SECTION 1 – DEFINITIONS AND ABBREVIATIONS

The following definitions and abbreviations are applicable to this Interstate Product Reference and Pricing Guidebook:

Access Line – A local channel for voice, data, or video communications, which connects the Customer location to a location of the Company.

Account – The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code billed to the same Customer address.

Account Code – A numerical code, assigned to the Customer, to enable the Company to identify use of a service offering by the Customer and to bill the use of that service offering by the Customer. Multiple Account Codes may be assigned to the Customer to identify individual users or groups of users. Nonspecific allows for any numbers to be used and specific requires only those codes designated by the customer.

Affiliated CLEC – A CLEC with which the Company has any of the following relationships: (1) owns or controls it; (2) is owned or controlled by it; or (3) is under common ownership with it.

Affiliated LEC – A LEC with which the Company has any of the following relationships: (1) owns or controls it; (2) is owned or controlled by it; or (3) is under common ownership with it.

Aggregation – The combining of a Customer's total usage across multiple Billing Telephone Numbers into a group for the purpose of determining a common usage rate for call(s) associated with the individual Billing Telephone Numbers.

Aggregator means any person or entity that, in the ordinary course of its operations, makes telephones available to the public or to transient users for interstate telephone calls using the service of Frontier Long Distance. The term "you" or "yours" may also apply to an Aggregator.

Agreement – Consists of these General Terms and Conditions and the specific terms and conditions applicable to the individual service or calling plan selected by you as reflected by Frontier Long Distance on your monthly bill or any written agreement between you and Frontier Long Distance. The specific terms and conditions applicable to the individual service or calling plans can be obtained by calling the Service Center at the number printed on your monthly telephone bill, or by referencing our Guidebooks. These Guidebooks may be accessed via the web site: http://tariffs.citizenscommunications.com. Except as provided in any written agreement between you and Frontier Long Distance, any term and condition may be amended or modified by Frontier Long Distance upon prior written notification to you and your subsequent acceptance as reflected by your continued enrollment in, or use of Frontier Long Distance-provided services. No amendment or modification by you of any term or condition shall be effective against Frontier Long Distance unless signed by an authorized representative of Frontier Long Distance.

Applicant – Any entity or individual who applies for service under this Guidebook.

Authorization Codes are a pre-defined series of numbers that you or an authorized End User dial upon accessing our system to validate the caller's authorization to use the services provided. Authorization Codes may not be sold or distributed without our consent.

Billed Account Number (BAN) – A BAN is a 9-digit number that uniquely identifies a long distance account. A BAN is different from a BTN. A single Customer may have multiple BANs on a hierarchical billing account. A BAN may be designated by rank as a Child BAN, a Parent BAN or a Corporate BAN. Any rank BAN may also be an Invoice Point BAN. Unless specifically designated as such, a BAN is not an invoice point, except that all Corporate BANs are also Invoice Points.

Basic Services are local service and state toll purchased from the Telephone Company. The charges for Basic Services appear on your monthly Telephone Company bill as **Basic Charges**. Also see **Non-Basic Services**.

Billing Hierarchy – A billing arrangement which allows Customer to set up a payment, rating, and discounting structure to assist with communication expense management by grouping communication expenses by region, business unit, organization, etc. Customer is able to designate various invoice points throughout the hierarchy. A separate invoice can be produced for every BAN within the hierarchy. Billing information including OTCs, MRCs, and usage charges are accumulated to a specific BAN and are included on Customer's invoice.

Billing Telephone Number (BTN) – A Billing Telephone Number is the number to which calls to given locations are billed. It is the seven digit number with the area code followed by an alphanumeric code assigned by the local telephone company.

Bit – A unit of information content. A Bit is the smallest unit of information in a binary system of notation.

Bit Rate – The speed at which Bits are transmitted, expressed in Bits per second (bps).

Carrier or Company – Frontier Long Distance, unless stated otherwise.

Centrex – A central office based switching service that provides the user with the ability to intercommunicate among stations at the user's premises while also providing station access to local exchange service dial tone, long distance service, and optional features and functions associated with sophisticated Customer Premises equipment.

Child BAN – Any BAN within a billing hierarchy that is subordinate to another BAN. A Child BAN may also be either a Parent BAN and/or Invoice Point BAN. The Child BAN is the lowest level of the hierarchical structure and is subordinate to a single Parent BAN.

Circuit – A transmission path or paths between two or more points having transmission characteristics suitable to render service to a Customer.

Collect – A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept responsibility for the charges.

Commission – Federal Communications Commission.

Committed Information Rate (CIR) – The Frame relay throughput parameter for data transfer stated in thousands of Bits per seconds (Kbps). The Committed Information Rate represents the average minimum data rate the network will allocate to the Permanent Virtual Circuit (PVC) under normal operating conditions.

Company's Point of Presence – Location of the serving central office associated with access to the Company's network.

Corporate BAN – The highest level BAN on a hierarchy, is always an invoice BAN, and is responsible for payment. ICB and MAC/MMC calling plans will be attached at this level in order to guide, rate, and bill usage and feature charges.

CTU – Combined Transport and Usage Billing.

Customer means any person, firm, partnership, corporation or other entity that uses service under the terms and conditions of this Agreement and is responsible for payment of charges. Customer also includes the terms "you" and "yours".

DTMF (Dual Tone Multi Frequency) – A term describing pushbutton or touchtone dialing. When one pushes a button on a push button paid, it makes a tone of one high frequency and one low frequency, therefore names Dual Tone Multi Frequency.

DTMF Cut Through – The capacity of a voice response system to receive DTMF tones while the voice synthesizer is delivering information.

End User means any person or entity that uses the service of Frontier Long Distance under these terms and conditions. The End User is responsible for payment unless you pay the charges for the service used.

Enterprise Billing – A feature of Toll Free Service which enables a Customer to have all or a portion of a toll free call billed to the termination point (telephone line) to which a toll free call is routed.

Equal Access – A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

Feature Group D – The class of service associated with Equal Access arrangements. All IXCs enjoy identical connections to the local exchange carrier. All Customers dial the same number of digits and can reach the predetermined IXC of their choice by dialing 1 plus the telephone number being called.

Frame – A variable length segment of data with a header, trailer, and user information, which is switched through the network as an integral unit.

Frontier Business Local Calling Assurance – Features associated with the provision of local exchange service that include CentraLink® 1100 Service including CentraLink® 1100 station line(s), each with Caller ID with Name and Number and Call Forwarding

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

Grandfathered Services – Unless specifically stated in the terms of the plan, Grandfathered Services are services that may not be installed for new Customers, and may not be moved to a new location for existing Customers. However, based on the individual circumstances, existing Customers of the service may add to the service at their existing Customer location only, subject to the availability of facilities.

Guidebook - Refers to Frontier Long Distance's Interstate or International Product Reference and Pricing Guidebooks. You may obtain a copy of the Guidebooks by calling our Service Center. Or you can access the Guidebooks on our website, http:/tariffs.citizenscommunications.com.

Holidays - New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

ICB (Individual Case Basis) – A service provided involving a nonstandard arrangement. The nature of such Service requirements makes it difficult or impossible to establish general Guidebook provisions for such circumstances.

Initial And Additional Period – The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

International Calls are calls originating from and/or terminating to those areas, other than the U. S., Guam, the Commonwealth of the Northern Mariana Islands (CNMI), and American Samoa, to or from which Frontier Long Distance elects to provide service.

International Mobile Termination Charge - International Mobile Termination Charge is an additional per minute rate applied to international calls (direct dialed calls from your home or business or operator handled calls) originating in the United States and terminating in certain countries to either wireless communications devices, including but not limited to mobile phones, pagers, personal computers and personal digital assistants, or to a portable telephone number where a forwarding, tracking or other type of location service is used. These fees also apply to ranges of telephone numbers for special services designated by the foreign telephone administration; such special services that may or may not be wireless, and may be for adult entertainment purposes. Many telecommunications companies outside the United States impose substantial fees to complete these telephone calls. In order to recover these fees, a mobile termination charge will be applied.

Interstate Calls - are state-to-state calls originating from and terminating to any point in the U.S., Guam, the CNMI, or American Samoa.

Invoice Point BAN - Any BAN which is designated to receive a separate invoice. An Invoice Point BAN may be super-ordinate, subordinate or both.

LEC – Local Exchange Carrier

MAC – Minimum Annual Commitment

MOU – Minutes of use

MMC – Minimum Monthly Commitment

MRC – Monthly Recurring Charge

Municipality - Any political subdivision of the state having the power to make appropriations or levy taxes, and includes any town, city, or borough and qualified boards, districts, or associations created by such municipalities, such as a school, sewer, fire, water or lighting district, or other metropolitan or municipal district.

Non-Basic Services - include, without limitation, out of state long distance calls, inside wire maintenance, Internet service, telephone sets and voice mail. The charges for Non-Basic Services appear on your monthly Telephone Company bill as Non-Basic Charges.

Operator Dialed Surcharge – This charge applies to calls when the End User requests the Company's operator to dial the destination number, when the End User has the capability of doing so.

Operator Station Call – A service whereby the End User places a non-Person to Person call with the assistance of an operator.

Parent BAN – Any level BAN within a billing hierarchy that is super-ordinate to another BAN. "Parent" denotes the super-ordinate relationship to one or more specific Child BAN(s) which are usually part of an individual Invoice Point BAN, e.g., an Invoice Point BAN is the parent BAN of its next level Child BAN(s).

Parties refers to you and Frontier Long Distance.

Person to Person Call – A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, mobile station, voice mail box or office to be reached through a PBX attendant.

Premises - The physical space designated by the Customer for the termination of the Company's service.

Residential Customers – A Customer whose use of Service is primarily or substantially of a social or domestic nature, and business use, if any, is incidental.

Service - Any or all services by SNET America Inc, d/b/a Frontier Long Distance provided pursuant to this Guidebook.

Service Acceptance Date – The date service is first established on the plan Customer agrees to.

Service Center(s) are provided by the Telephone Company to answer your questions. You can call the Frontier Long Distance Service Center. The appropriate Service Center telephone number(s) for Customer inquiries regarding Frontier Long Distance services and bills can be found on your Frontier Long Distance/Frontier Communications of Connecticut bill. Business Customers that have an assigned account team or representative should contact their account team or representative.

Switched Access – A method for reaching the Company through the local switched network whereby the End User uses standard business or residential local lines.

Telephone Company means Frontier Communications of Connecticut.

Terminal Equipment – Telecommunications devices, apparatus and associated wiring on the Premises of the Customer or Aggregator.

Third Party Billed Calls are calls made under a billing arrangement that allows charges to be billed to a telephone number that is different from the calling number and the called number.

Unified Call Plan – A call plan offered by Frontier Long Distance and Frontier Communications of Connecticut that includes intrastate, interstate and international calls.

United States or U.S. refers to the contiguous United States, Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands.

U.S. Mainland – For the purpose of this Guide, the U.S. Mainland refers to those portions of the contiguous forty-eight (48) states and Alaska that Frontier Long Distance serves.

Working Telephone Number (WTN) – Working Telephone Number.

You, you, Your(s) or your(s) – Any person or entity, including Customer or Aggregator, that uses service under these terms and conditions and is responsible for payment of charges.

SECTION 2 – TERMS AND CONDITIONS

In this Agreement ("Agreement"), "you" and "your" mean the Customer of SNET America, Inc. d/b/a Frontier Long Distance long distance services. "We," "our" and "us" means Frontier Long Distance. Capitalized terms are defined in Section 1 of these Product Reference and Pricing Guidebooks ("Guidebooks").

This Agreement consists of the following General Terms and Conditions and the specific terms and conditions of your long distance service or calling plan. It applies to any interstate or international long distance service provided to you by Frontier Long Distance. The specific terms and conditions of your Frontier Long Distance service or calling plan are in Section 3 of these Guides. You may obtain a copy of the Guides by calling the Service Center at the number printed on your monthly telephone bill. Or you can access the Guides on our website, via http://www.tariffs.citizenscommunications.com

SECTION 2 – TERM AND CONDITIONS

1. Undertaking of Frontier Long Distance. Frontier Long Distance, an affiliate of The Southern New England Telephone Company ("Frontier Communications of Connecticut"), provides service for communications originating and terminating within the United States (U.S.) or certain international points. Frontier Long Distance arranges for installation, operation, and maintenance of the service as stated in this Agreement. Frontier Long Distance may stop furnishing service as stated in this Agreement.

2. Changes to This Agreement. Except where we have made a commitment to a rate for a specific period of time, which can be no longer than 30 days unless the agreement between us is in writing, our rates are subject to change at any time. The current rates are available in our Guides or by calling the Service Center. Except as otherwise provided in a written agreement between the Parties, we may amend or modify any term or condition of this Agreement. The Telephone Company may also modify its billing practices or late charges by providing you prior written notice of the modification.

   Your acceptance of such change, or of the current rates posted in our Guides, is indicated by your continued enrollment in, or use of, our services. We will not provide advance notice of changes to taxes or surcharges unless required by law. No amendment or modification that you make of any term or condition will be effective against us unless it is signed by one of our authorized representatives.

3. Limitation on Service. We offer service where the necessary facilities and equipment are available. We may decline applications for service to or from a location where these facilities or equipment are not available. We reserve the right to:

   (A) discontinue or limit service when required by conditions beyond our control or when service is used in violation of provisions in this Agreement or the law.

   (B) refuse to process Third Party Billed calls based on the originating or terminating location of the call or when the billed party and/or standard validation techniques cannot confirm acceptance of the call.

   (C) limit service or impose conditions required to meet regulatory or legal rules and standards, when the rules and standards have a material effect on the business or economic feasibility of providing service, as we determine in our reasonable judgment.

   (D) add, change or discontinue services at any time.

   We are not liable for errors in transmission or for failure to establish connections. We may rely on third parties to provide portions of our service. We select the third party vendors and reserve the right to change the vendors at any time.

4. Assignment or Transfer. We control all services provided under this Agreement directly or indirectly. Neither you nor the Aggregator may transfer or assign the use of service without our express prior written consent. We may permit such transfer or assignment only where there is no interruption of the service's use or location. All terms and conditions of this Agreement and all conditions of the specific service apply to all such permitted transferees or assignees.

5. Your Access to Our Network. To access our network from your presubscribed line to make: Interstate Calls - Dial 1, + area code, + 7-digit number. International Calls - Dial 011, + country code, + city code, + telephone number.

6. Location of Service. Interstate and international service is available on a presubscribed basis to Customers in the state of Connecticut and certain other locations where we may be authorized to provide service.

   Interstate calls may be terminated to any point in the U.S., Guam or the Commonwealth of the Northern Mariana Islands (CNMI). International calls may be terminated to any point in the U.S., Guam, the CNMI, or American Samoa, or to any point that we currently serve internationally.

7. Use of Service. You or an End User may use our service for any lawful purpose, subject to limitations and conditions imposed by any applicable government authority. You obtain no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. We retain all right, title and interest to such items at all times. Recording of telephone conversations on our services is prohibited except as authorized by applicable government authority.

8. If You Cancel Service. Service will be provided until you cancel it or until we cancel it as described in Section 9. We may bill you after your service ends for charges incurred before termination. You may cancel your service by notice to us. If you have a written contract, notice must be in writing and you may be subject to liability for premature termination of the contract. If you cancel your service, you remain responsible for payment of all bills for service until the date specified by you or until your written cancellation notice is effective, whichever is later.

9. If We Cancel Service. We may, after providing you written notice, either temporarily withhold service, or terminate service if there is an unpaid balance for service that is more than 30 days overdue. We may bill you after your service ends for charges incurred before termination. We may discontinue service to you without notice:

   (A) for any violation of law or the provisions of this Agreement;

   (B) to comply with any order or request of any governmental authority having jurisdiction;

   We may temporarily withhold or terminate service, with or without notice, if there is an unusually high volume of usage (before or after billing) where acceptable arrangements cannot be made to cover the charges. We may block access to overseas points where there is substantial fraudulent or unlawful use.

10. Restoration of Service. If your service is stopped for nonpayment or other reasons and you want it restored, we will restore your service at our discretion, when the past due amounts and any applicable security deposit and/or advanced payment are paid, or the reason for the service cancellation is corrected.

11. If You Cancel Your Service Application. No cancellation charge applies if you cancel a service application prior to the start of service installation, or prior to the start of special construction. A charge may apply, however, if you cancel a service application after the start of installation or special construction. Cancellation charges may be specified in your written contract, if one is applicable. Otherwise, the cancellation charge will be equal to the costs we have incurred, but it will not be greater than the charge for the minimum period of service. In addition, applicable installation charges may apply.

12. Initial Contract Period. Your initial contract period for service is one month unless otherwise stated in this Agreement or agreed to in writing by the Parties. Thereafter, contract periods will be for successive one-month periods unless otherwise stated in this Agreement, or by written agreement of the parties.

13. Bill Payment, Late Payment Charges and Other Fees. All calls may be subject to a minimum billing period based upon the individual service or calling plan, a service charge for operator handled calls and Directory Assistance calls. Service is provided and billed on a monthly basis. Frontier Long Distance, your Telephone Company, or another Frontier Long Distance affiliate or agent may issue your bill for Frontier Long Distance services.

