7 days a week from the Customer's location. The rates apply regardless of the time of day and/or day of the week and/or destination of call. The direct dialed calls are rated on a per minute basis and have a minimum call length of one minute. 800 Calling Card, 0+ Calling Card, and Operator Assisted calls are rated at the Calling Card and Operator Assisted specific rates plus appropriate Calling Card and Operator Surcharge. Frontier Long Distance Toll Free Service is rated eligible for the use with the Frontier Single Rate Nationwide 7 cents Plan.

2. REGULATIONS

The following regulations apply in addition to those outlined in Section 6:

- a) Frontier Single Rate Nationwide 7 cents Plan is available to Residence and Home Office Customers.
- b) The Frontier Single Rate Nationwide 7 cents Plan has no time of day or day of the week rating periods.
- c) Frontier Single Rate Nationwide 7 cents Plan Customers are not eligible for other Optional Calling Plans provided for in this tariff.
- d) Upon three business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e) The Frontier Single Rate Nationwide 7 cents Plan rates applies only to intrastate messages outlined in this tariff.
- f) All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The Frontier Single Rate Nationwide 7 cents Plan charges include monthly recurring and usage charges. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

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OPTIONAL CALLING PLANS (Continued)

L. FRONTIER SINGLE RATE NATIONWIDE 7 CENTS PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES

The following Rates apply to Frontier Single Rate Nationwide 7 cents Plan:

(A) Monthly Subscription Fee:

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Monthly Subscription Fee	\$0.00	\$ 7.95	\$7.95

(B) Plan Rates:

<u>Call Type:</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Direct Dialed	Imputation	\$0.35	\$0.05
Frontier Long Distance Toll Free Service	Imputation	\$0.35	\$0.10

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OPTIONAL CALLING PLANS (Continued)

M. NATIONWIDE CALLING 500 PLAN (GRANDFATHERED)

1. DEFINITION

The Nationwide Calling 500 Plan offers Frontier Long Distance Residence and Home Office Customers a specific number of minutes per month for a monthly fee. Customers subscribing to this plan pay a per-minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the Customer's location. Frontier Long Distance Toll Free Service usage is billed at a specific rate under the Nationwide Calling 500 Plan. Minutes of use falling into the allotted plan minutes are not 'Time of Day' or 'Day of the Week' sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply in addition to those outlined in Section 6:

- a) The Nationwide Calling 500 Plan is available to Residence and Home Office Customers.
- b) The Nationwide Calling 500 Plan has no time of day or day of the week rating periods.
- c) Unused portions of allotted minutes are not carried forward to the next month.
- d) The Nationwide Calling 500 Plan Customers are not eligible for other Optional Calling Plans provided for in this tariff.
- e) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- f) The Nationwide Calling 500 Plan rates applies only to intrastate messages outlined in this tariff.
- g) All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.
- h) Calling Card, Operator Assisted and International minutes of use are not included in the allotted plan minutes.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The Nationwide Calling 500 Plan charges include monthly recurring and usage charges.

The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

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OPTIONAL CALLING PLANS (Continued)

M. NATIONWIDE CALLING 500 PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES

The Nationwide Calling 500 Plan includes a monthly subscription and a usage rate for minutes of use beyond the specified time allotment.

The following rates apply to Nationwide Calling 500 Plan:

(A) Monthly Subscription Fee:

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Monthly Subscription Fee	\$0.00	\$ 45.00	\$ 24.95

(B) Plan Rates:

<u>Call Type:</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Direct Dialed usage in excess of 500 minutes	Imputation	\$0.25	\$0.07
Frontier Long Distance Toll Free Service (Usage not included in the 500 threshold plan minutes)	Imputation	\$0.35	\$0.10

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OPTIONAL CALLING PLANS (Continued)

N. UNLIMITED CONNecTions

1. DEFINITION

Unlimited CONNecTions is an Optional Calling Plan offered to Connecticut residence and home office All Distance customers at a flat rate per month for direct dialed calls 24 hours a day, 7 days a week from the customer's location. Subscribers to each Unlimited CONNecTions plan are billed a monthly recurring charge. Frontier Long Distance Toll Free Service usage is rated under the Unlimited CONNecTions Plan. The Unlimited CONNecTions Plan I is only available to residence and home office customers who subscribe to the Company's Feature Package D in Section 12.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a. Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- b. Unlimited CONNecTions Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- c. Operator handled calling card calls will be subject to the rates found in Section 18.
- d. Unless otherwise specified, applicable surcharges are defined in Section 18.
- e. All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.
- f. If the residence and home office Frontier Long Distance customer uses this service for non-standard residence/ home office purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, Internet CONNecTions and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard residence and home office use of this service, the Company may move the Customer to the Flat Rate Call Plan.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

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OPTIONAL CALLING PLANS (Continued)

N. UNLIMITED CONNECTIONS (Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with Unlimited CONNECTIONS. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until it has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

	Monthly Subscription Fee		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Unlimited CONNECTIONS Plan I	Imputation	\$100.00	\$20.00
Unlimited CONNECTIONS Plan II	Imputation	\$100.00	\$30.00
	Per Minute Rate		
Frontier Long Distance Toll Free Service	Imputation	\$ 0.25	\$ 0.10

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OPTIONAL CALLING PLANS (Continued)

O. JUST CALL I PLAN

1. DEFINITION

The Just Call I Plan offers Residence and Home Office Frontier Long Distance Customers a flat rate per minute for direct dialed calls 24 hours a day, 7 days a week from the Customer's location. The rates apply regardless of the time of day and/or day of the week and/or destination of call. The direct dialed calls are rated on a per minute basis and have a minimum call length of one minute. 800 Calling Card, 0+ Calling Card, and Operator Assisted calls are rated at the Calling Card and Operator Assisted specific rates plus appropriate Calling Card and Operator Surcharges. Frontier Long Distance Toll Free Service is rated eligible for the use with the Just Call I Plan.

2. REGULATIONS

The following regulations apply in addition to those outlined in Section 6.

- a) The Just Call I Plan is available to Residence and Home Office Customers.
- b) The Just Call I Plan has no time of day or day of the week rating periods.
- c) The Just Call I Plan Customers are not eligible for other Optional Calling Plans provided for in this tariff.
- d) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e) The Just Call I Plan rates apply only to intrastate messages outlined in this tariff.
- f) All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The Just Call I Plan charges include monthly recurring and usage charges. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

5. RATES AND CHARGES

The following Rates apply to the Just Call I Plan:

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
(A) Monthly Subscription Fee:	\$0.00	\$7.95	\$0.00

(B) Rates per minute:

<u>Call Type:</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Direct Dialed	Imputation	\$0.35	\$0.18
Frontier Long Distance Toll Free Service	Imputation	\$0.35	\$0.24

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OPTIONAL CALLING PLANS (Continued)

P. FRONTIER SINGLE RATE NATIONWIDE 10 CENTS

1. DEFINITION

The Frontier Single Rate Nationwide 10 cents offers Residence and Home Office Frontier Long Distance Customers a flat rate per minute for direct dialed calls 24 hours a day, 7 days a week from the Customer's location. The rates apply regardless of the time of day and/or day of the week and/or destination of call. The direct dialed calls are rated on a per minute basis and have a minimum call length of one minute. 800 Calling Card, 0+ Calling Card, and Operator Assisted calls are rated at the Calling Card and Operator Assisted specific rates plus appropriate Calling Card and Operator Surcharge. Frontier Long Distance Toll Free Service is rated eligible for the use with Frontier Single Rate Nationwide 10 cents.

2. REGULATIONS

The following regulations apply in addition to those outlined in Section 6:

- a) Frontier Single Rate Nationwide 10 cents is available to Residence and Home Office Customers.
- b) Frontier Single Rate Nationwide 10 cents has no time of day or day of the week rating periods.
- c) Frontier Single Rate Nationwide 10 cents Customers are not eligible for other Optional Calling Plans provided for in this tariff.
- d) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e) Frontier Single Rate Nationwide 10 cents rates apply only to intrastate messages outlined in this tariff.
- f) All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

Frontier Single Rate Nationwide 10 cents charges include monthly recurring and usage charges. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

5. RATES AND CHARGES

The following Rates apply to Frontier Single Rate Nationwide 10 cents:

(A) Monthly Subscription Fee:	<u>Minimum</u> \$0.00	<u>Maximum</u> \$10.00	<u>Current</u> \$4.99
(B) Rates per minute:			
<u>Call Type:</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Direct Dialed	Imputation	\$0.35	\$0.12
Frontier Long Distance Toll Free Service	Imputation	\$0.35	\$0.12

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

Q. FRONTIER UNLIMITED NATIONWIDE CALLING II

1. DEFINITION

Frontier Unlimited Nationwide Calling II is an Optional Calling Plan offered to Connecticut residence and home office Frontier Long Distance customers at a flat rate per month for direct dialed calls 24 hours a day, 7 days a week from the customer's location. Subscribers to each Frontier Unlimited Nationwide Calling II plan are billed a monthly recurring charge. Frontier Unlimited Nationwide Calling II is only available to residence and home office customers who subscribe to the Company's Custom Calling package Feature Package D found in Section 12.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- b) Frontier Unlimited Nationwide Calling II Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- c) Operator handled calling card calls will be subject to the rates found in Section 18.
- d) Unless otherwise specified, applicable surcharges are defined in Section 18.
- e.) All Calling Card and Operator Assisted Calls will be billed as defined in Section 18.
- f) If the residence and home office Frontier Long Distance customer uses this service for non-standard residence/ home office purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, Internet CONNections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard residence and home office use of this service, the Company may move the Customer to the Frontier Single Rate Nationwide 10 cents and apply the rates described in Part V Section 6 of this tariff.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

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The Southern New England Telephone Company
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

Q. FRONTIER UNLIMITED NATIONWIDE CALLING II (Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with Frontier Unlimited Frontier Nationwide Calling II. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until its has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

5. RATES AND CHARGES

	<u>Monthly Subscription Fee</u>		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Frontier Unlimited Frontier Nationwide Calling II	Imputation	\$100.00	\$24.99

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

R. FRONTIER NATIONWIDE CALLING

1. DEFINITION

The Frontier Nationwide Calling Plan offers Frontier Long Distance Residence and Home Office customers a number of minutes per month for a monthly fee. Customers subscribing to this plan pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. 800 Calling Card, and Frontier Long Distance Toll Free Service usage is billed at a specific rate and all applicable surcharges apply. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) The Frontier Nationwide Calling Plan has no time of day or day of the week rating periods.
- b) Unused portion of allotted minutes are not carried forward to the next month.
- c) Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.
- d) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- e) Frontier Nationwide Calling Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- f) The Frontier Nationwide Calling Plan applies only to intrastate messages outlined in this tariff with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.
- g) Operator handled calling card calls will be subject to the rates found in Section 18.
- h) Unless otherwise specified, applicable surcharges are defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service for the Frontier Nationwide Calling plan is one month.