    Any payment made to the Telephone Company will first be applied to Basic Charges listed on your telephone bill. The balance will be applied to Non-Basic Charges, including Frontier Long Distance interstate and international long distance calling charges. Failure to pay Non-Basic Charges, including Frontier Long Distance interstate and international long distance calling charges, will result in termination of *all* Non-Basic Services and further collection action.

    The current amount of the possible late payment charges, interest or other fees is stated on your monthly telephone bill. These charges may change as set forth in Section 2. To avoid these charges, you must ensure that we receive full payment of the total amount due on your bill no later than the date shown on your bill. You will also be charged a fee for any check returned to us by your bank. In addition to these fees, we reserve the right to terminate this Agreement and the Telephone Company reserves the right to terminate Basic and Non-Basic Services if you pay late or if your bank returns your check to us.

    You are responsible for payment of all charges for service furnished to you, your agents, customers, or End Users. You must report any objections to billed charges promptly to our billing agent or us. The security of your Authorization Codes is your responsibility. All calls placed using your codes will be billed to you and will be your obligation. You will not be responsible for charges in connection with the unauthorized use of your codes that occur after you notify us of the loss, theft, or other breach of security of your codes.

14. Disputed Bills. If you think your bill is incorrect, call the Service Center. If the service representative cannot resolve your concerns, ask to speak with a manager. If you are still not satisfied, you may ask for a review of the disputed amount. You must ask for the review within 60 days from the date of the bill containing the disputed amount, or seven days after receiving a termination notice.

    The undisputed portion and subsequent bills must be paid on time, or your Frontier Long Distance service and other Non-Basic Services may be terminated as described in Section 13. If after the review, the Telephone Company or we believe that you owe us the disputed charges, you will promptly pay the charges plus any applicable late payment charges and/or interest.

15. Deposits and Advance Payments. We and/or our billing agents reserve the right to examine your credit record and to require security deposits. If your financial condition is unknown or unacceptable, a security deposit may be required which will be applied to overdue charges. The security deposit will be equal to two months' estimated usage but may vary with your credit history and projected usage. After nine months, your account will be reviewed and if good credit has been established, the deposit will be refunded in full. The establishment of good credit requires that bills be paid on time each month. If your service has been discontinued for nonpayment, Frontier Long Distance may require a security deposit before service is restored. The fact that a security deposit has been made does not relieve you from the requirement to promptly pay your bill. If your payment or usage patterns change, we may request an additional security deposit.

    We and/or our billing agents reserve the right to require an advanced payment from you instead of, or in addition to, a security deposit. The advanced payment shall be equal to or less than estimated installation charges plus two months' estimated billing.

16. Credit Report to Credit Agencies. As authorized by law, for residential accounts, we supply payment information to credit rating agencies. If your account is more than sixty (60) days delinquent, the delinquency could harm your credit rating.

17. Inspection, Testing and Adjustment. Upon reasonable notice, facilities or equipment provided to you by us will be made available to us for tests and maintenance adjustments. We may interrupt service at any time, without penalty or liability, if you fail to provide access for such tests or due to the departure from, or the reasonable suspicion of the departure from, any of these terms and conditions. No interruption allowance will be granted for such tests and adjustments, unless the interruption exceeds twenty-four hours and you request the allowance.

18. Interconnection. Our service may be interconnected with services or facilities of other authorized common carriers and with private systems, subject to technical limitations established us. We do not undertake to provide any special facilities, equipment, or services for such interconnection. Our service is not part of a joint undertaking with such common carriers or systems. Such interconnection shall be under the applicable terms and conditions of this Agreement and other common carrier's agreements. You shall ensure that your facilities or equipment are properly interconnected with our facilities or equipment. If you maintain or operate the interconnected facilities or equipment in a manner which results or may result in harm to our facilities, equipment, personnel, or the quality of service, we may, upon written notice, terminate your existing service.

19. Our Liability. Our liability to you or any third party is limited. This limitation applies to any claim for injury or damage against us that relates to any problem with our service or anything that we did or failed to do relating to our service or this Agreement. Our liability is limited to an amount that is not more than what we charged you for our services for the period covered by your claim. We are not liable for any incidental, indirect, special or consequential damages, including lost revenue or profit of any kind whatsoever, regardless of their cause of foreseeability. We are not liable for interruptions, delays, errors, or defects in transmission.

    We are not liable for service provided to you by the Telephone Company or any other common carrier. We are not liable to you for any problem that is due to any cause beyond our control. Such causes include, without limitation, acts of God, third parties, nature, or a lawful authority, national emergencies, or labor difficulties. We are not liable for any injury caused by you, your agents, or by facilities or equipment provided by you.

20. Your Liability. You shall indemnify, defend and hold harmless Frontier Long Distance (including reasonable attorney's fees) against:

    (A) Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information, or other content transmitted over our facilities or equipment;
    (B) Claims for patent infringement arising from combining or connecting our facilities or equipment with facilities, equipment, apparatus or system used by you; and
    (C) All other claims (including claims for damage to any business or property, or injury to, or death of, any person) arising out of any act or omission of you, or your agents, End Users, or your customer, in connection with the use of any of our services, facilities or equipment.

21. Dispute Resolution. Any dispute between the Parties will be resolved exclusively and finally by arbitration administered by and under the rules of the National Arbitration Forum ("NAF"). If the NAF ceases to exist, the Parties will agree on another arbitration forum. The arbitration will be conducted by a single arbitrator and will be limited solely to the dispute between us. The arbitration may not be consolidated with any other dispute or arbitration or conducted on a class-wide or class action basis. The arbitration will be held at any reasonable location near your residence or by telephone at your option. If you win the arbitration, we will reimburse any fees that you paid to the NAF for the arbitration. We will not pay any other costs or fees that you incur. You are not responsible to pay any of the fees we incur.

    If either Party tries to bring a dispute in a forum other than the NAF, the arbitrator may award the other party its reasonable costs and expenses, including attorney's fees, incurred in staying or dismissing the dispute. You understand that in the absence of these Section 21 provisions, you could have sued us in a court and you could have consolidated your dispute with other disputes on a class-wide or class action basis. By accepting this Agreement, you have expressly and knowingly waived those rights and agreed to resolve any disputes through binding arbitration. The judgment of the arbitrator may be entered in any court having jurisdiction. Information concerning such arbitration may be obtained at the NAF website, www.arb-forum.com, by calling 800-474-2371 or by writing P.O. Box 50191, Minneapolis, MN, 55405.

22. Taxes and Local Charges. Federal excise tax and state and local sales, use, and similar taxes shall be billed as separate line items. In certain instances, you may be subject to local exchange company charges or message unit charges to access our network or to terminate calls. Frontier Long Distance is not responsible for any of these local charges.

23. Obligations of the Aggregator. When service is provided to the transient public through an Aggregator, the Aggregator must comply with the requirements of 47 U.S.C. §226(c) and any access requirements or rules that the Federal Communications Commission (FCC) sets forth.

24. Universal Service Fund (USF) Charge. Telecommunications services provided by the Company are subject to a Universal Service Fund Charge. The Universal Service Fund provides telecommunications and information services to schools, libraries and rural health care facilities; it also serves to subsidize local service to high cost areas and low-income households. This Universal Service Fund (USF) charge will be identified on the bill as "Federal Universal Service – Interstate" and will be found in the "Other fees" section of the bill. The FCC Contribution factor is subject to change quarterly. The current factor can found at http://www.fcc.gov/omd/contribution-factor.html.

25. Cancellation of Term Plan. In the event of an early termination of a term plan, the amount of any early termination charges will be determined in accordance with the following:

(A) Customer Cancels – MAC has been met:

If the Customer cancels a term plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies.

(B) Customer Cancels – MAC has not been met:

If the Customer cancels a term plan and the MAC has not been met for the current year or for any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for each of the additional years remaining on the term plan agreement.

(C) Customer Cancels – MMC for current month has been met (Customer subscribing to all other plans except Business Flat Rate Plan and High Volume Calling Plans)

The early termination fee shall be 50% of the MMC times the number of months remaining in the complete term.

(D) Customer Cancels – MMC for current month has not been met (Customer subscribing to all other plans except Business Flat Rate Plan and High Volume Calling Plans)

The early termination fee shall be 50% of the unmet MMC for the current month plus 50% of the MMC times the number of months remaining in the complete term.

26. Revenue and Term Plan Commitments

(A) General

.1 The terms and conditions for qualifying for each specific offering are described in Section 3 of this Guidebook. Business Customers subscribing to one of the Company's High Volume Calling plans Block of Time on a 2-Year or 3-Year term plan commitment are required to sign term plan agreements.

.2 By committing to a MAC or an MMC, the Customer commits to spending a predetermined dollar revenue volume, either annually in the case of a MAC or monthly in the case of an MMC.

.3 By making a term plan agreement, the Customer commits to remain a Customer of Company for a specified length of time.

26. Revenue and Term Plan Commitments (continued)

(B) Calculation of MAC and MMC (continued)

.1 Customer Subscribes To any of the Company's High Volume Calling Plans

Revenue associated with any of the Company's High Volume Calling Plans contributes towards meeting the MAC or MMC as described below. If a Customer subscribes to other inbound or outbound services, the revenue will not be counted when calculating whether or not the Customer has met the MAC or MMC commitment for the High Volume Calling.

.a A MAC or MMC commits the Customer to paying the Company a predetermined amount of revenue resulting from:

.i 1+ Outbound domestic and International usage;

.ii domestic inbound usage and usage charges associated with Canadian Toll Free Service;

.iii monthly recurring, ancillary, and administrative charges associated with the Company's PRI-ISDN where available; and

.iv any credits associated with a qualified usage item.

.b Charges associated with directory assistance Service, monthly recurring charges and one time charges, taxes and surcharges, reductions because of promotions (free minutes or reduced price per minute), and adjustments that are not associated with a particular usage item are not included in determining whether the Customer has met the MAC or MMC.

.c For Customers subscribing to Outbound Service with one BTN, all qualified usage generated under all of the Customer's WTNs billed under that BTN will be totaled to determine if the Customer has met the MAC or MMC for the Customer's BTN.

For Customers subscribing to TFS with one BTN, all qualified usage generated under all of the Customer's TFS Numbers associated with that BTN will be totaled to determine if the Customer has met the MAC or MMC for the Customer's BTN.

.d For selected Services, a Customer with multiple BTNs can group those BTNs together into one Aggregation ID such that all usage within this group can be combined.

26. Revenue and Term Plan Commitments

(B) Calculation of MAC and MMC (continued)

.2 This section applies to Customers that subscribes to any of the Business Optional Calling Plans, except those Business Optional Calling Plans in Section 3.9.7.3 of this Guidebook.

Only revenue associated with the Business Optional Calling Plans contributes towards meeting the MMC. If a Customer subscribes to other inbound or outbound Services, the revenue will not be counted when calculating whether or not the Customer has met the MMC associated with the Service.

.a A MMC commits the Customer to paying the Company a predetermined amount of revenue resulting from:

.i 1+ outbound domestic and International usage;

.ii domestic inbound usage and usage charges associated with Canadian Toll Free Service;

.iii any credits associated with a qualified usage item.

.b Charges associated with directory assistance Service, monthly recurring charges and one time charges, taxes and surcharges, reductions because of promotions (free minutes or reduced price per minute), and adjustments that are not associated with a particular usage item are not included in determining whether the Customer has met the MMC or MAC.

.3 This section applies to Customers that subscribe to the Business Domestic Saver or any Small Business Optional Calling Plan with the number "15" (e.g. Business Domestic Saver 15, etc.) in its name. The rules and regulations for the calculation of the MMC are the same as those described in this Section of this Guidebook except International usage does not contribute to meeting the MMC.

26. Revenue and Term Plan Commitments (continued)

(C) Calculation of UUF, Revenue Commitment shortfall, Current Term Plan Agreements

.1 Unmet MAC With Term Plan

If a Customer subscribing to any of the Company's High Volume Calling Plans (HVCP), remains on the same HVCP but fails to meets its MAC, the Customer will be billed the difference between the actual usage and the unmet MAC within two (2) billing cycles of the Customer's yearly anniversary date.

.2) Unmet MMC

.a If a Customer subscribing to any of the Company's Business Optional Calling Plans fails to meet its MMC in any given billing month, the Customer will be billed the difference between the actual usage revenue and the unmet MMC within two (2) billing cycles of the billing period in which the shortfall occurred.

.b Customers subscribing to any of the Company's High Volume Calling Plans and committing to an MMC will be given up to a three (3) month period for usage ramp up before any UUF is accessed. If a Customer subscribing to any of the Company's High Volume Calling Plans subscribes to an MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the ramp up.

(D) Customer Changes

.1 Customers that subscribe to any of the Company’s High Volume Calling Plans with a MAC or MMC combined with a term plan agreement and who wish to: (a) change MAC or MMC; (b) change the length of a term plan agreement; or (c) change their Calling Plan to any other High Volume Calling Plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook

The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area

26. Revenue and Term Plan Commitments (continued)

(D) Customer Changes (continued)

.2 When a Customer cancels an existing term plan agreement and signs a new term plan agreement for the same or different Business Optional Calling Plan with a MAC or MMC from the Company, a UUF may apply. The UUF is equal to the lesser of the following and applies if the dollar value is greater than zero:

.a the difference between the dollar value of the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement and the dollar value of the Customer's Total Revenue Commitment for its new term plan agreement, or

.b 50% of the unpaid portion of the Customer's Total Revenue Commitment on the Customer's current term plan agreement that is being cancelled at the request of the Customer.

The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area

.3 Customer Cancels – MAC Has Been Met

If the Customer cancels a term Business Optional Calling Plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies.

.4 Customer Cancels – MAC Has NOT Been Met

Unless otherwise indicated in this Guidebook if the Customer cancels a term Business Optional Calling Plan and the MAC has not been met for the current year or any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for the current year and 50% of the unmet MAC for each additional years remaining on the term plan agreement.

.5 Customer Cancels – MMC for current month Has Been Met (Customer Subscribing to Business Optional Calling Plans)

The early termination fee is equal to the 50% of the MMC times the remaining number of months in the complete term.

.6 Customer Cancels – MMC for current month Has NOT Been Met (Customer Subscribing to all Small Business Optional Calling Plans)

The early termination fee shall be the 50% of the unmet MMC for the current month plus 50% of the MMC times the number of months remaining in the complete term.

26. Revenue and Term Plan Commitments (continued)

(D) Customer Changes (continued)

.7 Customers that subscribe to any of the Company's Small Business Optional Calling Plans with an MRC or MMC combined with a term plan agreement, and who wish to: (1) change the length of a term plan agreement; or (2) change their Calling Plan to any other Calling Plan with MRC or MMC; Customer must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook

ETF/UUF

.a Customers who cancel this service prior to the expiration date of their current term plan agreement and who do not qualify under .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC or MMC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

.b The Company will not charge an (ETF/UUF) when a Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company

.c The Company will adjust to zero any ETF/UUF when:

the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or

27. The Services and Service Components provided under this Pricing Guidebook shall not be used to support the performance of any portion of a project or program which has been funded in whole or in part with grants, loans or payments made pursuant to the American Recovery and Reinvestment Act of 2009 ("ARRA"), without the prior written agreement of Frontier and Customer regarding any specifically applicable terms, conditions and requirements. Customer shall provide Frontier with prior written notice before placing any order that may be funded in whole or in part with ARRA funds. If Customer fails to provide such prior written notice of ARRA funding; or if the parties cannot agree on the terms and conditions (if any) applicable to an ARRA funded order; or if any terms, conditions or requirements (other than those to which Frontier specifically agrees in such separate writing) are found to be applicable, then Frontier may, in its sole discretion, reject such order or immediately terminate provision of any affected Service or Service Component without further liability or obligation.

3.1 General

The Company provides interstate, interexchange switched telecommunications services between locations in the United States. The Company's service includes direct-dialed calling with charges based upon call duration, mileage, and/or total volume.

3.2 Time-Of-Day Rate Periods

The following time-of-day and day-of-week rate periods are applicable to all calls. Evening rates shall apply to all calls placed on the Company's recognized Holidays except when a lower rate would normally apply.

	MON	**TUES**	**WED**	**THUR**	**FRI**	**SAT**	**SUN**
8:00 AM TO 5:00 PM *	DAYTIME RATE PERIOD						
5:00 PM TO 11:00PM*	EVENING RATE PERIOD						EVE
11:00 PM TO *:00 AM*	NIGHT/WEEKEND RATE PERIOD						

* to, but not including

Calls are billed based on the rate in effect for the actual time-of-day rate period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rate in effect in that boundary for each portion of the call.

Other Rate Periods

Peak: Daytime Rate Period per above

Off-Peak All other days and hours, including Holidays, which are not included in the Day-Time rate period above.

3.3 Calculation of Distance

Charges for all mileage sensitive services are based on the airline distance between the vertical and horizontal coordinates of the rate centers associated with the originating and terminating central offices serving the Customer and the called party.