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Frontier Nationwide Calling Plan includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

5. RATES AND CHARGES

	<u>Monthly Subscription Fee</u>		
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Frontier Nationwide Calling Plan 120 Minute Block of Time	Imputation	\$25.00	\$10.99
Per Minute Rate Usage in excess of 120 Minutes	Imputation	\$.25	\$0.10

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The Southern New England Telephone Company
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

S. FRONTIER WORLDWIDE & US CALLING

1. DEFINITION

The Frontier Worldwide & US Calling offers Residence and Home Office Frontier Long Distance Customers a flat per minute rate for all domestic direct dialed calls 24 hours a day, 7 days a week from the Customer's location. Calls are rated on a per minute basis and have a minimum call length of one minute. Domestic 800 Calling Card, 0+Calling Card and Operator Assisted calls are rated at the Calling Card and Operator Assisted specific rates plus appropriate Calling Card and Operator Surcharge.

2. REGULATIONS

The following regulations apply in addition to those outlined in Section 6:

- a) Frontier Worldwide & US Calling is available to Residence and Home Office Customers.
- b) Frontier Worldwide & US Calling has no time of or day of the week rating for domestic calls.
- c) Customers are not eligible for Other Optional Call plans provided for in this tariff.
- d) All Calling Card and Operator Assisted calls will be billed as defined in Section 18.
- e) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

Frontier Worldwide & US Calling charges include monthly recurring and usage charges. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

5. RATES AND CHARGES

The following Rates apply to Frontier Worldwide & US Calling:

(A) Monthly Subscription Fee:

	<u>Current</u>
Monthly Subscription Fee	\$6.00

(B) Rates per minute (domestic calls):

<u>Call Type:</u>	<u>Current</u>
Direct Dialed	\$0.20

GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

T. FRONTIER UNLIMITED NATIONWIDE CALLING SELECT II (GRANDFATHERED)

1. DEFINITION

Frontier Unlimited Nationwide Calling Select II is an Optional Calling Plan offered to Connecticut residence and home office Frontier Long Distance customers at a flat rate per month for domestic direct dialed calls 24 hours a day, 7 days a week from the customer's location. Subscribers to each Frontier Unlimited Nationwide Calling Select II plan are billed a monthly recurring charge. Frontier Unlimited Nationwide Calling Select II is only available to residence and home office customers who subscribe to Feature Package D.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- b) Frontier Unlimited Nationwide Calling Select II Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- c) Operator handled calling card calls will be subject to the rates found in Section 18.
- d) Unless otherwise specified, applicable surcharges are defined in Section 18.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with Frontier Unlimited Nationwide Calling Select II. The Company shall not charge any rate other than the approved rate until its has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

Monthly Subscription Fee

Current

Frontier Unlimited Nationwide Calling Select II \$22.99

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The Southern New England Telephone Company
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

U. FRONTIER SINGLE RATE 10 CENTS PREFERRED

1. DEFINITION

Frontier Single Rate 10 cents Preferred is a bundled intrastate and interstate outbound long distance calling plan that for a single monthly recurring charge the Customers receive a flat per minute usage rate for both 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes. This service is for Residence Customers with a single billed telephone number.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- b) Frontier Single Rate 10 cents Preferred Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- c) Operator handled calling card calls will be subject to the rates found in Section 18.
- d) Unless otherwise specified, applicable surcharges are defined in Section 18.
- e) Frontier Single Rate 10 cents Preferred is available to Residence Customers that (1) previously subscribed to local dial tone service of the Company and have cancelled that services or; (2) previously subscribed to long distance service from the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company's local territory who is now moving dial tone service from a competitor of the Company to the Company. Subscribers must also use switched access to reach long distance network and subscribe to the Company for intrastate and interstate service. Subscribers must also maintain an access line with the Company.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with Frontier Single Rate 10 cents Preferred. The Company shall not charge any rate other than the approved rate until it has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

5. RATES AND CHARGES

	<u>Current</u>
Monthly Subscription Fee	\$4.99
Rates per Minute (direct dialed intrastate/interstate calls)	\$0.12

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GENERAL EXCHANGE TARIFF

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OPTIONAL CALLING PLANS (Continued)

V. FRONTIER NATIONWIDE CALLING PREFERRED (GRANDFATHERED)

1. DEFINITION

Frontier Nationwide Calling Preferred is a bundled intrastate and interstate outbound long distance calling plan that for a single MRC the Customers receive a 120 MOU (block) of 1+ outbound direct-dialed intrastate and interstate long distance calling anytime minutes.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- b) Frontier Nationwide Calling Preferred Plan customers are not eligible for other Optional Call Plans provided for in this tariff.
- c) Operator handled calling card calls will be subject to the rates found in Section 18.
- d) Unless otherwise specified, applicable surcharges are defined in Section 18.
- e) Frontier Nationwide Calling Preferred is available to Residence Customers that (1) previously subscribed to local dial tone service of the Company and have cancelled that services or; (2) previously subscribed to long distance service from the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company's local territory who is now moving dial tone service from a competitor of the Company to the Company. Subscribers must also use switched access to reach long distance network and subscribe to the Company for intrastate and interstate service. Subscribers must also maintain an access line with the Company.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with Frontier Nationwide Calling Preferred. The Company shall not charge any rate other than the approved rate until its has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

5. MONTHLY SUBSCRIPTION FEE	<u>Current</u>
Frontier Nationwide Calling Preferred	\$13.99
Rate Per Minute (Usage in excess of 120 minutes)	\$0.10

GENERAL EXCHANGE TARIFF

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

W. FRONTIER NATIONWIDE CALLING PREFERRED (GRANDFATHERED) II (GRANDFATHERED)

1. DEFINITION

Frontier Unlimited Nationwide Calling Preferred II is an outbound long distance calling plan that provides residence customers with unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use for a monthly recurring charge.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- b) Frontier Unlimited Nationwide Calling Preferred II customers are not eligible for other Optional Call Plans provided for in this tariff.
- c) Operator handled calling card calls will be subject to the rates found in Section 18.
- d) Unless otherwise specified, applicable surcharges are defined in Section 18.
- e) Frontier Unlimited Nationwide Calling Preferred II is available to Residence Customers that (1) previously subscribed to local dial tone service of the Company and have cancelled that service or; (2) previously subscribed to long distance service from the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company's local territory who is now moving dial tone service from a competitor of the Company to the Company. Subscribers must use switched access to reach long distance network and subscribe to the Company for intrastate and interstate service. Subscribers must also maintain an access line with the Company, have Caller ID, and a minimum of two custom calling service features from Group C.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with Frontier Unlimited Nationwide Calling Preferred II. The Company shall not charge any rate other than the approved rate until its has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies whether or not the customer makes any toll calls.

5. <u>Monthly Subscription Fee</u>	<u>Current</u>
Frontier Unlimited Nationwide Calling Preferred II	\$24.99

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

X. FRONTIER UNLIMITED NATIONWIDE CALLING ONE

1. DEFINITION

Frontier Unlimited Nationwide Calling One is a bundled outbound calling plan providing unlimited interstate and intrastate direct dialed long distance calling designed for new and existing Residence Customers with a single billing telephone number. Multiple billing telephone number aggregation is not available with this Service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. The monthly recurring charge consists of a monthly subscription fee and applies whether or not the customer makes any long distance calls.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Frontier Unlimited Nationwide Calling One customers are not eligible for other Optional Call Plans provided for in this tariff.
- b) Operator handled calling card calls will be subject to the rates found in Section 18.
- c) Unless otherwise specified, applicable surcharges are defined in Section 18.
- d) Frontier Unlimited Nationwide Calling is available to new and or existing Residence Customers that subscribe to this service, use switched access to reach long distance network and subscribe to and maintain a line from the Company for intrastate and interstate service;
- e) demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residence Customer also subscribes to the required products and/or Services described above;
- f) limit the use of Service to that which is of a standard, domestic, and residence nature.
- g) If the Customer uses this Service for non-standard residence or non residence purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet CONNections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidence use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 5 cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with the Frontier Unlimited Nationwide Calling One plan.

5. RATES AND CHARGES

Monthly Subscription Fee	\$25.00
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The Southern New England Telephone Company
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OPTIONAL CALLING PLANS (Continued)

Y. FRONTIER UNLIMITED NATIONWIDE CALLING ADVANTAGE

1. DEFINITION

Frontier Unlimited Nationwide Calling Advantage is a bundled outbound only unlimited interstate and intrastate direct dialed long distance usage calling plan designed for new and existing Residence Customers with a single billing telephone number subscribing to Vertical Feature Package D. Multiple billing telephone number aggregation is not available with this Service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. The monthly recurring charge consists of a monthly subscription fee and applies whether or not the customer makes any long distance calls.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Frontier Unlimited Nationwide Calling Advantage customers are not eligible for other Optional Call Plans provided for in this tariff.
- b) Operator handled calling card calls will be subject to the rates found in Section 18.
- c) Unless otherwise specified, applicable surcharges are defined in Section 18.
- d) Frontier Unlimited Nationwide Calling Advantage is available to new and or existing Residence Customers that subscribe to this service, use switched access to reach long distance network and subscribe to and maintain a line from the Company for intrastate and interstate service;
- e) demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residence Customer also subscribes to the required products and/or Services described above;
- f) limit the use of Service to that which is of a standard, domestic, and residence nature.
- g) If the Customer uses this Service for non-standard residence or non residence purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet CONNections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidence use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 5 cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with the Frontier Unlimited Nationwide Calling Advantage plan.