The applicable usage rates for the billing of a distance sensitive call shall depend on the distance in airline mileage between the originating and terminating points of the call. For the purpose of determining the airline mileage of a call, the Company shall utilize the vertical ("V") and horizontal ("H") coordinates of the rate centers of the originating and terminating points of the call. For purposes of billing, the Company references "V" and "H" coordinates provided by Telcordia.

For calls originated by dialing a local exchange number or a 950-type number using an Authorization Code, the originating point shall be the rate center in which the shared access facilities are located. For calls originated via Equal Access connections, WATS Access Lines or Dedicated Access Lines, the originating point shall be the rate center in which the Customer is located. The terminating point shall be determined by the rate center of the called number.

The airline mileage of a call is calculated as follows:

3.3.1 Obtain the "V" and "H" coordinates for the originating and terminating rate centers.

3.3.2 Obtain the differences between the "V" coordinates of each of the rate centers. Obtain the differences between the "H" coordinates.

3.3.3 Square each difference obtained in step 2 above.

3.3.4 Add the squares of the "V" difference and "H" difference obtained in step 3 above.

3.3.5 Divide the sum of the squares obtained in step 4 above by 10. Round to the next higher whole number if any fraction is obtained.

3.3.6 Obtain the square root of the whole number result obtained in step 5 above. Round to the next higher whole number if any fraction is obtained. This is the mileage.

3.3.7 The formula is as follows:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

3.4 Call Timing

3.4.1 Long distance usage charges are based on the actual usage of the Company's network.

Chargeable time for Person to Person Calls begins when the connection is made between the calling person and the particular person, department, or extension specified or an agreed upon alternate.

3.4.2 Chargeable time ends when the calling service point terminates, thereby releasing the network connection. If the called party hangs up but the calling number does not, chargeable time ends when the network connection is released by signal from the called party location or by automatic timing equipment in the telephone network.

3.4.3 Unless otherwise specified in this Interstate Product Reference and Pricing Guidebook, the minimum call duration for billing purposes is one (1) minute.

3.4.4 Unless otherwise specified in this Interstate Product Reference and Pricing Guidebook, usage is measured and rounded in one minute increments for billing purposes.

3.4.5 The Company shall not bill for unanswered calls in areas where Equal Access is available. The Company shall not knowingly bill for unanswered calls in areas where Equal Access is not available.

3.5 Calling Plans

The Company offers several interstate calling plans with a variety of features and options. Outbound calling and inbound (Frontier Long Distance Toll Free Service) are offered under every calling plan. Volume discounts take effect at various levels of billing, depending on the plan. Some plans have a minimum billing requirement. Deeper discounts may be achieved based on duration of commitment to certain plans. All calls except Directory Assistance calls and operator-assisted contribute to discount eligibility thresholds and are eligible for discounts. International calls, however, are discounted at rates not covered in this Interstate Product Reference and Pricing Guidebook. All discounts are non-incremental and are applied to all eligible charges. Calls may be billed at one-minute or sub-minute increments, depending on the plan. Certain may offer different 800 service options.

All plans utilize Switched Access Lines. Calls originate and terminate on switched facilities or equipment provided by local exchange companies or other authorized access providers. The Customer is responsible for establishing local access facilities or equipment and for all nonrecurring, recurring, construction and other charges in connection with such local access. The Customer using multiple Switched Access Lines for a single 800 number must arrange for hunting service from the local exchange company.

3.5.1 MTS

(A) Business MTS

MTS is an intercity long distance Service available to Business Customers seven (7) days per week, twenty-four (24) hours per day, and 365 days per year. With Business MTS, calls are originated from other than a payphone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Business MTS is available to Business Customers that presubscribe to the Company for long distance service. If a Business Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.

Charges are usage sensitive and vary by day-of-week and time-of-day. Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Calls billed under this Service offering will not qualify for promotional rates.

3.5 Calling Plans (continued)

3.5.1 MTS (continued)

(B) Residential MTS

MTS is an intercity long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, and 365 days per year. With MTS, calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. MTS is available to Residential Customers that presubscribe to the Company for long distance service.

Customers may subscribe to MTS service for the provisions of intraLATA only calling (local toll), interLATA only calling (interstate and intrastate), or intraLATA and interLATA calling combined.

If a Customer presubscribes to the Company for the provision of outbound long distance Service and does not select one of the Company's optional price plans, the Company will provision MTS Service on the Customer's initial order for Service.

Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute.

(C) Rates and Charges

.1 Business

.a Minimum Usage Charge (MUC) is $22.50

If monthly outbound usage charges or outbound and inbound usage charges combined equal or exceed the MUC in a billing period, the MUC will or apply. If monthly outbound usage charges or outbound and inbound usage charges combined in a billing period are less than the MUC, the charge that will apply will be the difference between that month's usage charges and the MUC

.b Per-Minute Usage Rates

Peak	Off-Peak
$0.9900	$0.9900

.2 Residential

Customer Subscribes to MTS for:	MUC	Per-Minute Usage Rate
IntraLATA Only	$0.00	$0.42
InterLATA Only	$3.00	$0.42
IntraLATA and InterLATA Combined	$3.00	$0.42

If monthly outbound domestic 1+ Direct-Dialed usage equals the MUC in a billing period, MUC will not apply. If monthly outbound domestic 1+ Direct-Dialed usage in a billing period is less than the MUC, the MUC that will apply will be the difference between that month's usage and the MUC.

Calling Card - The per-minute usage rate is $0.77. See Section 4.2.8 for calling card per-call surcharges.

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans

(A) SPECIAL OFFERS - Residential Retention Offers

As described below, Retention Offers are available to qualifying customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

Qualifying Plans

.1 Frontier Unlimited Nationwide Calling Advance 1, Frontier Unlimited Nationwide Calling Advance 2, and Frontier Unlimited Nationwide Calling Plus

.a Available to Residential Customers who:

.i currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A).1 and continue to state an intention to change long distance service to a Competitor of the Company; or

..ii currently subscribe to a qualifying plan as defined in (A).1 above and state an intention to change long distance Service to a competitor of the Company.

.iii in either case, Customer must subscribe to one of the qualifying plans defined in (A).1 above to qualify for this retention offer.

.b Rates and Charges

Customers subscribing to a qualifying plan as defined in (A).1 above will be charged a retention MRC for a twelve (12) month period in lieu of the qualifying plan's MRC defined in section 3.5.2 of this Guidebook:

Qualifying Plan	Retention MRC
Frontier Unlimited Nationwide Calling Advance 1	$18.00 (I)
Frontier Unlimited Nationwide Calling Advance 2	$9.00
Frontier Unlimited Nationwide Calling Plus	$2.00

.c Customers must maintain the requirements of the qualifying plan as defined in Section 3.5.2 of this Guidebook and continue to subscribe to the qualifying plan to receive the twelve (12) month retention MRC.

.d This offer cannot be combined with any other promotion offered by the Company or with the Company reward offers defined Section 3.5.2 of this Guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(A) SPECIAL OFFERS - Residential Retention Offers (continued)

Qualifying Plans (continued)

.2 Frontier Unlimited Nationwide Calling Advance 3

.a Available to Residential Customers who currently subscribe to Frontier Unlimited Nationwide Calling Advance 3 and state an intention to change long distance service to a competitor of the Company. Customers must continue to subscribe to Frontier Unlimited Nationwide Calling Advance 3 as defined in Section 3.8 of this Guidebook to qualify for this retention offer

.b Rates and Charges

Customers continuing to subscribing to Frontier Unlimited Nationwide Calling Advance 3 under this offer will be charged the following retention MRC for a twelve (12) month period in lieu of the Frontier Unlimited Nationwide Calling Advance 3 MRC defined in section 6.1.22 of this Guidebook:

Qualifying Plan	Retention MRC
Frontier Unlimited Nationwide Calling Advance 3	$4.00

.c Customers must maintain the Frontier Unlimited Nationwide Calling Advance 3 requirements defined in Section 6.1.22 of this Guidebook and continue to subscribe to Frontier Unlimited Nationwide Calling Advance 3 to continue to receive the twelve (12) month retention MRC.

.d This offer cannot be combined with any other promotion offered by the Company or with the Company reward offers defined in Section 6.1.22 of the Guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(B) Frontier Single Rate Nationwide Calling I

.1 Frontier Single Rate Nationwide Calling I is an outbound interstate long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN aggregation is not available with this Service. Customers or may access the Company's long distance Service by dialing 1+ the area code + the called telephone number from their presubscribed telephone line. For a single MRC this Service is available to new and existing Residential Customers who:

.a use Switched Access to reach the long distance network;

.b subscribe to the Company for the provision of interstate service;

.c subscribe to an access line* with a BTN from an Affiliate LEC of the Company;

.d request to be provisioned under this plan;

.e limit the usage of Service to that which is of a standard, domestic, residential nature.

.2 The MRC is $3.50. The per-minute usage rate is $0.18. (I)

*This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(C) Frontier Single Rate Nationwide

.1 Frontier Single Rate Nationwide is an outbound interstate long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN aggregation is not available with this Service. For a single MRC the Customers receives a flat per minute usage rate for 1+ outbound direct-dialed interstate long distance calling anytime minutes. This service is for Residential Customers who:

.a use Switched Access to reach the long distance network;

.b Subscribe to the Company for the provision of interstate service;

.c provide the Company the same billing name and address for all Services required to subscribe to this plan;

.d limit the use of Service to that which is of a standard, domestic, Residential nature; and

.e Request to be provisioned under this plan

.2 The MRC is $9.49 and the per-minute usage charge is $0.12. (I)

(D) Frontier Unlimited Nationwide Calling One

.1 Frontier Unlimited Nationwide Calling One is a an outbound long distance intrastate usage calling plan designed for Residential Customers with a single BTN. Multiple BTN 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. For a single MRC this service is available to new and existing Residential Customers who meet the following terms and conditions:

.a use Switched Access to reach the long distance network;

.b subscribe to and maintain an access line* with a BTN from an Affiliated LEC of the Company;

.c subscribe to the Company for the provision of interstate service;

.d demonstrate to the satisfaction of the Company at the time of subscribing to this plan that the Residential Customer also subscribes to the required products and/or Services described above;

.e request to be provisioned under this Service; and

.f limit the use of Service to that which is of a standard, domestic, residential nature.

.2 If the Customer uses this service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 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 The MRC is $29.00 for unlimited interstate minutes of use (I)

*This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(E) Frontier Unlimited Nationwide Calling Advance 1

.1 Frontier Unlimited Nationwide Calling Advance1 is an outbound only interstate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN 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. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

.a use Switched Access to reach the long distance network;

.b subscribe to the Company for the provision of interstate service;

.c subscribe to and maintain the following services from and Affiliated LEC of the Company:

.i access line* with a BTN and;

.ii Verticals Feature Packages* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan;

.d demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Residential Customer also subscribes to the required products and/or services described above;

.e request to be provisioned under this Service and;

.f limit the use of Service to that which is of a standard, domestic, residential nature.

.2 If the Customer uses this Service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 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 If the Customer uses this Service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 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.

.4 The MRC is $28.99 until for unlimited interstate minutes of use (I)

*This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(F) Frontier Unlimited Nationwide Calling Advance 2

Frontier Unlimited Nationwide Calling Advance 2 is an outbound interstate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN 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.

OPTION 1 – WINBACK

.1 For a single MRC this Option is available to new Residential Customers who;

.a use Switched Access to reach the long distance network;

.b order this Service On-Line or by contacting an Affiliated LEC Customer Care Center;

.c subscribe to the Company for the provision of interstate service;

.d subscribe to an access line* from an Affiliated LEC of the Company;

.e meet a minimum of one (1) of the following conditions;

.i previously subscribed to local dial tone service* with a BTN from an Affiliated LEC of the Company and have cancelled that Service or;

.ii previously subscribed to long distance service from the Company and have cancelled that service, or;

.iii be a current local telephone Customer in the Affiliate of the Company's local territory who is now moving dial tone services from a competitor of the Company to an Affiliated LEC of the Company;

.f demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Customer also subscribes to the required products and/or services described above;

.g request to be provisioned under this service; and

.h limit the use of service to that which is of a standard, domestic, residential nature.

.2 This service may be combined with Verticals Feature Packages* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan.

.3 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.

.4 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 for on-line ordering Frontier Unlimited Nationwide Calling Advance 2.

.5 If the Customer uses this Service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 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.

* This service not offered under this guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(F) Frontier Unlimited Nationwide Calling Advance 2 (continued)

OPTION 2 – RETENTION

.1 For a single MRC this Option is available to existing Residential Customers who;

.1 use Switched Access to reach the long distance network;

.2 currently subscribe to the Company for the provision of interstate service;

.3 currently subscribe to local dial tone service* with a BTN from an Affiliated LEC of the Company and state an intention to change local carries in response to a competitive offer;

.4 demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Customer also subscribes to the required products and/or services described above;

.5 request to be provisioned under this service; and

.6 limit the use of service to that which is of a standard, domestic, residential nature.

.2 This service may be combined with Verticals Feature Packages* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan.

.3 If the Customer uses this Service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide Advantage. If the Customer is moved off this service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

OPTION 3 – ON-LINE ORDERING

.1 For a single MRC this Option is available to new and/or existing Residential Customers who;

.a use Switched Access to reach the long distance network;

.b order this Service On-Line;

.c subscribe to the Company for the provision of interstate Service;

.d subscribe to and maintain the following services from an Affiliated LEC of the Company:

.a Access line* with a BTN and;

.b Verticals Feature Packages* as defined and offered by the Affiliated LEC of the Company in conjunction with a subscription to this plan;

.e demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Residential Customer also subscribes to the required products and/or services described above;

.f request to be provisioned under this Service; and

.g limit the use of service to that which is of a standard, domestic, residential nature.

The MRC for Option 1, Option 2 and Option 3 is $14.00 for unlimited interstate minutes of use

*This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(G) Frontier Single Rate Nationwide Advantage formerly known as Frontier Single Rate Nationwide Advantage

.1 Frontier Single Rate Nationwide Advantage is an outbound interstate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN 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. For a single MRC this service is available to new and existing Residential Customers who meet the following terms and conditions:

.a use Switched Access to reach the long distance network;

.b Subscribe to the Company for the provision of interstate Service;

.c subscribe to and maintain an access line* with a BTN from an Affiliated LEC of the Company;

.d request to be provisioned under this optional calling plan and;

.e limit the use of Service to that which is of a standard, domestic, residential nature.

.2 The MRC is $7.50 and the per-minute usage rate is $0.07. (I)

*This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(H) Frontier Unlimited Nationwide Calling Plus

.1 Frontier Unlimited Nationwide Calling Plus is a bundled outbound only interstate intrastate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN 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. For a single MRC this Service is available to new and existing Residential Customers who meet the following terms and conditions:

.a use Switched Access to reach the long distance network for outbound calling

.b subscribes to Frontier Communications of Connecticut for the provision of outbound intrastate calling

.c subscribes to this Service for the provision of interstate outbound long distance calling or interstate/intrastate combined outbound long distance calling;

.d subscribes to and maintains the following services from an Affiliated ILEC of the Company:

.a Access line* with a BTN and;

.b Verticals Feature Packages* as defined and offered by the Affiliated ILEC of the Company in conjunction with a subscription to this plan;

.e subscribe to and maintain one (1) or more Affiliate of the Company Products* as defined and offered by the Affiliate of the Company in conjunction with a subscription to this plan;

.f demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Residential Customer also subscribes to the required products and/or services described above;

.g request to be provisioned under this Service and;

.h limits the use of Service to that which is of a standard, domestic, residential nature.

.2 If the Customer uses this Service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 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 The MRC is $7.00 for unlimited interstate or interstate/intrastate combined long distance service.

*This service not offered under this Guidebook.

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(I) Frontier Digital Phone Unlimited Service

.1 Frontier Digital Phone Unlimited Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Long Distance is required to subscribe. This plan is available to customers of certain local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone Unlimited Service or the Digital Phone Unlimited Plus Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Service option.

.2 Rates and Charges

Frontier Digital Phone Service calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night 12:00 AM Saturday through 11:59 PM on Sunday.
E= Evening	5:00 PM - 11:59PM	
N= Night	12:00 AM - 7:59AM	

.3 Usage Charges

With the Frontier Digital Phone Unlimited Service option, unlimited interstate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone Unlimited Service long distance provides unlimited minutes of direct dialed 1+ interstate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Digital Phone Unlimited Service is offered to the residential user, for the Customer’s personal, residential, non-business and non-professional use. Using Frontier Digital Phone Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements.

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(I) Frontier Digital Phone Unlimited Service (continued)

.3 (continued)

If it is determined that the usage on the Frontier Digital Phone Unlimited Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an Frontier Long Distance plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Unlimited Service plan option will automatically be removed from the main line and thus the customer's account. Additional phone lines are available on this plan. Each additional line will be billed a-per minute domestic rate defined in this price list. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to Frontier Long Distance but continues to have service on the main billing number on the account provided by Frontier Long Distance, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Unlimited Service, where available.