5. RATES AND CHARGES

Monthly Subscription Fee	\$19.00
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GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

Z. FRONTIER UNLIMITED NATIONWIDE CALLING ADVANTAGE 2

1. DEFINITION

Frontier Unlimited Nationwide Calling Advantage 2 is a bundled outbound only unlimited interstate and intrastate direct dialed long distance usage calling plan for Residence Customers with a single billing telephone number. Multiple billing telephone number aggregation is not available with this Service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. The monthly recurring charge consists of a monthly subscription fee and applies whether or not the customer makes any long distance calls.

2. REGULATIONS

- a) Frontier Unlimited Nationwide Calling Advantage 2 customers are not eligible for other Optional Call Plans provided for in this tariff.
- b) Operator handled calling card calls will be subject to the rates found in Section 18.
- c) Unless otherwise specified, applicable surcharges are defined in Section 18.
- d) Frontier Unlimited Nationwide Calling Advantage 2 is available to new and or existing Residence Customers that subscribe to this service, use switched access to reach long distance network and subscribe to and maintain a line from the Company for intrastate and interstate service;
- e) demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residence Customer also subscribes to the required products and/or Services described above;
- f) limit the use of Service to that which is of a standard, domestic, and residence nature.
- g) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.
- h) Winback and retention customers meeting the above criteria may obtain Frontier Unlimited Nationwide Calling Advantage 2 for a monthly recurring fee. Other customers who order online may also obtain the service when they order the service online with Vertical Feature Package D.
- i) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, customers may call the Company's customer care center or sales representatives to request assistance for on-line ordering Frontier Unlimited Nationwide Calling Advantage 2.
- j) If the Customer uses this Service for non-standard residence or non residence purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet CONNections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidence use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 5 cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

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OPTIONAL CALLING PLANS (Continued)

Z. FRONTIER UNLIMITED NATIONWIDE CALLING ADVANTAGE 2 (Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with the Frontier Unlimited Nationwide Calling Advantage 2 plan.

5. RATES AND CHARGES

Monthly Subscription Fee	\$14.00
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

AA. FRONTIER UNLIMITED NATIONWIDE CALLING ADVANTAGE 3 (GRANDFATHERED)

1. DEFINITION

Frontier Unlimited Nationwide Calling Advantage 3 is a bundled outbound only unlimited interstate and intrastate direct dialed long distance usage calling plan designed for new and existing Residence Customers with a single billing telephone number and who subscribe to Vertical Feature Package D and maintain (1) or more of the Affiliate Company products (#) as defined by the Affiliate of the Company. Multiple billing telephone number aggregation is not available with this Service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. The monthly recurring charge consists of a monthly subscription fee and applies whether or not the customer makes any long distance calls.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Frontier Unlimited Nationwide Calling Advantage 3 customers are not eligible for other Optional Call Plans provided for in this tariff.
- b) Operator handled calling card calls will be subject to the rates found in Section 18.
- c) Unless otherwise specified, applicable surcharges are defined in Section 18.
- d) Frontier Unlimited Nationwide Calling Advantage 3 is available to new and or existing Residence Customers that subscribe to this service, use switched access to reach long distance network and subscribe to and maintain a line from the Company for intrastate and interstate service;
- e) demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residence Customer also subscribes to the required products and/or Services described above;
- f) limit the use of Service to that which is of a standard, domestic, and residence nature.
- g) If the Customer uses this Service for non-standard residence or non-residence purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet CONNections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or non-residence use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 5 Cents Advantage. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

(#) Affiliate Services not regulated under this tariff.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

GENERAL EXCHANGE TARIFF

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

AA. FRONTIER UNLIMITED NATIONWIDE CALLING ADVANTAGE 3 (GRANDFATHERED)
(Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with the Frontier Unlimited Nationwide Calling Advantage 3 plan.

5. RATES AND CHARGES

Monthly Subscription Fee	\$10.00
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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

AB. FRONTIER UNLIMITED NATIONWIDE CALLING ADVANTAGE 4 (GRANDFATHERED)

1. DEFINITION

Frontier Unlimited Nationwide Calling Advantage 4 is a bundled outbound only unlimited interstate and intrastate direct dialed long distance usage calling plan designed for new and existing Residence Customers with a single billing telephone number and who subscribe to Vertical Feature Package D and maintain two (2) or more of the Affiliate Company products (#) as defined by the Affiliate of the Company. Multiple billing telephone number aggregation is not available with this Service. Customers can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. The monthly recurring charge consists of a monthly subscription fee and applies whether or not the customer makes any long distance calls.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Frontier Unlimited Nationwide Calling Advantage 4 customers are not eligible for other Optional Call Plans provided for in this tariff.
- b) Operator handled calling card calls will be subject to the rates found in Section 18.
- c) Unless otherwise specified, applicable surcharges are defined in Section 18.
- d) Frontier Unlimited Nationwide Calling Advantage 4 is available to new and or existing Residence Customers that subscribe to this service on-line, use switched access to reach long distance network and subscribe to the Company for intrastate and interstate service. Customers must provide the Company the same billing name and address for all Services required to subscribe to this plan.
- e) demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residence Customer also subscribes to the required products and/or Services described above; and limit the use of Service to that which is of a standard, domestic, and residence nature.
- f) If the Customer uses this Service for non-standard residence or non residence purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet CONNections and autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. As a result of non-standard or nonresidence use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 5 Cents Advantage call plan for interstate calls. Intrastate calls will be billed at basic rates. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.
- g) Hearing impaired and disabled customers who access the Company's website and are unable to order this plan on-line may order via text telephone.
- h) In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, customers may call the Company's customer care center or sales representatives to request assistance for on-line ordering Frontier Unlimited Nationwide Calling Advantage 4.