.4 Monthly Charges

The Monthly Recurring Charge (MRC) for Frontier Digital Phone Unlimited Service is billed in advance. If a new customer to Frontier Digital Phone Unlimited Service enrolls mid-billing cycle, the MRC will be prorated.

Customers who subscribe to this plan and commit to a one or two year term commitment, will be given a price guarantee for length of the contract. If the customer terminates the service before the end of the term, a termination fee of up to $100.00 applies.

.5 Rates

Canadian Rate, per minute	$0.05	
Monthly MRC	$17.00	(I)

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(J) Frontier Digital Phone Essentials

.1 Frontier Digital Phone Essentials a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Long Distance is required to subscribe to Frontier Digital Phone Essentials. This plan is available in conjunction with the Frontier Digital Phone Essentials plan offered by the associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Essentials options.

Frontier Digital Essentials calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

.2 Usage Charges

With the Frontier Digital Essentials, usage is available in a 30-minute block of time. The BOT is applied at the line level. Any interstate usage above the allotted 30 minutes block of time will be subject to an overage rate. Unused minutes can be accumulated up to a maximum of 360 minutes that will expire after 12 months. Call segments outside of the allotted BOT minutes will be rounded to the next full increment and invoiced at the overage rate.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. The 30 minutes BOT includes all domestic calling with the exception of toll free, long distance directory assistance, calling cards or international termination of 1+ dialed calls. Canadian calls will not be part of the 30 minutes and will be rated separately. The monthly recurring charge is billed in advance.

International rates for this product are found in the International Product Guide of Frontier Long Distance.

. Rates

Overage Rate, per minute	$0.10
Canadian Rate, per minute	$0.05
Monthly MRC	$15.00 (I)

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(K) Residential Simple Rate Plan

.1 Residential Simple Rate Plan is available to residential customers who subscribe to this plan or who default to this plan. InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within the state and terminating at any point within the domestic USA.

A monthly recurring charge (MRC) is billed each month in advance and applies per line that is presubscribed to the Company's Simple Rate Plan. The MRC applies in full each month, except in the case of the first and last month partial billing cycles where the MRC will be prorated based on the actual number of days the customer had the service during the billing cycle. When service is used for both interstate and intrastate calling, the MRC applies only once.

.2 Usage Charges

All calls are billed in one-minute increments. Fractional minutes are calculated to the next higher minute. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

All international calls are rated at the residential 1+ international service as provided in the Company's International Guidebook.

.3 Rates

Outbound (1+) Interstate, per minute	$0.10	
Monthly MRC	$5.49	(I)

(L) Frontier Basic Long Distance Service

.1 Frontier Basic Long Distance Service is the basic long distance service offered to residential and business customers for outbound direct-dialed calling, utilizing Customer-provided switched access lines that are presubscribed to the Company. Calls are billed in one (1) minute increments after an initial minimum call duration of (1) one minute. Any partial minute is rounded up to a full minute.

.2 Rates

Outbound (1+) Intra/Interstate, per minute	$0.40

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(M) Frontier Residential Unlimited Voice Service

.1 Frontier Residential Unlimited Voice Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe. This product is only available in conjunction with the Frontier Residential Unlimited Voice Service or Frontier Unlimited Voice and Feature (C)
Bundle from Frontier's local exchange tariffs. This plan is available to (C)
customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Residential Unlimited Voice Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Residential Unlimited Voice Service option.

.2 Usage Charges

With the Frontier Residential Unlimited Voice Service option, unlimited interstate usage is available only on the main billing number on the account. Frontier Residential Unlimited Voice Service long distance provides unlimited minutes of direct dialed 1+ interstate calling as well as Mexican and Canadian calls for residential voice service only. The unlimited minutes of long-distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Residential Unlimited Voice Service is offered to the residential user, for the Customer’s personal, residential, non-business and non-professional use. Using Frontier Residential Unlimited Voice Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Residential Unlimited Voice Service any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the Company remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Residential Unlimited Voice Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited as specified in this tariff (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply as provided elsewhere in this tariff.

3.5 Calling Plans (continued)

3.5.2 Consumer Calling Plans (continued)

(M) Frontier Residential Unlimited Voice Service (continued)

.2 Usage Charges (continued)

The Monthly Recurring Charge (MRC) for Frontier Residential Unlimited Voice Service is billed in advance. If a new customer to Frontier Residential Unlimited Voice Service enrolls mid-billing cycle, the MRC will be prorated. (C) (C)

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan.

A credit of $23.00 will be applied to each Residential Access Line with a qualifying Frontier Broadband product.

.3 Rates Section

Monthly Recurring Charge:	$23.00

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans

(A) Frontier Business Calling Plan[1]

.1 Frontier Business Calling Plan is a flat rate calling plan designed for small business Customers who bill less than $100.00 monthly in toll. Frontier Business Calling Plan calls utilize Switched Access Lines and are billed in six (6) second increments with an Initial Period, for billing purposes of sixty (60) seconds

.2 This Service is established at the Billing Telephone Number (BTN) level and is only available for a single BTN.

.3 A Customer who removes all accounts from participating in this plan will no longer be eligible for the usage rates unless an account is put back on at a later date.

.4 The MRC is $3.00. The per-minute usage rates are as follows:

Service Name	**Initial 60 Seconds**	**Each Add'l 6 Seconds**
Frontier Long Distance Toll Free Service[2]	$0.5550	$0.0555
Business MTS Usage	$0.5550	$0.0555
Business Operator Handled Usage *	$0.5550	$0.0555

*Applicable per call surcharge also applies

.5 International Usage Rates

International Usage Rates for the Frontier Business Calling Plan will mirror the rates identified in the Company's International Product Reference and Pricing Guidebook, Section 5.5.

[1]Effective April 15, 2014, this plan will only be offered in conjunction with the intrastate offering of the same name. Existing customers subscribed to this service for interstate only will need to add intrastate Frontier Business Calling to continue to subscribe to this plan.

[2]Formerly known as 800 CustomLink and 800CustomLinkPlus

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(B) Frontier Business Calling Monthly

.1 Frontier Business Calling Monthly is an outbound interstate calling and/or toll free inbound calling long distance calling plan. This plan is established at the BTN level. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different business long distance calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation. This Service is available to new and existing Business Customers who:

.a use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for toll free calling;

.b subscribe to the Company for the provision of interstate service; and

.c request to be provisioned under this optional calling plan.

.2 Outbound and inbound toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute.

.3 Rates and Charges

.a The MRC is $10.00 and the outbound and/or inbound toll free calling per minute usage rate is $0.14. See Section 3.6 for the toll free service MRC.

.b Reserved for Future Use

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans

.1 Block of Time II Term Agreement Plans are outbound calling and optional inbound toll free calling long distance calling plans. These plans are established at the BTN level. Aggregation of multiple BTNs is not available with these plans. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.

.2 Unless otherwise specified in the rate options defined in Section 3.5.3(C).11, Block of Time II Term Agreement Plans are available to new or existing Business Customers who:

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;

.b subscribe to access line # from an Affiliated LEC of the Company;

.c subscribe to the Company for the provision of interstate service for outbound long distance calling, and may also subscribe to the Company for the provision of toll free service for inbound long distance calling;

.d commit to subscribe to a Block of Time II Term Agreement rate option for a (1), two (2), or three (3) year term agreement;

.e specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound toll free calling; and

.f request to be provisioned under this plan.

.2 Customers may subscribe to a Block of Time II Term Agreement rate option for outbound Service only or for both outbound and inbound toll free service. Where a Customer subscribes to toll free service, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location.

.3 Each Block of Time II Term Agreement rate option provides the Customer a specific amount (block) of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound switched toll free service calls. All usage in excess of the selected block of time will be billed at a fixed rate per minute. Any minutes not used in a billing cycle will not be carried over to the next billing cycle. No credits will be given for any unused minutes.

.4 Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

#This Service not offered out of this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.5 The Block of Time II Term Agreement rate option selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to the selected Block of Time II Term Agreement rate option will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to a Block of Time II Term Agreement option in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

.6 Term Agreements

.a 1-Year term agreements are oral agreements and do not require a signed agreement.

.b 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this 1-Year term agreement.

.c If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.d If the customer wishes to renew a Block of Time II Term Agreement for a new 1-Year, 2-Year or 3-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their term of their intention to renew for a new term.

.e Customers who fail to contact the Company within thirty (30) days prior to the expiration of their current term to request a term renewal will remain on the previously selected Block of Time II Term Agreement time rate option and will be billed on a month-to-month basis at the rates defined below.

.f The Customer is under no obligation to re-subscribe to the Block of Time II Term Agreement rate option after completion of any term agreement.

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.7 The selected Block of Time II Term Agreement rate option will remain in effect until either: (a) cancelled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers the selected Block of Time II Term Agreement rate option to new Customers or existing Customers moving to new locations; or(d) the Company notifies the Customer the selected Block of Time II rate option is no longer available; whichever occurs first.

.8 Early Termination Fee/Under Utilization Fee (ETF/UUF)

.a Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

.b The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.

.c The Company will adjust to zero any ETF/UUF when:

.i the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or

.ii the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.9 Rate Options

.a Block of Time 700 II

This rate option is available for a 1-Year or 2-Year term agreement. For a single MRC the Customer receives a 700 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service Calls.

.b Block of Time 1200 II

This rate option is available for a 1-Year, 2-Year or 3-Year term agreement. For a single MRC the Customer receives a 1200 minute block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service Calls.

.c Block of Time 2500 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 2500 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls

.d Block of Time 5000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 5000 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.9 Rate Options (continued)

.e Block of Time 7500

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 7500 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

.f Block of Time 10000 II

This rate option is available for a 1-Year, 2-Year, or 3-Year term agreement. For a single MRC the Customer receives a 10000 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

.g Block of Time 250 II

This rate option is available for a 1-Year agreement. For a single MRC the Customer receives a 250 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.9 Rate Options (continued)

.h Block of Time 500 II

.i This rate option is available to business customers who:

NEW OR EXISTING

(1) utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;

(2) subscribe to the Company from the provision of interstate service for outbound long distance calling, and may also subscribe to the Company for the provision of toll free service for inbound long distance calling;

(3) subscribe to access line# from an Frontier Communications of Connecticut;

(4) newly subscribe to or restart a minimum 1-Year term agreement for one of the following services from an Affiliated LEC of the Company: (a) Frontier Business Local Calling[#]; (b) Business Saver Plan II[#];

(5) Meet one of the following:

OPTION 1

newly subscribe to one of the following for a one (1) year term: (a) Frontier U-verse High Speed Internet-Business Edition[#]; (b) Frontier High Speed Internet – Business Edition Basic[#]; (c) Frontier High Speed Internet Business Edition Express[#]; (d) Frontier High Speed Internet Business Edition Pro[#]; or (e) Frontier High Speed Internet Business Edition Elite[#];

OPTION 2

currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to Frontier U-verse High Speed Internet – Business Edition Elite (6Mbps) or higher speed[#].

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.9 Rate Options (continued)

.h Block of Time 500 II (continued)

.i (continued)

NEW OR EXISTING (continued)

(5) (continued)

OPTION 3

(a) agree to re-subscribe to this plan for a new one (1) year term agreement at the end of any term or re-subscription term;

(b) continue to meet all other requirements in Section A.1.a through Section A.1.d;

(c) currently or newly subscribe to Option 1 services from an Affiliate of the Company and currently or newly subscribe to the following additional service package from Affiliate(s) of the Company:

.i Frontier Tech Support Full Advanced[#;]

(6) specify at the time of ordering if the MOUs are to be used for outbound calling, or both outbound and inbound toll free calling;

(7) commit to subscribe to a this rate option for a 1-Year term agreement; and

(8) request to be provisioned under this plan.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.9 Rate Options (continued)

.h Block of Time 500 II (continued)

.i (continued)

RETENTION

(1) utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;

(2) subscribe to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line# for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling;

(3) currently subscribe to local dial tone service# from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;

(4) subscribe to an access line# from Frontier Communications of Connecticut;

(5) subscribe to this Plan on business access lines# that are part of the Frontier Business Local Calling# or Business Saver Plan II# package with a new or restart an existing, 1-Year term agreement; and,

(6) currently subscribe to Internet Service as defined and offered by an Affiliate of the Company;

(7) request to be provisioned under this plan.

.ii For a single MRC, the Customer receives a 500 block of time for placing (1+) Direct-Dialed domestic outbound long distance calling or for both (1+) Direct-Dialed domestic outbound calling and inbound toll free service calls.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(C) Block of Time II Term Agreement Plans (continued)

.10 Rates and Charges

.a MRC

Rate Option MOU	Month To Month	1-Year	2-Year	3-Year
250	$17.00	$15.00	N/A	N/A
500	$28.00	$25.00	N/A	N/A
700	$35.00	$31.00	$30.00	N/A
1200	$55.00	$50.00	$48.00	$46.00
2500	$110.00	$100.00	$97.00	$95.00
5000	$210.00	$190.00	$186.00	$182.00
7500	$300.00	$273.00	$268.00	$263.00
10000	$385.00	$350.00	$342.00	$334.00

.b Per Minute Usage – Outside Block of Time

Rate Option MOU	Month To Month	1-Year	2-Year	3-Year
250	$0.060	$0.060	N/A	N/A
500	$0.060	$0.057	N/A	N/A
700	$0.050	$0.045	$0.043	N/A
1200	$0.050	$0.042	$0.041	$0.041
2500	$0.050	$0.041	$0.039	$0.039
5000	$0.050	$0.039	$0.038	$0.037
7500	$0.050	$0.037	$0.036	$0.036
10000	$0.050	$0.036	$0.035	$0.034

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(D) Frontier Business Unlimited Calling

.1 Frontier Business Unlimited Calling is an outbound calling and/or inbound toll free long distance calling plan. This plan is established at the BTN level and multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTN's the Customer is required to establish a separate BTN for each variation.

.2 This plan is available to Business Customers who:

OPTION 1 – NEW OR EXISTING

.a utilize switched access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for toll free calls;

.b subscribes to the Company for the provision of interstate out-bound long distance service and to Frontier Communications of Connecticut for intrastate outbound calling and may also subscribe to the Company for inbound toll free long distance calling;

.c subscribe to and maintain or currently subscribe to and maintain at least one (1) but not more than ten (10) business access lines# from an Affiliated LEC of the Company that are associated with the qualifying BTN;

.d commit to subscribe to this plan for a one (1), two (2), or three (3) year term agreement;

.e request to be provisioned under this optional pricing plan.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(D) Frontier Business Unlimited Calling (continued)

.2 (continued)

OPTION 2 – WINBACK or RETENTION

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for Frontier Long Distance Toll Free Service;

.b subscribes to the Company for the provision of interstate out-bound long distance service and to Frontier Communications of Connecticut for intrastate outbound calling and may also subscribe to the Company for inbound toll free long distance calling;

.c meet a minimum of one (1) of the following conditions:

.i have previously subscribed to local dial tone service of an Affiliate LEC of the Company (including where that Affiliate is operating as a CLEC) and have cancelled that service; or

.ii are currently a local telephone customers of a competitor in the local serving territory of the Affiliated LEC and are now moving dial tone services from the competitor to the Affiliated LEC; or

.iii currently subscribe to local dial tone service* from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer; or

.iv currently subscribe to the Company for long distance service and state an intention to disconnect service;

.d subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business access lines# from an Affiliated LEC of the Company that are associated with the qualifying BTN;

.e newly subscribe to or restart a one (1) year term agreement;

.f request to be provisioned under this optional pricing plan.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(D) Frontier Business Unlimited Calling (continued)

.3 Customers may subscribe to this plan for outbound calling only or for both outbound and inbound toll free calls. Customers subscribing to toll free part of this plan will pay the usage rates defined in below in lieu of the usage rates specified in Section 3.6 of this Guidebook. Toll free calls may originate on any type of access that terminates via Switched Access to the Customer's locations. Toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. See Section 3.6 of this Guidebook for general information, rules, regulations and optional features associated with 8000 toll free service.

.4 Term Agreements

.a 1-Year term agreements are oral agreements and do not require a signed agreement.

.b 2-Year and 3-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.c If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

..d Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined in this Guidebook.

.e This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available ; whichever occurs first.

.f The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(D) Frontier Business Unlimited Calling (continued)

.5 Restrictions

.a All business access lines# and/or WTN's under the participating BTN must be provisioned on this plan. Customers found in violation shall forfeit eligibility for rates under this plan and will be moved to Frontier Business Calling unless an alternative Small Business plan is selected by the Customer.

.b This plan is only available for a single BTN. A Customer as a single business entity with more than one (1) BTN at the business entity's service location is not eligible for this plan unless the subscription to an additional BTN is required for technical reasons by an Affiliate of the Company for the provisioning of DSL# service. DSL# service billed under a second BTN must be physically located at the same business premise as the original local service.

.c This plan may not be used in conjunction with the following: auto dialers, long distance Internet access, long distance Intranet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Frontier Business Calling unless an alternative plan is selected by the Customer.