(#) Affiliate Services not regulated under this tariff.

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

AB. FRONTIER UNLIMITED NATIONWIDE CALLING ADVANTAGE 4 (GRANDFATHERED)
(Continued)

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with the Frontier Unlimited Nationwide Calling Advantage 4 plan.

5. RATES AND CHARGES

Monthly Subscription Fee	\$10.00
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GENERAL EXCHANGE TARIFF

The Southern New England Telephone Company
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Section 18

Original Sheet 69

TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

AC FRONTIER SINGLE RATE NATIONWIDE 5 CENTS ADVANTAGE

Frontier Single Rate Nationwide 5 cents Advantage is a bundled outbound only interstate and intrastate long distance usage calling plan designed for new and existing Residence Customers with a single billing telephone number. Multiple billing telephone number aggregation is not available with this Service Customers or End Users can access the Company's long distance Service by dialing 1 + the area code + the called telephone number from their presubscribed telephone line. The charges consists of a monthly subscription fee as well as a per minute usage fee for direct dialed intrastate and interstate calls. The monthly recurring fee applies whether or not the customer makes any long distance calls.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Frontier Unlimited Nationwide Calling One customers are not eligible for other Optional Call Plans provided for in this tariff.
- b) Operator handled calling card calls will be subject to the rates found in Section 18.
- c) Unless otherwise specified, applicable surcharges are defined in Section 18.
- g) Frontier Unlimited Nationwide Calling is available to new and or existing Residence Customers that subscribe to this service, use switched access to reach long distance network and subscribe to and maintain a line from the Company for intrastate and interstate service
- h) demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residence Customer also subscribes to the required products and/or Services described above;
- i) limit the use of Service to that which is of a standard, domestic, and residence nature.

(#) Affiliate Services not regulated under this tariff.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with the Frontier Single Rate Nationwide 5 cents Advantage

5. RATES AND CHARGES

Monthly Subscription Fee	\$4.00
Usage Fee, per minute	\$0.05

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TOLL TARIFF

OPTIONAL CALLING PLANS (Continued)

AD. FRONTIER SINGLE RATE ONLINE BASIC (GRANDFATHERED)

1. DEFINITION

Frontier Single Rate Online Basic is an outbound long distance calling plan that provides residence customers with intrastate and interstate one plus (1+) Direct-Dialed calls for a monthly subscription fee and per minute rate.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 6.

- a) Upon three (3) business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
- b) Frontier Single Rate Online Basic customers are not eligible for other Optional Call Plans provided for in this tariff.
- c) Operator handled calling card calls will be subject to the rates found in Section 18.
- d) Unless otherwise specified, applicable surcharges are defined in Section 18.
- e) Frontier Single Rate Online Basic is a grandfathered plan available to existing Residence customers of record on January 12, 2011, who subscribed to this service on-line, and subscribe to the Company for intrastate and interstate service. Customers must provide the Company the same billing name and address for all Services required to subscribe to this plan.
- f) Hearing impaired and disabled customers who access the att.com website and are unable to order this plan online may order via text telephone. In the event the Company's on-line ordering system is not functioning or processing orders due to a system outage or malfunction, Customers may call the Company's customer care center or sales representative to request assistance in completing their on-line ordering of the Frontier Single Rate Online Basic calling plan.

3. MINIMUM PERIOD

The minimum period of service is one (1) month.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The Frontier Single Rate Online Basic charges consist of a per minute usage charge for direct dialed intrastate and interstate calls and a monthly subscription fee.

- a) Monthly Subscription Fee: \$1.00
- b) Rate per Minute: \$0.18

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TOLL TARIFF

REMOTE CALL FORWARD (RCF) (T)

1. Description

Remote Call Forward (RCF) is an automatic reverse charge service that allows a subscriber in one exchange to receive calls made by his patrons located in a different local calling area without the patron incurring a message toll charge between the RCF exchange and the subscriber's location. The message toll charge between the RCF exchange and the subscriber's location is incurred by the Remote Call Forward subscriber. (T)

2. Regulations

a. Remote Call Forward is offered only in central office areas where adequate and suitable facilities are available. (T)

b. Remote Call Forward calls can terminate in: (T)

- (1) a subscriber's Local Exchange Service, or
- (2) 800-type services, or
- (3) a Foreign Exchange Service (FX). Remote Call Forward may also be used with Foreign Exchange Service to forward calls when the Foreign Exchange line is busy. (T)

c. Each Remote Call Forward feature allows for forwarding one call at a given time. An additional feature is necessary for an additional call to be forwarded simultaneously. (T)

d. Remote Call Forward is not offered where the terminating station is a coin telephone nor for connection to other services beyond the premises of the terminating station except when the terminating station has an Off Premises Extension as provided in Section 18. (T)

e. Remote Call Forward is not represented as suitable for satisfactory transmission of data. (T)

f. The Telephone Company will not provide identification of the originating telephone number of the Remote Call Forward subscriber's patrons. (T)

g. Transmission quality cannot be guaranteed for Remote Call Forward service.