.d Customers who cancel or discontinue any of the qualifying products, services, or features, or whose service is refused, cancelled, or discontinued by the Company or an Affiliate of the Company shall forfeit eligibility for rates under this plan. Customers continuing to subscribe to the Company may be moved to Frontier Business Calling.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(D) Frontier Business Unlimited Calling(continued)

.6 Optional Services

.a Call Detail Suppression

Call Detail Suppression provides a summary of all zero-rated calls included in this calling plan, displaying ‘total minutes’ and ‘total number of calls’ in lieu of itemizing each call in the “Call Charges” section of the bill. The Call Detail Suppression is available at no additional charge. Customers who select this optional feature can request the itemized call detail of the Customers zero-rated calls for up to twenty-four (24) previous months’ bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle. Customers may add or remove the Call Detail Suppression optional feature from the Frontier Business Unlimited Calling plan at no charge.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(D) Frontier Business Unlimited Calling(continued)

.7 Rates and Charges

.a Option 1

.i The MRC for term agreement(s) outbound long distance calling is $20.00 per access line#

.ii The inbound toll free service per minute usage rate is $0.039. See Section 3.6 of this Guidebook for the toll free service MRC.

.b Option 2

.i The MRC for term agreement(s) outbound long distance calling is $20.00 per access line#

.ii The inbound toll free service per minute usage rate is $0.05. See Section 3.6 of this Guidebook for the toll free service MRC.

.c Month-to-Month (Optoin1 and Option 2)

.i The MRC for outbound long distance calling is $25.00 per access line#

.ii The inbound toll free service per minute usage rate is $0.039. See Section 3.6 of this Guidebook for the toll free service MRC.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(E) Frontier Business Unlimited Calling II

.1 Frontier Business Unlimited Calling II is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN aggregation is not available with this plan. If the Customer or Application selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation.

.2 This plan is available to new and existing Business Customers that:

OPTION 1 – NEW OR EXISTING

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;

.b subscribe to the Company for the provision of interstate service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;

.c newly subscribe or currently subscribe to Frontier Business Local Calling# from an Affiliated LEC of the Company;

.d subscribe to and maintain or currently subscribe to and maintain at least one (1) but no more than ten (10) business Access Lines# (*i.e.,* BTNs and WTNs) from an Affiliated LEC of the Company;

.e commit to subscribe to this plan for a one (1) or two (2) year term; and

.f request to be provisioned under this plan.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(E) Frontier Business Unlimited Calling II (continued)

OPTION 2– RETENTION

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calling;

.b currently subscribe to Frontier Business Unlimited Calling II and state an intention to move long distance service to a competitor of the Company;

.c currently or newly subscribe to the Company for the provision of interstate service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;

.c currently or newly subscribe Frontier Business Local Calling# or Business Saver Plan II# from an Affiliated LEC of the Company;

.d currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business Access Lines# (*i.e.,* BTNs and WTNs) from an Affiliated LEC of the Company;

.e commit to subscribe to this plan for a one (1) or two (2) year term; and

.f request to be provisioned under this plan.

.3 A single business entity with more than one BTN at the business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of business Access Lines# do not exceed ten (10) at a location.

.4 The Customer may subscribe to this plan for outbound Service only or for both outbound and inbound toll free calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to toll free service, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(E) Frontier Business Unlimited Calling II (continued)

.5 Inbound switched toll free calls are not included in the unlimited MOUs. Toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. Toll free calls per minute rates and associated with this plan are subject to change with prior notification to the Customer.

.6 Term Agreements

.a 1-Year term agreements are oral agreements and do not require a signed agreement.

.b 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.c If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.d Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined in this Guidebook.

.e This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available; whichever occurs first.

.f The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(E) Frontier Business Unlimited Calling II (continued)

.7 Early Termination Fee/Under Utilization Fee (ETF/UUF)

.a Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

.b The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.

.c The Company will adjust to zero any ETF/UUF when:

.i the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or

.ii the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(E) Frontier Business Unlimited Calling II (continued)

.8 Restrictions

.a All business access lines# and/or WTN's under the participating BTN must be provisioned on this plan.

.b This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. This plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. Where the customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle of any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

.c If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of Access Lines# exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. If moved to Business MTS, the rates associated with Business MTS will apply in lieu of the rates specified in Section 3.5.1 of this Guidebook.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(E) Frontier Business Unlimited Calling II (continued)

.9 Rates and Charges

Option 1

.a The outbound long distance calling MRC is as follows:

- Initial 1-Year Term $15.00 per access line#
- Initial 2- Year Term $15.00 per access line#
- Month-to-Month $25.00 per access line#

See Section 3.6 of this Guidebook for the toll free service MRC.

.b The inbound toll free service per minute usage rate is $0.06. See Section 3.6 of this Guidebook for the toll free service MRC.

Option 2

.a The outbound long distance calling MRC is as follows:

- Initial 1-Year Term $15.00 per access line#
- Initial 2- Year Term $15.00 per access line#
- Month-to-Month $25.00 per access line#

See Section 3.6 of this Guidebook for the toll free service MRC.

.b The inbound toll free service per minute usage rate is $0.06. See Section 3.6 of this Guidebook for the toll free service MRC.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(F) Frontier Business Unlimited Calling V

.1 Frontier Business Unlimited Calling V is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.

.2 This plan is available to new or existing Business Customers who:

NEW – One (1) to Ten (10) Access Lines#

.a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;

.b subscribe to the plan for the provision of interstate and intrastate Service for outbound long distance calling on each access line# for a one (1) year term.

.c currently or newly subscribe to and maintain at least one (1) but no more than ten (10) business access lines# (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and

.d subscribe to this Plan only on business access lines# that are part of the Frontier Business Local Calling# or Business Saver Plan II# package with a new, or restart an existing, 1-Year term agreement; and,

.e Meets one of the following:

OPTION 1

newly subscribe to one of the following for a one (1) year term: (a) Frontier U-verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Basic#; (c) Frontier High Speed Internet Business Edition Express#; (d) Frontier High Speed Internet Business Edition Pro#; or (e) Frontier High Speed Internet Business Edition Elite#

OPTION 2

currently subscribe to Internet Service from an Affiliate of the Company and agree to upgrade current internet service to Frontier U-verse High Speed Internet – Business Edition Elite (6Mbps) or higher speed#.

OPTION 3

.i currently subscribe to: (a) Frontier Business Unlimited Calling Frontier Business Unlimited Calling III, or Frontier Business Unlimited Calling IV;

.ii currently subscribes to Frontier Business Local Calling#, Frontier Business Local Calling Assurance#, or Business Saver Plan II# from an Affiliate ILEC of the Company;

.iii currently subscribe to Internet service as defined and offered by an Affiliate of the Company

.f request to be provisioned under this plan.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(F) Frontier Business Unlimited Calling V (continued)

.2 (continued)

NEW – One (1) to Ten (10) Access Lines# (continued)

.e (continued)

OPTION 4

.i agree to re-subscribe to this plan for a new one (1) year term agreement at the end of any term; and

.ii continue to meet all other requirements in Section F.2.a through Section F.2.d;

.iii currently or newly subscribes to the Services in Section F.2.e Option 1 from an Affiliate of the Company and currently or newly subscribes to the following service package from an Affiliate of the Company:

(a) Frontier Tech Support Full Advanced Service Package#.

RETENTION – One (1) to Five (5) Access Lines#

.a utilize Switched Access to reach the long distance network for outbound calling and optionally, to receive calls from the long distance network for TFS;

.b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line# for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling;

.c currently subscribe to local dial tone service# from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;

.d currently subscribe to and maintain at least one (1) but no more than five (5) business access lines# (i.e., BTNs and WTNs) from an Affiliated ILEC of the Company on a single BTN account per service location; and

.e subscribe to this Plan on business access lines# that are part of the Frontier Business Local Calling# or Business Saver Plan II# package with a new or restart an existing, 1-Year term agreement; and,

f currently subscribes to Internet Service as defined and offered by an Affiliate Company;

.g request to be provisioned under this plan.

.3 A single legal business entity with more than one BTN at that legal business entity's physical service location is eligible for this plan on one (1) BTN only, and only if the total number of business access lines# does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines# per legal business entity.

.4 The Customer may subscribe to this plan solely for outbound long distance calling, or for both outbound long distance calling and inbound TFS. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to TFS, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(F) Frontier Business Unlimited Calling V (continued)

.5 Inbound Switched TFS calls are not included in the unlimited MOUs. calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. TFS per minute rates associated with this plan are subject to change with prior notification to the customer.

.6 Term Agreement

.a 1-Year term agreements may be oral agreements that do not require a signature.

.b Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the month-to-month rates and charges set forth in this Guidebook.

.c This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available; whichever occurs first.

.d The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period.

.7 Restrictions

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited). Where customer has more than 10 calls to any single number of duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(F) Frontier Business Unlimited Calling V (continued)

.8 If the Company determines that the Customer is in violation of any of the restrictions or terms and conditions of this plan as specified above, the Customer will forfeit eligibility for rates under this plan and will be moved to Frontier Business Calling Monthly unless an alternative plan is selected by the Customer. If moved to Frontier Business Calling Monthly, the rates associated with Frontier Business Calling Monthly specified in Section 3.5.3 (B) of this Guidebook will apply in lieu of the rates specified in Section - 3.5.3(F).10 of this Guidebook.

.9 Early Termination Fee/Under Utilization Fee (ETF/UUF)

.a Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

.b The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.

.c The Company will adjust to zero any ETF/UUF when:

.i the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or

.ii the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

SECTION 3 - SERVICE DESCRIPTION AND RATES

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(F) Frontier Business Unlimited Calling V (continued)

.10 Rates and Charges

.a The outbound long distance calling MRC is as follows:

- Initial 1-Year Term $10.00 per access line#
- Month-to-Month $10.00 per access line#

See Section 3.6 of this Guidebook for the toll free service MRC.

.b The inbound toll free service per minute usage rate is $0.055.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II

Frontier High Volume Calling Plan II is a flat rate calling plan designed for business Customers who bill at least $50.00 monthly in long distance services. Frontier High Volume Calling Plan II calls utilize Switched Access Lines and are billed in one (1) second increments for plans with a Monthly Annual Commitment and are billed in six (6) second increments for plans with a Monthly Minimum Commitment, both with an Initial Period, for billing purposes of eighteen (18) seconds. The minimum commitment for the Monthly Minimum Commitment (MMC) on this plan is one month. The minimum commitment for the Minimum Annual Commitment (MAC) is one year.

.1 Frontier High Volume Calling Plan II Customers can have multi location accounts that have the same account-billing name grouped together. Accounts that are added after the initial installation inherit the start date of the first account on the plan.

.2 Frontier High Volume Calling Plan II Customer will be required to select a Minimum Monthly Commitment (MMC) without signing a term commitment or a Minimum Annual Commitment (MAC) which requires a term commitment. A Customer participating in the Frontier High Volume Calling Plan II commits to spending a predetermined dollar volume, either annually in the case of a MAC or monthly in the case of a MMC.

.3 Frontier High Volume Calling Plan II Customers can aggregate usage totals from inbound and outbound service usage, and Operator handled usage and surcharges, and multiple Billed Telephone Numbers (BTN) when they are identified under a single Master Account Number, to meet either the MMC or MAC. Any commitment (MMC or MAC) shortfall will be applied to the Primary Billed Telephone Number of the Master Account.

.4 Customers subscribing to a MMC will be given a three (3) month grace period where there will be no shortfall penalty assessed. If a Customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

.5 Customers that participate in other Frontier Communications of Connecticut Optional Call Plans with a term requirement can upgrade to this call plan without penalty. Customer must sign a term Agreement in twelve-month increments, equal to or greater than the remaining months on their existing Agreement and meet the minimum requirement of this plan. If the Company does not offer a plan that carries a term sufficient to satisfy this requirement, the Customer must opt for the longest term currently available.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.6 Cancellation of Term Plan

.a Customer Cancels – MAC has been met:

If the Customer cancels a term plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies.

.b Customer Cancels – MAC has not been met:

If the Customer cancels a term plan and the MAC has not been met for the current year or for any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for each of the additional years remaining on the term plan agreement.

If the Customer cancels a term plan and the MAC has not been met for the current year or any additional years remaining in the term plan agreement, the Company will not a apply a term plan early termination fee if the Customer signs a new term plan agreement for a functionally equivalent service and term plan with a Frontier Affiliate, <u>and</u> that the new term plan has a term that is the same or greater length as the remainder of the original term plan agreement and has the same or greater revenue commitment as the remainder of the original revenue commitment.

.c Customer Cancels – MMC for current month has been met (Customer subscribing to all other plans except High Volume Calling plans).

The early termination fee shall be 50% of the MMC times the number of months remaining in the complete term.

.d Customer Cancels – MMC for current month has not been met (Customer subscribing to all other plans except High Volume Calling Plans.)

The early termination fee shall be 50% of the unmet MMC for the current month plus 50% of the MMC times the number of months remaining in the complete term.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.7 Term Renewal

.a No Renewal

If the customer does not choose to renew the Frontier High Volume Calling Plan at the end of the 1, 2 or 3 year term, the customer will be automatically changed to the out of term rates defined below at the end of the current term.

.b Change in MAC/Term Plan Commitment

.i Change In MAC and No Change in Length of Term Plan

(1) Higher MAC

If the Customer changes to a higher MAC and does not change the length of the term plan agreement, no under-utilization charge applies, however a new term plan agreement is required. To calculate the adjusted annual MAC, prorate the old MAC and prorate the new MAC.

(2) Lower MAC

If the Customer changes to a lower MAC and does not change the length of the term plan agreement, a under-utilization charge will be assessed. The under-utilization charge is equal to the difference between the qualified usage toward the current MAC and the unmet MAC in the current year. A new term plan agreement must be signed by the Customer with new begin/end dates.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.7 Term Renewal (continued)

.b Change in MAC/Term Plan Commitment (continued)

.ii Change In MAC and Change in Length of Term Plan

(1) Higher MAC and Longer Term Plan Commitment

If the Customer changes to a higher MAC and a longer term plan commitment, no under-utilization charge applies. A new term plan must be signed by the Customer with new begin/end dates.

(2) Lower MAC and Shorter Term Plan Commitment

If the Customer changes to a lower MAC and a shorter term plan commitment, an under-utilization charge will be assessed. The under-utilization charge will be the difference between (number of years in old term plan times MAC) minus (total usage accumulated to date in the current MAC year). A new term plan must be signed by the Customer with new begin/end dates.

(3) Lower MAC and Longer Term Plan Commitment

If the Customer changes to a lower MAC and a longer term plan, a under-utilization charge may apply. The old MAC/term plan revenue commitment will be compared to the new MAC/term plan revenue commitment. If the new MAC/term plan total revenue commitment for the length of the term plan agreement is greater than the old MAC/term plan total revenue commitment for the length of the term plan agreement, no under-utilization charge applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a under-utilization charge applies. The under-utilization charge is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.7 Term Renewal (continued)

.b Change in MAC/Term Plan Commitment (continued)

.ii Change In MAC and Change in Length of Term Plan

(4) Higher MAC and Shorter Term Plan Commitment

If the Customer changes to a higher MAC and a shorter term plan, a under-utilization charge may apply. The old MAC/term plan revenue commitment for the length of the term plan agreement will be compared to the new MAC/term plan revenue commitment for the length of the term plan agreement. If the new MAC/term plan revenue commitment is greater than the old MAC/term plan revenue commitment, no under-utilization charge applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a under-utilization charge applies. The under-utilization charge is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.7 Term Renewal (continued)

.c Change in Length of Term Plan and No Change in MAC

.i Longer Term Plan Commitment

If the Customer changes to a longer term plan commitment with no change to the MAC, no under-utilization charge applies. A new term plan must be signed by the Customer with new begin/end dates.

.ii Shorter Term Plan Commitment

If the Customer changes to a shorter term plan commitment and does not change the MAC, a under-utilization charge will be assessed. The under-utilization charge will be the difference in the old MAC level minus the current year's MAC usage accumulation to date, plus any full years of MAC remaining on the old MAC term commitment. A new term plan must be signed by the Customer with new begin/end dates.

.d MACs and Term Plan Agreements

.i Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

.ii The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area.

.iii At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined in this Guidebook.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.8 Rates and Charges

The usage rates defined below are applicable to the components listed. Applicable surcharges apply Operator Handled type calls.

.a Usage Rates

i Monthly Minimum Commitment (MMC) Option - The usage rates defined below are applicable for Direct Dial inbound and outbound usage, and Operator Handled usage.

MMC	Switched Access		
	Initial 18 Seconds	**Each Add'l 6 Seconds**	**Per Minute Rate**
$ 50.00	$0.0320	$0.0107	$0.1068
$ 200.00	$0.0320	$0.0107	$0.1068
$ 500.00	$0.0317	$0.0106	$0.1056
$ 1,000.00	$0.0310	$0.0103	$0.1032
$ 2,500.00[1]	$0.0302	$0.0101	$0.1008
$ 5,000.00[1]	$0.0295	$0.0098	$0.0984
$10,000.00[1]	$0.0288	$0.0096	$0.0960
$15,000.00[1]	$0.0281	$0.0094	$0.0936
$20,000.00[1]	$0.0274	$0.0091	$0.0912

[1]This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.8 Rates and Charges (continued)

.a Usage Rates (continued)

.ii Minimum Annual Commitment (MAC) Option – The usage rates defined below are applicable for Direct Dial inbound and outbound usage and Operator Handled usage.

MAC	Switched Access					
	1-Year		2-Year		3-Year	
	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second
$ 600.00	$0.0177	$0.00098	$0.0174	$0.00097	$0.0168	$0.00093
$ 2,400.00	$0.0174	$0.00097	$0.0171	$0.00095	$0.0165	$0.00092
$ 6,000.00	$0.0171	$0.00095	$0.0168	$0.00093	$0.0162	$0.00090
$ 12,000.00	$0.0168	$0.00093	$0.0165	$0.00092	$0.0159	$0.00088
$ 30,000.00[1]	$0.0165	$0.00092	$0.0162	$0.00090	$0.0156	$0.00087
$ 60,000.00[1]	$0.0162	$0.00090	$0.0159	$0.00088	$0.0153	$0.00085
$120,000.00[1]	$0.0159	$0.00088	$0.0156	$0.00087	$0.0150	$0.00083
$180,000.00[1]	$0.0156	$0.00087	$0.0153	$0.00085	$0.0147	$0.00082
$240,000.00[1]	$0.0153	$0.00085	$0.0150	$0.00083	$0.0144	$0.00080

MAC	Switched Per Minute Rate		
	1-Year	2-Year	3-Year
$ 600.00	$0.0590	$0.0580	$0.0560
$ 2,400.00	$0.0580	$0.0570	$0.0550
$ 6,000.00	$0.0570	$0.0560	$0.0540
$ 12,000.00	$0.0560	$0.0550	$0.0530
$ 30,000.00[1]	$0.0550	$0.0540	$0.0520
$ 60,000.00[1]	$0.0540	$0.0530	$0.0510
$120,000.00[1]	$0.0530	$0.0520	$0.0500
$180,000.00[1]	$0.0520	$0.0510	$0.0490
$240,000.00[1]	$0.0510	$0.0500	$0.0480

[1]This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(G) Frontier High Volume Calling Plan II (continued)

.8 Rates and Charges (continued)

.a Usage Rates (continued)

.iii Out of Term

Out of term apply to 1, 2 and 3-Year terms only.

MAC	Per Minute Rate
	Switched
$ 600.00	$0.6773
$ 2,400.00	$0.6613
$ 6,000.00	$0.6532
$ 12,000.00	$0.6360
$ 30,000.00[1]	$0.6281
$ 60,000.00[1]	$0.6116
$120,000.00[1]	$0.6035
$180,000.00[1]	$0.5949
$240,000.00[1]	$0.5783

.b International Usage Rates

International Usage Rates for the Frontier High Volume Calling Plan II will mirror the rates identified in the Company's International Product Reference and Pricing Guidebook, Section 3.8.

[1]This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) Frontier High Volume Calling IV

.1 General

.a Frontier High Volume Calling IV is a custom combination flat rate optional pricing plan. The following Service offerings available under this optional calling plan, (a) outbound calling plan for Customers that utilize Switched Access to reach the long distance network; and/or (b) Customers that utilize Switched Access to receive calls from the long distance network. The Customer may subscribe to this plan for outbound Service only, toll free service only or for both outbound and toll free service.

.b See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding toll free service. Toll Free calls may originate on any type of access and are terminated via Switched Access to the Customer's location.

.2 Availability

.a This optional calling plan is designed for Business Customers that utilize Switched Access arrangements to reach the long distance network. Outbound Service is available to Customers that utilize Switched Access. Toll free services is available for termination to a Customer's Switched Access lines. The Customer may subscribe to this plan for outbound Service only, toll free service only, or both outbound and toll free services.

.b This plan is available to Business Customers that (1) request to be provisioned under this optional pricing plan; (2) make a MAC of at least $600 per year and sign a term plan agreement for one (1), two (2) or three (3) years; and subscribe to this plan for the provisions of interstate service.

.c If a Centrex Customer with terminals subscribes to this plan, all lines associated with the Centrex terminals must be presubscribed to the Company.

.3 MACs and Term Plan Agreements

.a Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

.b The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the customer's local calling area.

.c At the end of a Customer's term plan agreement, if the Customer does not renew for a new term, or cancel Services, they may continue with this Service on a month-to-month basis at the out of term rates defined in Grandfathered Section of this Guidebook.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) Frontier High Volume Calling IV (continued)

.3 Transfer of an Existing toll free service to toll free associated with this plan

A Customer request to transfer existing toll free service to the toll free service associated with this plan will be processed as a request to cancel the Customer's existing toll free service optional calling plan. To transfer toll free services, the Customer must meet the availability requirements for this plan. Customer shall be responsible for any and all early termination fees.

.4 Customers that commit to a MAC of $600, $2,400, $6,000, and $9,000 must maintain a minimum of two access lines or Voice Grade Equivalent switched local exchange service from a Frontier affiliate. Customers that commit to a MAC of $12,000, $18,000, $24,000, $30,000 $42,000, $60,000 and $90,000 must maintain a minimum of four access lines or Voice Grade Equivalent switched local exchange service from a Frontier affiliate. Customers that commit to a MAC of $120,000, $180,000 or $240,000 must maintain a minimum of six access lines or Voice Grade Equivalent switched local exchange service from a Frontier affiliate. If the Customer drops below the minimum number of lines stated above, they will be moved to the Frontier High Volume Calling II Service as described in Section 3.5.5 of this Guidebook.

If the Customer is moved to Frontier High Volume Calling II or any alternative service and the Customer’s MAC and term plan commitment is equal to or greater than the MAC and term plan commitment for Frontier High Volume Calling IV, the Company will credit the Customer’s account for the amount of any early termination charges as described in Section 2 of this Guidebook.

.5 Rating TFS and Outbound Calls

.a Usage Rates

The Customer's usage rate for each call is based on (1) whether the call is outbound or TFS; (2) the Customer's MAC; and (3) the length of the Customer's term plan (1 year, 2 years, or 3 years).

.b Billing Increments - Outbound TFS

For Customers with a MAC, calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of eighteen (18) seconds. This optional pricing plan is rated on an Aggregation ID basis if multiple BTNs are involved.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(H) Frontier High Volume Calling IV (continued)

.6 Per Minute Usage Rates

MAC	Outbound and Inbound Usage		
	1 Year Term Plan	2 Year Term Plan	3 Year Term Plan
$600	$0.0450	$0.0440	$0.0430
$2,400	$0.0440	$0.0430	$0.0420
$6,000	$0.0430	$0.0420	$0.0410
$9,000	$0.0425	$0.0415	$0.0405
$12,000	$0.0420	$0.0410	$0.0400
$18,000	$0.0416	$0.0406	$0.0396
$24,000	$0.0413	$0.0403	$0.0393
$30,000	$0.0410	$0.0400	$0.0390
$42,000	$0.0405	$0.0395	$0.0385
$60,000	$0.0400	$0.0390	$0.0380
$90,000	$0.0395	$0.0385	$0.0375
$120,000	$0.0390	$0.0380	$0.0370
$180,000	$0.0380	$0.0370	$0.0360
$240,000	$0.0370	$0.0360	$0.0350

.7 Out of Term (OOT) Rates

The out of term per minute usage rates for outbound and inbound TFS calls associated with expired 1-Year, 2-Year, and 3-Year and 3-Year term agreements are as follows:

MAC	Interstate
$600	$0.1664
$2,400	$0.1625
$6,000	$0.1588
$9,000	$0.1568
$12,000	$0.1549
$18,000	$0.1533
$24,000	$0.1524
$30,000	$0.1513
$42,000	$0.1494
$60,000	$0.1476
$90,000	$0.1455
$120,000	$0.1435
$180,000	$0.1400
$240,000	$0.1359

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV

.1 Frontier Business Unlimited Calling IV is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level; multiple BTN aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs, the Customer or Applicant is required to establish a separate BTN for each plan.

.2 This plan is available to business Customers who:

WIN/WINBACK – One (1) to Five (5) Access Lines#

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for Frontier Long Distance Toll Free Service (TFS);

.b subscribes to Frontier Communications of Connecticut for the provision of outbound intrastate calling on each access line#;

.c subscribe to the Company for the provision of interstate outbound long distance calling on each access line#, and may also subscribe to the Company for the provision of TFS;

.d meet a minimum of one (1) of the following conditions:

i have previously subscribed to local dial tone Service of Frontier Communications of Connecticut and have cancelled that Service; or

.ii are currently a local telephone customer of a competitor in the local serving territory of Frontier Communications of Connecticut and are now moving dial tone services from the competitor to Frontier Communications of Connecticut; or

.e newly subscribe to or restart a 1-Year term agreement to Frontier Business Local Calling#, Business Saver Plan II# or Frontier Business Local Calling Assurance# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;

.f currently subscribes to one of the following services from an Affiliate of the Company for a 1-Year term: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic#; or

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.2 (continued)

WIN/WINBACK – One (1) to Five (5) Access Lines# (continued)

.g newly subscribe to: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; or (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic# for a 1- Year term;

.h commits to subscribe to this plan for a one (1) year term.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.2 (continued)

WIN/WINBACK One (1) to Ten (10) Access Lines#

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;

.b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line#, and may also subscribe to the Company's TFS for inbound long distance calling;

.c subscribes to Frontier Communications of Connecticut for the provision of outbound intrastate calling on each access line# and meet a minimum of one (1) of the following conditions:

.i have previously subscribed to local dial tone Service of an Affiliate I LEC of the Company (including where that Affiliate is operating as a LEC) and have cancelled that Service; or

.ii are currently a local telephone customer of a competitor in the local serving territory of one of the Affiliate ILECs of the Company (including where that Affiliate is operating as a CLEC) and are now moving dial tone services from the competitor to the Affiliate ILEC

.d newly subscribe to a 1-Year term agreement to Frontier Business Local Calling# or Business Saver Plan II# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than ten (10) business access lines# (*i.e.*, WTNs) on a single BTN;

.e currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic#; or

.f newly subscribe to: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; or (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic# for a 1- Year term; and

.g commit to subscribe to this plan for a one (1) year term

#This service not offered out of this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.2 (continued)

RETENTION – One (1) to Five (5) Access Lines#

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS and subscribes to Frontier Communications of Connecticut for the provision of outbound intrastate calling on each access line# and meet a minimum of one (1) of the following conditions:

.b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long

.c currently subscribe to local dial tone service# from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;

.d newly subscribe to or restart a 1-Year term agreement to Frontier Business Local Calling Assurance# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least one (1), but no more than five (5) business access lines# (*i.e.*, WTNs) on a single BTN;

.e currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic#; or

.f newly subscribe to: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; or (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic# for a 1- Year term; and

.g commit to subscribe to this plan for a one (1) year term.

#This service not offered out of this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.2 (continued)

RETENTION – Six (6) to Ten (10) Access Lines#

.a utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS and subscribes to Frontier Communications of Connecticut for the provision of outbound intrastate calling on each access line# and meet a minimum of one (1) of the following conditions:

.b subscribes to the Company for interLATA (interstate and intrastate) and intraLATA (local toll) Service for outbound long distance calling on each access line*, and may also subscribe to the Company's TFS for inbound long distance calling;

.c currently subscribe to local dial tone service# from an Affiliate ILEC of the Company (including where that Affiliate is operating as a CLEC) and state an intention to change local carriers for economic reasons and/or in response to a competitive offer;

.d newly subscribe to or re-start 1-Year term agreement to Frontier Business Local Calling# or Business Saver Plan II# from an Affiliated ILEC of the Company (including where that Affiliate is operating as a CLEC) on at least six (6), but no more than ten (10) business access lines# (*i.e.*, WTNs) on a single BTN;

.e currently subscribe to one of the following services from an Affiliate of the Company for a 1-Year term: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic#; or

.f newly subscribe to: (a) Frontier U-Verse High Speed Internet-Business Edition#; (b) Frontier High Speed Internet – Business Edition Express Static or Dynamic#; (c) Frontier High Speed Internet Business Edition Pro Static or Dynamic; or (d) Frontier High Speed Internet Business Edition Elite, Static or Dynamic# for a 1- Year term; and

.g commit to subscribe to this plan for a one (1) year term

#This service not offered out of this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.3 A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided that total number of Frontier business access lines# do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to five (5) business access lines# per legal business entity.

.4 The Customer may subscribe to this plan for outbound Service, only, or for both outbound Service and inbound toll free calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to toll free service, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional feature, rules and regulations, and general information regarding TFS .

.5 Inbound switched toll free are not included in the unlimited MOUs. Toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. Toll free calls per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer.

.6 Term Agreements

.a 1-Year term agreements are oral agreements and do not require a signed agreement.

.b Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined in this Guidebook.

.c This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available; whichever occurs first.

.d The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.7 Early Termination Fee/Under Utilization Fee (ETF/UUF)

.a Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .i and .ii below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

.b The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.

.c The Company will adjust to zero any ETF/UUF when:

.i the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or

.ii the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.8 Restrictions

.a All business access lines# and/or WTN's under the participating BTN must be provisioned on this plan.

.b This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. This plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. Where the customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle of any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

.c If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of Access Lines# exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. If moved to Business MTS, the rates associated with Business MTS will apply in lieu of the rates specified in Section 3.5.1 of this Guidebook.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(I) Frontier Business Unlimited Calling IV (continued)

.9 Rates and Charges

.a The MRC for outbound long distance calling is as follows:

.i	1-Year Term	$5.00 per access line#
.ii	Month-to-Month	$10.00 per access line#

.b The inbound toll free service per minute usage rate is $0.055. See Section 3.6 of this Guidebook for the TFS MRC.

#This service not offered under this Guidebook

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) Frontier Simply Unlimited* (C)

.1 Frontier Simply Unlimited is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Long Distance is required to subscribe to the Frontier Simply Unlimited. This product is only available in conjunction with the Frontier Simply Unlimited plan from the Frontier Communications of Connecticut ILEC Tariff.

.2 Frontier Simply Unlimited calls are non-distance sensitive, flat-rated with the following rating periods.

Monday-Friday		Saturday & Sunday
E=Evening	12:00AM-7:59AM	N=Night 12:00AM Sat-11:59PM on Sunday
D=Day	8:00AM-4:59PM	
Evening	5:00PM-11:59PM	

.3 Usage Charges

Frontier Simply Unlimited long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, international, directory assistance, information services and dial-up internet calls. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to non-Frontier Simply Unlimited service with charges for local and long distance calling.

Frontier Simply Unlimited is not available with PBX trunks, ground start lines or trunks, key system lines or trunks, foreign central office services, public telephone services, and analog to digital conversion digital PBX services or the equivalents of any such services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, the Frontier Simply Unlimited Plan will automatically be removed from the line and thus the customer's account.

* Frontier Simply Unlimited is grandfathered and limited to all existing subscribers at their existing locations as of December 20, 2017. (N) (N)

3.5 Calling Plans (continued)

3.5.3 Business Calling Plans (continued)

(J) Frontier Simply Unlimited (continued)*

.4 Rates and Charges

Customers can subscribe to this plan and commit to a one-, two or three-year term commitment. There will be termination fee if the customer cancels before the term commitment is up. The fee is the number of months remaining times the full bundle rate. The termination fee is on a per line basis. If a new customer to Frontier Simply Unlimited signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Unlimited Long Distance plan will be billed in arrears.

	Monthly Rate	
Lines 1-3	$46.00	(I)
Lines 4-10	$61.00	(I)

* Frontier Simply Unlimited is grandfathered and limited to all existing subscribers at their existing locations as of December 20, 2017.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus

3.6.1 Frontier Long Distance Toll Free Service

This Service provides the Customer with one or more 800-NNX-XXXX numbers which, when dialed from stations in the interstate public switched network, shall terminate on Customer-designated facilities or equipment. All charges accruing in connection with usage of the Customer assigned 800 numbers are billed to the Customer rather than to the party originating the call. Calls may originate from all points within the United States.

The Area Code Selection feature allows calls to an 800 number based on the originating area code (NPA) of the caller. A default selection is required for this service. Permissible area codes include all area codes in the contiguous United States, Puerto Rico, Guam, Northern Mariana Islands, U.S. Virgin Islands, America Samoa, Alaska and Hawaii. On request, the Company shall update the Customer 800 area code selection at no charge if the update is due to an area code split or to a new area code being added to the North American Numbering Plan. Otherwise, a fee of $100 will be charged each time a Customer requests an area code blocked or added.

(A) Availability

.1 TFS is available to Business Customers that subscribe either to the Company (where available) or another long distance carrier as the presubscribed provider of 1+ long distance Service for the POTS telephone number associated with TFS.