h. The minimum service period for Remote Call Forward is two months.

i. Remote Call forward is not subject to temporary suspension.

j. Remote Call forward calls must be forwarded to the same class of service. (T)

k. Restrictions

RCF is not allowed to call forward calls to the following services:
Cellular Service,
Pager Service,
900, 976, 950, Access Feature Group A, B, or D services,
700 numbers listed and billed to an interexchange carrier,
International Numbers,
411, 611, or 911 services,
To another RCF number

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TOLL TARIFF

REMOTE CALL FORWARD (RCF) (Continued) (T)

3. Rates and Charges

- a. The following rates are for the Remote Call Forward Service only and are in addition to applicable rates and charges for service and equipment with which it is used. (T)

Monthly Rate

First RCF Feature	\$16.00
Each Additional RCF Feature	\$16.00

- b. The Non-Recurring Charge for the provision of a Home Office access line, as specified in Section 3 applies for the installation of each Remote Call Forward feature. Subsequent to the initial establishment of Remote Call Forward service, the appropriate Non-Recurring Charges also apply to add or change one or more RCF number or the numbers to which calls are forwarded, when requested by the subscriber. (T)
(T)

c. Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (A) a charge for that portion of the call from the originating station to the Remote Call Forward location which may be a local message or toll message and (B) a charge for that portion of the call from the Remote Call Forward location to the terminating station. The respective charge for each such portion shall be as follows: (T)
(T)

- (1) The Remote Call Forward subscriber's patron is responsible for the applicable message charge, if any, between the originating station and the Remote Call Forward location. The charge for this portion of a remotely forwarded call shall be the charge specified in this tariff or the FCC/DPUC Tariff of the interexchange carrier for the type of call involved. (T)
(T)

- (2) Between the Remote Call Forward location and the terminating station. (T)

The Remote Call Forward subscriber is responsible for the applicable unassisted customer calling sent-paid station-to-station Message Toll Telephone rates as specified in this Section or the FCC/DPUC Tariff of the interexchange carrier. These rates 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. (T)

d. Directory Listings (T)

- (1) A listing in the directory, covering the exchange in which the Remote Call Forward central office is located, is provided without additional charge for each RCF feature. (T)

- (2) Remote Call Forward listings will include the address of the subscriber's actual location. (T)

- (3) When utilized as an FX overflow, the Remote Call Forward number will not be listed in either the Telephone Company's directories or available from directory assistance records. (T)

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TOLL TARIFF

ORIGINATING LINE SCREENING

1. GENERAL

Originating Line Screening (OLS) prevents the caller from billing operator assisted sent paid calls to the originating number. Any such call will only be completed by alternate billing methods.

2. REGULATIONS

- a. The subscriber must provide the Company with the telephone number of each line to be screened.
- b. OLS will be available only where facilities permit.
- c. No charge will apply to the initial request to add OLS on a residence subscriber's line. However, a Record Order charge as found in Section 3 will apply on any subsequent residence customer request to reinstall OLS on their line.
- d. SNET cannot guarantee proper treatment by other operator service providers.

TOLL RESTRICTION SERVICE

1. GENERAL

Toll Restriction denies outgoing access to the toll network by both directly dialed calls and calls through an operator. Toll Restriction is considered local only service. Telephone lines equipped with toll restriction will not be able to process any toll calls. Access to the SNET operator will not be available.

Emergency calls can be completed by dialing "9-1-1". Calls to Directory Assistance "4-1-1", "800" numbers, to the telephone company "8-1-1", telephone repair service "6-1-1" and "420-3131" will be allowed. Calls to "900" numbers, collect and bill to third will be blocked.

2. REGULATIONS

Toll Restriction Service is available to customers who wish to control their long distance calling.

Toll Restriction is available to individual line residence customers where facilities permit.

3. RATES AND CHARGES

Toll Restriction is furnished, installed, and maintained at the following rates and charges.

Toll Restriction	<u>--- Monthly Rate ---</u>			<u>Service</u>
	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>	<u>Establishment</u>
				<u>Charge</u>
Each Residence Access Line Equipped	\$0.00	\$7.00	\$5.00	\$25.00

(I)

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TOLL TARIFF

TOLL RESTRICTION SERVICE (Continued)

3. RATES AND CHARGES (Continued)

The Non-Recurring Charges specified in Section 3 provide for the new installation of telephone service. When Toll Restriction is included as part of that service, the Service Establishment Charge does not apply.

With respect to the rate elements having minimum and maximum rates, the Company shall not charge any rate other than the one listed as "current" until the Company has notified the Department of Public Utility Control fourteen (14) days prior to the effective date of any change in that rate.