.2 If a Business Customer with a single POTS telephone number has combined Services, i.e. outbound and TFS, and chooses to move the outbound long distance service to another long distance carrier leaving only TFS, the Customer's TFS plan must be transferred to the Company's direct bill method. Otherwise, the Company may terminate Service pursuant to Section 2.9 of this Guidebook.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.1 Frontier Long Distance Toll Free Service (continued)

(B) Optional Features

.1 Service Establishment

.a Frontier Long Distance Toll Free Service formerly known as 800 CustomLink[#]

Option 1	Business
MRC	$8.00
Non-Recurring Charge	$50.00
Option 2	Business
MRC	$15.00
Non-Recurring Charge	$50.00

.b Frontier Long Distance Toll Free Service formerly known as 800 CustomLink Plus

Switched Access	Business
MRC	$14.00
Non-Recurring Charge	$0.00

.c Per-minute Usage Rates and Charges

Peak	Off-Peak
$0.9900	$0.9900

[#]Grandfathered to existing Customers at existing locations.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.1 Frontier Long Distance Toll Free Service (continued)

(B) Optional Features (continued)

.2 Enhanced Routing Features[1]

The following features are available on Switched for an additional one time and monthly charge: (a) time of day routing; (b) day of week routing; (c) day of year routing; (d) area code routing; (e) area code/exchange routing; (f) call allocation routing; and (g) command routing.

.a Time of Day Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations during various times of the day. Routing shall follow national observance of daylight savings time and the day may be divided into fifteen (15) minute increments, with up to ninety-six (96) intervals per a twenty-four (24) hour period. All intervals must begin on the quarter clock hour and the time of day schedule must include the entire twenty-four hour day.

.b Day of Week Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations based upon the day of the week. Day of Week routing shall follow the national observance of daylight savings time.

.c Day of Year Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually.

[1]This optional feature is no longer available to: (a) new Customers; (b) existing Customers at new locations; or (c) on new toll free numbers effective November 12, 2013. Existing customers may retain current enhanced routing features but adds, moves, or changes will not be permitted.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.1 Frontier Long Distance Toll Free Service (continued)

(B) Optional Features (continued)

.2 Enhanced Routing Features (continued)

.d Area Code Routing

This feature allows the Customer to have calls to the same 800 number routed differently based upon the originating area code (NPA) of the caller. A default routing is required for this feature. Permissible area codes include all area codes in the continental Unites States, Puerto Rico, U.S. Virgin Islands, Alaska, Hawaii, Guam, and Northern Mariana Islands. Updates to a Customers Area Code Routing feature due to an area code split or new are code being added to the North American Numbering Plan will be completed by the Company at no charge. Usages rates apply based on the point of call origination.

.e Call Allocation Routing

This feature permits the Customer to define routing of calls made to the same 800 number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. The total of all percentage allocations must be 100%.

.f Command Routing

This feature allows the Customer to activate a different Enhanced 800 routing plan on command by placing one telephone call to the Company. The customer may define up to ninety-nine (99) separate routing plans per 800 numbers. Routing plans must be loaded into the Company's network before they are available for activation on command. The customer must have a minimum of two (2) routing plans in order to use this feature. Command routing charges will not apply when the Customer uses the normal service order process to activate routing plans.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.1 Frontier Long Distance Toll Free Service (continued)

(B) Optional Features (continued)

.2 Enhanced Routing Features (continued)

.g Rates and Charges

.i Nonrecurring Charges

- Installation $100.00
- Service Change $50.00
- Command Routing Activation $50.00

.ii MRC

- 1-3 Routing Plans $100.00
- 4-12 Routing Plans $50.00
- 13-99 Routing Plans $50.00

.3 Originating Station Blocking

Originating Station Blocking is an optional Toll Free Service feature which allows the Subscriber to block calls to their toll free service number based on ANI II digits designated by the Subscriber. Originating Station Blocking is dependent upon valid ANI II digits presented to the Network. Automatic Number Identification (ANI) II digits are not dialed by the calling party. Rather, ANI II digits are two-digit pairs sent with the originating telephone number as part of the signaling that takes place during the setup phase of a call. These digits identify the type of originating station. For blocked calls, the calling party will hear a default network intercept announcement.

.a Non-Recurring Charges

- Installation (per TFS number) $100.00
- change ANI II digits (per TFS Number) $100.00

.b MRC

The MRC is determined on an Individual Case Basis (ICB) per TFS Number.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services

(A) General

.1 Toll Free Service is a reverse billed Service that allows the Customer to pay for incoming calls. It permits calls to be completed to the Customer's location without charge to the calling party.

.2 TFS includes: (1) a TFS Number that can be selected by the Customer or randomly generated by the SMS/800 database; (2) an Area of Service selected by the Customer; and (3) various optional features.

.3 If the Customer does not advise the Company of its choice of a specific Resp Org, the Company will determine which Resp Org will be used.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(B) Availability

.1 Area of Service

Area of Service allows a TFS Customer to block or allow calls to a given TFS Number based on the originating area of the caller. The originating area may include the United States and the territories of Puerto Rico, the U.S. Virgin Islands, Guam, America Samoa and Commonwealth of Northern Mariana Islands as well as Canada. The Customer may select this maximum Area of Service or may selectively block an area. Area of Service blocking is dependent on valid ANI being delivered in the network. Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.

.2 Originating and Terminating Access

Toll Free calls may originate on any type of access but are terminated Switched Access lines to the Customer's location.

.3 Termination of TFS

TFS may terminate in the United States where Switched Access are available.

(C) Optional Features

.1 Availability

Unless otherwise indicated in this Guidebook, the optional features described below are available with all TFS offerings.

.2 Originating Station Blocking

This feature is available only on an ICB. Originating station blocking is an optional Toll Free Service feature which allows the Customer to block calls to their Toll Free Service number based on ANI II digits designated by the Customer. Originating station blocking is dependent upon valid ANI II digits presented to the network.

ANI II digits are not dialed by the calling party. Rather, ANI II digits are two-digit pairs sent with the originating telephone number as part of the signaling that takes place during the setup phase of a call. These digits identify the type of originating station.

For blocked calls, the calling party will hear a default network intercept announcement.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.3 (D)

(D)

.4 Toll Free Call Routing

Toll Free Call Routing enables a TFS Customer to route or block calls to a single TFS Number to multiple locations based on several routing variables. The routing features may be combined to create a customized routing plan for a given TFS Number. The Toll Free Call Routing features that may be combined in any routing plan are: Area Code Routing, Area Code/Exchange Routing, Time of Day Routing, Day of Week Routing, Day of Year Routing, and Percent Allocation. Toll Free Alternate Routing plans may be activated by placing a call to Company-designated personnel.

.a Area Code Routing

This feature allows the Customer to have calls to the same 800 number routed differently based upon the originating area code (NPA) of the caller. A default routing is required for this feature. Permissible area codes include all area codes in the continental Unites States, Puerto Rico, U.S. Virgin Islands, Alaska, Hawaii, Guam, and Northern Mariana Islands. Updates to a Customers Area Code Routing feature due to an are code split or new are code being added to the North American Numbering Plan will be completed by the Company at no charge. Usages rates apply based on the point of call origination.

.b Area Code/Exchange Routing

This feature allows the Customer to have calls to the same TFS Number routed differently based upon the originating NPA and NXX of the caller. Exchanges cannot be divided for routing purposes. Permissible area codes include all area code/exchanges in the United States and the U.S. territories of Puerto Rico, the U.S. Virgin Islands, Guam, and Commonwealth of Northern Mariana Islands. This feature supports default routing on an area code basis only for calls originating from Canada.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.4 Toll Free Call Routing (continued)

.c Time of Day Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations during various times of the day. Routing shall follow national observance of daylight savings time and the day may be divided into fifteen (15) minute increments, with up to ninety-six (96) intervals per a twenty-four (24) hour period. All intervals must begin on the quarter clock hour and the time of day schedule must include the entire twenty-four hour day.

.d Day of Week Routing

This feature allows the Customer to have calls to the same 800 number routed to different locations based upon the day of the week. Day of Week routing shall follow the national observance of daylight savings time.

.e Day of Year Routing

This feature allows the Customer to have calls to the same TFS Number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually. Day of Year Routing is limited to sixty (60) days to be identified.

.f Percent Allocation

This feature allows the Customer to define routing of calls made to the same TFS Number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. The total of all percentages must be 100%. The algorithm used to allocate calls to different destinations is based on random number generation, so allocation will be less accurate over a small number of calls. Over a larger number of calls, allocation will be close to the defined percentages.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.4 Toll Free Call Routing (continued)

.g Toll Free Alternate Routing

.i This feature allows a Customer to define one or more alternate call routing profiles as defined above. The Customer may define up to ninety-nine (99) separate routing plans per TFS Number. Routing plans must be loaded in the network before they are available for activation on request. Toll Free Alternate Routing allows the Customer to activate a different routing plan on request by placing one telephone call to Company-designated personnel. This feature is available to any Customer with a TFS Number with more than one routing plan.

.h Rates and Charges

.i Non-Recurring Charges

- installation (per TFS number) $100.00
- change call routing (per TFS Number) $100.00
- change call routing plan (per TFS Number) $100.00

.ii MRC

The MRC is charged per TFS number and is charged as follows:

No. of Routing Plans	MRC
1 – 3	$00.00
4 – 99	$50.00

.iii Miscellaneous Charges

Toll Free Alternate Routing – a $50.00 fee is charged each time and alternate route is selected and given a TFS num ber.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.5 Real-Time ANI Delivery

.a This feature delivers the caller's 10-digit telephone number to the Customer's Premise at approximately the same moment the incoming call is received. The Customer must compatible hardware to accept the ANI.

.b When a call is delivered from a non-Equal Access end office, the network delivers only the NPA to the Customer. This feature cannot be blocked by the calling party. A call originating from an International location, with the exception of Canada, will deliver a pseudo ANI. The pseudo ANI is presented in the format 999-ccc, where ccc is a value which identifies the country of origin. Calls originating from Canada will deliver the full 10-digit telephone number.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.5 Real-Time ANI Delivery (continued)

.c Customer Obligations

The Customer must comply with federal rules concerning the use of the ANI which include but are not limited to the following:

.i The Customer is permitted to use the ANI for billing and collections, routing, screening, and completion of the originating telephone End-User's call or transaction, or for services directly related to the originating telephone End-User's call or transaction only.

.ii The Customer is prohibited from reusing or selling the telephone number or billing information without first (1) notifying the originating telephone subscriber and, (2) obtaining the affirmative consent of the caller for such re-use or sale.

.iii The Customer is prohibited from disclosing any information derived from the ANI for any purpose other than (1) performing services or transactions that are the subject of the caller's call; (2) ensuring network performance security, and the effectiveness of call delivery; (3) compiling, using and disclosing aggregate information; or (4) complying with applicable law or legal process.

.d Rates and Charges

.i Non-recurring Charges

The one-time charge to add ANI delivery is $50.00 per Toll Free Number, but not to exceed a maximum of $200.00 per ANI Delivery Service Order.

.ii MRC

The Monthly Recurring Charge is $00.00 per Toll Free Number.

.iii Per ANI Delivery Charge

The per ANI Delivery Charge is $0.0000 per ANI Delivery.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.6 DNIS

.a This feature provides a custom outpulse digit string to the Customer's terminating equipment, that is other than the ten (10) digit terminating station number. A typical use for this feature is to outpulse the dialed Toll Free Number. The custom digit string must be comprised of numeric values (zero through nine) and may range in length from between one (1) to twenty-four (24) digits. The Customer's equipment must be configured to process the DNIS digits. DNIS terminating on a Centrex is not available.

.b Rates and Charges

The one-time charge to install DNIS is $250.00 per trunk group. The one-time charge to change DNIS is $50.00 per trunk group. The change charge will apply to any reconfiguration of outpulsed digits.

.7 Multi-Carrier Routing

Multi-carrier routing allows Toll Free Service Customers to split their incoming toll free traffic between two or more service providers. Multi-Carrier Routing is an optional feature of Toll Free Services available on an ICB basis. When traffic is routed to the Company's network, the Customer will be able to utilize call routing functionality provided through standard Toll Free Services as well as Enhanced Toll Free Services features as described in Section 6.5.1 of this Guidebook. In a multi-carrier routing arrangement, the Customer may specify one of the following parties to be the Control Resp Org for the Toll Free Service number: (a) The Company, or; (b) Another Services Provider

Control Resp Org is a term used within the national SMS/800 system to indicate the responsible organization. The control Resp Org has sole authority to create or modify customer records within the national SMS/800 system.

.a The Company as Resp Org

When the Company is selected as the Resp Org, the Company will design and manage the routing of traffic for the Customer's Toll Free Number to other interexchange carriers as directed by the Customer. The Company will provision the Customer's record within the SMS/800 system.

The following SMS/800 set of routing parameters can be utilized by the Customer to create complex routing record within the SMS/800 system. The features allow for call routing on a single Toll Free Number to multiple-carriers based on inherent functionality of each feature as implemented by the Customer.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.7 Multi-Carrier Routing (continued)

.a (continued)

Routing Parameter	Description
State	Based on call origination, allows calls to be routed to Involved Carrier(s) by state(s).
LATA	Based on call origination, allows calls to be routed to Involved Carrier(s) by LATA(s).
Area Code (NPA)	Based on call origination, allows calls to be routed to Involved Carrier(s) based on area code (NPA) of the calling party. This feature cannot be used on the same call routing record with area code/exchange (NPA/NXX).
Area Code Exchange	Based on call origination, allows calls to be routed to Involved Carrier(s) based on area code/exchange (NPA/NXX) of the calling party. This feature cannot be used on the same call routing record with area code (NPA).
ANI (ten digits)	Based on call origination, allows calls to be routed to Involved Carrier(s) based on specific 10-digit phone numbers of the calling party.
Day-of-Week	Based on call origination, allows calls to be routed to Involved Carrier(s) based on the day(s)-of-week when calls are made.
Day-of-Year	Based on call origination, allows calls to be routed o Involved Carrier(s) based on the day(s)-of the year when calls are made.
Time-of-Day	Based on call origination, allows calls to be routed to Involved Carrier(s) based on the time(s)-of the day when calls are made.
Percentage Allocation	Based on call origination, allows calls to be routed to Involved Carrier(s) based on percentage allocation.
SMS/800 Alternate Route Switch	Allows the Customer to activate a previously-built alternate route using the routing functionalities listed above. The alternate route may change the call routing parameters or change the amount of traffic allocated to one carrier or another. The Customer will call their Resp Org when they want to enact a change. The Resp Org will be responsible for notifying the other carriers that the Customer has changed its traffic assignment. The stored routing record is normally pre-approved by Involved Carriers.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Toll Free Service (continued)

(C) Optional Features (continued)

.7 Multi-Carrier Routing (continued)

.b Another Service Provider is the Resp Org

When another Service Provider is the Resp Org for the Customer's Toll Free Number, the Company will provide multi-carrier routing as an Involved Carrier. As an Involved Carrier, the Company will be responsible for routing some or all toll free calls which are dialed to the Toll Free Number and sent to the Company's network.

The Company will not have access to control or modify the Customer's SMS/800 Customer record. The Customer will be directed to the Resp Org to make any changes to the SMS/800 record.

The Company will not have a business relationship with the other carriers as an Involved Carrier. The Customer must notify the Company of all requirements in order to appropriately set up the Company's routing service.

.8 TFS Reporting

Web tool access available to Customers subscribing to any High Volume Calling Business Optional Calling Plan for call detail reports at the Toll Free Service number level, where available. Call detail information provided via the Toll Free Service reporting tool is not comparable to billing detail and will differ from billing record information.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(C) Optional Features (continued)

.9 Enterprise Billing

Enterprise Billing is a billing service available to Customers that subscribe to any of the Company's Toll Free Services. Enterprise Billing enables a Customer to have all or a portion of a Toll Free call billed to the termination point (telephone line) to which a Toll Free call is routed. The Customer of record for the termination point telephone line may be the Customer, or another entity or individual. To subscribe to this billing option, the Company must be the Resp Org for all Toll Free Numbers of the Primary Customer and the Secondary Customer enrolled in Enterprise Billing.

The Primary Customer and the Secondary Customer are responsible for reserving their own Toll Free Number. The Primary Customer subscribes to Enterprise Billing. Only the Primary Customer is charged the MRC. The MRC is per Toll Free Number that is subscribed to Enterprise Billing. There is no limitation on the number of Toll Free Numbers which may subscribe to Enterprise Billing per Customer account. Both the Primary Customer and Secondary Customer must establish credit pursuant to Section 2.11 of this Guidebook, prior to the establishment of Enterprise Billing, both the Primary Customer and Secondary Customer are responsible for all terms and conditions for their Toll Free Service.

.10 Area of Service Selections

.a The originating area may include the United States and the territories of Puerto Rico, the U.S. Virgin Islands, Guam, America Samoa and Commonwealth of Northern Mariana Islands, as well as Canada. The Customer may select this maximum Area of Service or may selectively block an area. Area of Service blocking is dependent on valid ANI being delivered in the network. The Customer's minimum Area of Service must include at least one interstate area.

.b Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.

.c Calls placed from outside the Customer's Area of Service will receive an announcement informing the caller that calls cannot be completed from the caller's location. The call will then be terminated.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Toll Free Service (continued)

(D) Rules and Regulations

.1 General

If any of the rules and regulations contained in Section 3.5 of this Guidebook, conflict with the rules and regulations contained in Section 2 of this Guidebook, the rules and regulations contained in Section 3.5 of this Guidebook will apply in lieu of the rules and regulations contained in Section 2 of this Guidebook.