PRE-PAID PHONE CARD

1. GENERAL

The Pre-Paid Phone Card allows card users to make prepaid phone calls anywhere in the country. The value of the Pre-Paid Card is expressed either in dollars or in timed usage units. The card may be used until such dollars or timed usage units are depleted or until the expiration date printed on the card. The Pre-Paid Phone Card is provisioned through the services of an independent card vendor. Calls made using the card are carried on the network selected by the card vendor.

To make a prepaid phone call, the card user must dial the 800 telephone number printed on the card and provide the authorization number also printed on the card. After validation, the card user dials the destination telephone number to complete the call. The caller is warned when there is one (1) minute remaining and when 30 seconds are left in the card's account balance. Calls in progress will automatically be terminated when the card balance reaches zero. At the conclusion of each call, the card user is informed of the balance remaining on the card. The authorization number will block fraudulent use of the card and the card can be deactivated if lost or stolen. The Company is not responsible for lost or stolen Pre-Paid Phone Cards and makes no refunds for unused balances. The Pre-Paid Phone Card may be used twenty-four hours a day, seven days a week.

The Pre-Paid Phone card will be issued in two forms: refreshable and disposable. A refreshable card allows additional value to be added to the card by major credit card purchase. Value is added at the rate in effect for cards sold by the Company at the time the addition in value is made. A toll free 800 telephone number printed on each card provides access to a twenty-four hour a day Customer Service operation with live coverage, where the card balance can be refreshed. The customer service operation will also provide information and assistance to the card user. No value can be added to disposable cards.

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TOLL TARIFF

PRE-PAID PHONE CARD (Continued)

2. REGULATIONS

- a. The Pre-Paid Phone Card may be used twenty-four hours a day, seven days a week. Each card indicates a toll free 800 telephone number for access to the service platform and provides instructions and voice prompts in English and other selected languages

The Pre-Paid Phone Card will be blocked from completing calls to the following services:

900 Directory Assistance

- b. The Pre-Paid Phone Card sold by the Company will always have the SNET logo printed on it.
- c. The Company, its agents and distributors may from time to time, offer special promotions to customers, including but not limited to, complimentary Pre-Paid Phone Cards. The Company shall notify the Department of Public Utility Control of any such promotion that it will sponsor fourteen (14) days in advance of the promotion.
- d. Credit allowances for the Pre-Paid Phone Card use are applicable to that portion of a call that is interrupted due to poor transmission, one-way transmission, or involuntary disconnection of the call. A card user may also be granted credit for reaching a wrong number. To receive the proper credit, the card user must immediately notify customer service by calling the designated 800 number printed on the card and furnish the called number, the trouble experienced (e.g., involuntary disconnection, noisy connection, reached wrong number, etc.), and the approximate time the call was placed.

(1) Interruption to established calls

When a call charged to the Pre-Paid Phone Card is interrupted due to involuntary disconnection, one-way Transmission, or poor transmission quality, the customer will receive a credit equivalent to a one minute.

(2) Wrong numbers

When a wrong number is reached, the customer will receive a credit equivalent to one minute if the customer reports the situation immediately to customer service by calling the designated 800 number.

(3) Credit allowance for calls associated with the Pre-Paid Phone Card do not apply for:

Interruptions not immediately reported to customer service,

Interruptions that are due to the failure of powered equipment, or loss of power,

Interruptions caused by the failure of other services provided by the Company, which are not connected to the Pre-Paid Phone Card service.

GENERAL EXCHANGE TARIFF

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TOLL TARIFF

PRE-PAID PHONE CARD (Continued)

2. REGULATIONS (Continued)

- e. For billing purposes, all calls are rounded to the nearest minute.
- f. Card user rates are inclusive of all applicable taxes.
- g. The Pre-Paid Phone Card cannot be used for credit on any SNET customer bill.

3. RATES AND CHARGES

- a. The Company will sell the Pre-Paid Phone Card to card users at the following rate schedule:

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Card User Rate per minute	\$0.20	\$0.90	\$0.40

- b. Bulk Purchases

The Company will sell Pre-Paid Phone Cards at a discount to entities at a bulk rate. Pre-Paid Phone Cards will be valued using either dollar denominations or time usage units.

Bulk discounts will be determined based on the volume of minutes represented by the cards.

<u>Minute Volume</u>	<u>Percent Discount Range</u>		<u>Current</u>	<u>Rate</u>
	<u>Minimum</u>	<u>Maximum</u>		
0 - 1,000	0	75	30.00%	\$.280
1,001 - 3,000	0	75	37.50%	\$.250
3,001 - 100,000	0	75	40.00%	\$.240
100,001 - 250,000	0	75	43.75%	\$.225
250,001 - 500,000	0	75	47.50%	\$.210
500,001 - 1,000,000	0	75	52.50%	\$.190
1,000,001 - 1,250,000	0	75	56.25%	\$.175
1,250,001 +	0	75	60.00%	\$.160

- c. Any entity purchasing the Pre-Paid Phone Card under bulk purchases is subject to the general provisions and regulations set forth above.
- d. For rates having a minimum and maximum range, the Company shall not charge any rate to the card user other than the current effective rate. The Company shall notify the Department of Public Utility Control in writing prior to the effective date of any change in the current rate or discount so long as such change is within the existing band. Such written notice will comply with regulations in effect at the time of the change.