.2 Limitations on Service

.a TFS is furnished upon the condition that the Customer contracts for adequate facilities to permit the use of this Service without injurious effect upon the Company or any service rendered by Third Party Vendors on behalf of the Company.

.b The availability of TFS Numbers from the Company is limited by the Company's ability to obtain TFS Numbers requested by the Customer from the national SMS database.

.c If the Company learns that an Applicant or Customer is attempting to sell, barter, trade, or otherwise transfer a TFS Number to another person, the Company may refuse to establish Service or may cancel Service without liability.

.d If a Customer's TFS Number is not used by callers other than for test calls to reach the Customer or Customer's designee within ninety (90) days of activation of the TFS Number or within any subsequent ninety (90) day period, the Company may, upon written notice, release the TFS Number without liability. Test calling does not constitute use.

.e If a TFS Customer is found to be non compliant in passing back appropriate answer supervision, the Company reserves the right to suspend Service temporarily and/or deny requests for additional Service without liability. The Company will give the Customer ten (10) calendar days' written notice via certified U.S. Mail of intent to suspend or deny Service due to such non compliance.

.f The Company may terminate or refuse to furnish TFS to any Applicant or Customer, without incurring any liability, if the use of the Service would interfere with or impair any Service offered by the Company.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(D) Rules and Regulations (continued)

.3 Use of Service

Nothing herein, or in any other provision of this Guidebook, or in any marketing materials issued by the Company shall give any person any ownership, interest, or proprietary right in any code or TFS Number issued by the Company to its Customers.

.4 Obligations of the Customer

.a The Company reserves the right to require Customer(s) requesting TFS to supply the following information when requesting Service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. A new traffic forecast may be required quarterly after Service is initiated.

.b A TFS Customer will provide not less than ten (10) business days' notice prior to implementation of special advertising or other new promotions likely to stimulate usage. The Company reserves the right to request traffic data, which depending on the forecast, may delay Service due to the addition of facilities.

.c With respect to any Resp Org service or SMS Resp Org changes the Company provides to the TFS Customer, the Customer will indemnify and hold the Company harmless against any third party claims arising out of the execution of changes requested by the Customer.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Toll Free Service (continued)

(D) Rules and Regulations (continued)

.5 Reservation of Number(s) for Toll Free Service

.a The Company will accept a prospective TFS Customer's request for a particular TFS Number and will reserve such number on a first come, first serve basis. A TFS Number so requested, if found to be available, will be reserved for and furnished to the eligible Customer, providing the Customer:

.i subscribes to Toll Free Service within forty-five (45) days of the reservation of said number; and

.ii provides acceptable credit information; and

.iii uses the Service within an additional ninety (90) day period.

If a Customer who has received a Toll Free Number does not subscribe to and use the Service within the ninety (90) day period specified above, the Company reserves the right to make the number available for use by another Customer in accordance with the terms in this section.

.b If a TFS Number is changed by the Company for conditions beyond its reasonable control, nothing in any provision of this Guidebook or in any marketing materials issued by the Company or in any agreement between the Customer and the Company shall give any Customer, Applicant, assignee or transferees any ownership interest or proprietary right in any given TFS Number. An Applicant includes a prospective customer who has reserved a toll free telephone number hereunder.

.c A Customer who sells an ongoing operating business for which a TFS Number has been in use may transfer the right to continue to use the TFS Number(s) as long as (1) the Company is able to transfer such number under the Company's servicing agreement with vendors who provide a portion of the Service the Company offers to its Customer and (2) the transferee establishes credit pursuant to Section 2.15 of this Guidebook.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(D) Rules and Regulations (continued)

.6 Release By the Company of Customer's TFS Number(s) for Porting to Other Carriers

.a A Customer may request that the Company release its TFS Number(s) so that another long distance service provider may provide toll free service to a Customer. The Company will release a Customer's TFS Number(s) only upon the following occurrences:

.1 there are no outstanding unpaid, unresolved or disputed payments or any other payments or indebtedness due and payable to the Company by the Customer or its successors or assignees relative to any communications service(s) or Services(s) provided by the Company; and

.2 there are no unsatisfied liens or claims for property against which payment for such communications service(s) or Service(s) have been guaranteed or otherwise collateralized.

.b The Company reserves the right to withhold its authorization of such transfer of such Customer's TFS Number(s) until the Customer's indebtedness is resolved to the satisfaction of the terms and conditions of this Guidebook and any agreement(s) between the Customer and the Company.

.c The failure of the Customer to fulfill the terms and conditions of any agreement with the Company or the attempt to process a change of long distance service provider for the Customer's TFS Number(s) prior to the completion of a contract's terms and conditions (and/or before all payments and indebtedness have been paid or satisfied) shall cause the ownership of the TFS Number(s) to revert from the Customer to the Company, whereupon such Customer shall no longer possess the right to transfer such TFS Number(s) to any other long distance service provider and whereupon the Company shall have the right to reissue said number(s) at its sole discretion to any other party.

.d At the discretion of the Company, a cancelled TFS Number may be reestablished for the same Customer within four (4) months and; therefore, it cannot be selected by another Customer during that four (4) month period. After four (4) months, the TFS Number is returned to the pool where it can be selected by another customer under any Resp Org.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(D) Rules and Regulations (continued)

.7 Minimum Service Period

For Customers subscribing to TFS and making a MMC, the minimum Service period is one month. For Customers subscribing to TFS and making a MAC, the minimum Service period is the length of the term plan commitment.

.8 Termination of TFS By Company

.a If Service is terminated by the Company for violation of this Guidebook, the national SMS/800 data base allows the Company to retain control of all TFS Numbers disconnected for up to a 4-month period. If the Customer rectifies the violation to the satisfaction of the Company, the Company may, in its sole discretion, return the number to the control of the Customer. If the Customer does not rectify the violation within three (3) months, the Company may refuse to:

.i reconnect the disconnected number for the previous Customer;

.ii transfer disconnected Customer to a third party identified by the Customer; and

.iii process any request to change the Resp Org from the disconnected Customer except as indicated in Section 3.6.2(D)(6) of this Guidebook.

(b) Customers that are direct-billed must provide the Company updated information within fifteen (15) days of a change in billing address and/or contact information. If the Customer fails to timely provide such updated information, the Company reserves the right to terminate Service on ten (10) days written notice, and the Customer shall be responsible for any and all early termination charges.

.9 Application of Charges

Rates and charges are associated with the Customer's BTN. For an existing Customer who subscribes to TFS in the middle of a billing cycle, monthly recurring charges are prorated based on the amount of time the plan is in effect prior to the first bill. Calls terminating to Switched Access will be rated with switched rates.

Actual rates will vary based on the plan selected by the Customer.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(E) Toll Free Service – Switched

.1 General

.a Toll free calls may be originated on any type of access but are terminated via Switched Access lines to the Customer's location. The Customer's TFS Number terminates on the Customer's POTS number.

.b Service(s) are available to Customers who utilize Switched Access to reach the long distance network and whose terminating location has a ten (10) digit voice-grade telephone number.

.2 Availability

.a TFS is available to Customers that subscribe either to the Company (where available) or another long distance carrier as the presubscribed provider of 1+ long distance Service for the POTS telephone number associated with TFS.

.b If a Customer with a single POTS telephone number has combined Services, i.e. outbound and TFS, and chooses to move the outbound long distance service to another long distance carrier leaving only TFS, the Customer's TFS plan must be transferred to the Company's direct bill method. Otherwise, the Company may terminate Service pursuant to Section 2 of this Guidebook.

3.6 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

3.6.2 Alternative Services (continued)

(E) Toll Free Service – Switched (continued)

.3 Billing

.a Customer Subscribes to any of the Company's High Volume Toll Free Calling Plans.

Customers subscribing to any of the Company's High Volume Toll Free Calling Plans will be direct-billed.

.b Customer Subscribes to All Other TFS Requiring Switched Access To Reach the Long Distance Network

.i To enable the Company to bill the Customer for TFS on a LEC or CLEC bill, at least one of the Customer's WTN's associated with the Customer's TFS must be presubscribed to the Company for the provision of 1+ outbound long distance Service and the BAN for the TFS must be the same BAN as the WTN's associated with TFS.

.ii The Customer will be LEC-billed if the Customer's local service is provided by an Affiliated LEC and CLEC billed if the Customer's local service is provided by an Affiliated CLEC. The Customer will be direct-billed if the Customer's local service is provided by a non-Affiliated LEC or a non-Affiliated CLEC or if TFS is the only Service the Customer has.

3.7 Non-Coin Payphone Access Line (NPAL) Service

Non-Coin Payphone Access Line (NPAL) Service is an outbound service that utilizes presubscribed Switched Access Lines. NPAL calls are billed in one (1) minute increments with a one (1) minute minimum Initial Period. There is no monthly or yearly minimum required for this service. The Intrastate and International Usage will be billed at the per minute rates defined in the specific Interstate Product Reference and Pricing Guidebook and the Company's International Product Reference and Pricing Guidebook.

Rate and Charges

Monthly Minutes of Use	Rate Per Minute
0 - 299,999	$0.2200
300,000 - 599,999	$0.2100
600,000 - +	$0.2000

The International Usage Rates for the NPAL service are defined in the Company's International Product Reference and Pricing Guidebook, Section 3.7.

3.8 Miscellaneous Interstate Service Information

3.8.1 Timing of Calls

(A) Unless otherwise indicated in this Guidebook, on Station-to-Station calls and on Direct-Dialed calls chargeable time begins when the called station answers and the connection is established between the calling station and the called station, miscellaneous common carrier, mobile radio system, or PBX system. Answer detection is determined based on standard industry answer detection methods, including hardware and software answer detection. However, when Services are directly connected to a Customer-provided communications systems at the Customer's or End User's premises, chargeable time begins when a call terminates in, or passes through, the first Customer equipment on that Customer-provided communications system. It is the Customer's responsibility to furnish appropriate answer supervision to the point of interface with the Company's Service so that chargeable time may begin.

(B) On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.

(C) Unless otherwise indicated in this Guidebook, chargeable time ends when the calling station hangs up thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by the automatic timing equipment in the telecommunications network or by the operator.

3.9 Default Plan for Hierarchical Billing

Default Plan for Hierarchical Billing, as described in Section 1, is an intercity long distance Service available to Customers seven (7) days per week, twenty-four (24) hours per day, 365 days per year. With Default Plan for Hierarchical Billing calls are originated from other than a public or semipublic coin telephone. The desired telephone number is dialed, the call is completed without the assistance of a live or automated operator, and the call is not billed to a number other than the originating number. Calls originate on switched facilities provided by LECs, CLECs or authorized access providers. Default Plan for Hierarchical Billing is available to Business Customers that presubscribe to the Company for long distance Service and have a Hierarchical Billing Account. If a Customer presubscribes to the Company for the provision of outbound long distance Service, requests a Hierarchical Billing account and does not select one of the Company's optional calling plans, the Company will provision Default Plan for Hierarchical Billing Service on the Customer's initial order for Service. Charges are usage sensitive and vary by day-of week and time-of-day. Calls are rated with a 30 second initial period and 6 second subsequent periods. Peak and off peak rates apply. The peak rate period is 8:00 a.m. to but not including 5:00 p.m., Monday through Friday. The off-peak rate period is all other times. The off-peak rates apply on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Usage rates for Default Plan for Hierarchical Billing vary depending on whether calls are placed over a presubscribed line. With Default Plan for Hierarchical Billing, there is no minimum monthly billing. Calls billed under this Service offering will not qualify for promotional rates.

3.9.1 Per Minute Usage Rates

	Initial 30 Seconds	**Each Add'l 6 Seconds**
Switched Access	$0.0750	$0.0150

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.10 OneVoice Nationwide

3.10.1 General

OneVoice Nationwide is a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. Pre-subscription of the primary line to Frontier Long Distance is required to subscribe to the OneVoice Nationwide. This product is only available in conjunction with the OneVoice plan from the Frontier ILEC Companies Tariff.

3.10.2 Usage Charges

OneVoice Nationwide long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, international, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Data Calls will be billed at an additional rate per minute. Data called are billed in full minute increments, Canadian calls will be billed at a reduced rate shown in the rate schedule. These calls will be billed at 30 second initial and 6 second increments. Call segments will be rounded to the next full increment. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to non- OneVoice Nationwide service with charges for local and long distance calling. OneVoice Nationwide is not available with foreign central office services and public telephone services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, benefits of the plan will be forfeited.

3.10.3 Monthly Charges

The Monthly Recurring Charge (MRC) for OneVoice Nationwide can be found below.

Customers who subscribe to this plan and commit to a one-, two or three-year term commitment will be given a discount. An additional discount may apply if the customer purchases a qualifying broadband offer. If the term is removed before the end of the term period, a termination fee equal to the number of remaining months times the monthly recurring charge will be applied. If a new customer to OneVoice Nationwide signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Nationwide Long Distance plan will be billed in arrears.

(D)
(D)

OneVoice Nationwide per month		$40.00	(I)
Term Customers Discount	-	$10.00	
Canadian Calls per minute		$.05	
Data Calls per minute		$.10	

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.11 *OneVoice 100

3.11.1 General

OneVoice 100 a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. The plan is available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, international, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Pre-subscription of the primary line to Frontier Long Distance is required to subscribe to OneVoice. This plan is available in conjunction with the OneVoice plan offered by the associated LEC. OneVoice 100 calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

3.11.2 Usage Charges

With the One Voice 100, usage is available in a 100-minute block of time. The BOT is applied at the line level. Any domestic 1+ usage above the allotted 100 minutes block of time will be subject to an overage rate that can be found in the rate section of this price list. Overage minutes and Canadian calls will be billed with 30 second initial and 6 second increments. Call segments will be rounded to the next full increment. Unused minutes will not roll over to the next month.

Data calls are not included in the OneVoice 100 plan. Data calls will be billed at a rate specified below. These calls will be billed in full minute increments. Call segments will be rounded to the next full increment.

Customers who subscribe to this plan and commit to a one-, two or three-year term commitment will be given a discount. If the term is removed before the end of the term period, a termination fee equal to the number of remaining months times the monthly recurring charge will be applied

3.11.3 Monthly Charges

One Voice 100 per month	$10.00
Term Customer Discount	-$5.00
Canadian Calls per minute	$.05
Overage Charges per minute (over 100 min)	$.05
Data Calls per minute	$.10

*This service is limited to existing customers at their existing locations

3.12 FRONTIER BLOCK OF TIME

3.12.1 General

Frontier Block of Time is a non-distance sensitive product that includes direct dial 1+ intrastate and interstate outbound service and optional (8XX) toll free inbound service. This product is available to customers of local exchange companies (LECs) with whom the carrier has billing and collections contract and is enrolled in one of the local access products offered by the associated LEC. The blocks of time are offered in 500, 1,000, 2,500, 5,000, 10,000, and 20,000. (T)

3.12.2 Usage Charges

The MRCs for the BOT can be found in Section 4 of this price list. If a customer has multiple lines on the account, minutes of use will be allocated to the block of time allotments in sequential order from lowest to highest of the ten digit line numbers on the customer's account that are subscribed to this plan. Any excess BOT minutes not used for any given billing month will expire and can't be used against any other monthly usage. Any usage above the BOT minutes will be rated at an overage rate per minute and these rates can be found in Section 4.

All calls are subject to a minimum of eighteen seconds with an additional billing increment of six seconds. Charges will be rounded to the next cent on a per call basis.

3.12.3 Monthly Charges

The BOT charge for the service is billed in advance. If a new customer to the plan signs up mid-billing cycle, the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are Directory Assistance, Payphone, and 900 calls

The service can be purchased on a month to month basis.

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3.12 FRONTIER BLOCK OF TIME (cont'd)

3.12.3 Monthly Charges (cont')

FRONTIER BLOCK OF TIME PRICING

Switched One Plus

BOT Minutes	Total Price		Overage Rate
500	$25.00	(I)	$.05
1,000	$40.00		$.04
2,500	$90.00		$0.0400
5,000	$145.00		$0.037
10,000	$260.00		$0.035
20,000	$510.00		$0.025

Toll Free:

BOT Minutes	Total Price		Overage Rate
500	$35.00		$.06
1,000	$55.00		$.055
2,500	$110.00		$0.0500
5,000	$210.00		$.05
10,000	$410.00		$.045
20,000	$760.00	(I)	$0.0375

3.13 FRONTIER LONG DISTANCE BUSINESS PLAN

3.13.1 General

Frontier Long Distance Business Plan is a non-distance sensitive, flat rated, outbound switched access service offered to 1 +business customers. Calls are rated at 6 second increments with an initial 18 second requirement. Any fraction of a minute will be rounded up to the next whole increment.

3.13.2 Monthly Charges

	Rate Per Minute
Monthly MRC	$4.99
Outbound (1+) Interstate	$0.07
Canadian Calls	$0.07

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.14 CITIZENS BUSINESS LONG DISTANCE

3.14.1 General

Citizens Business Long Distance is a long distance plan that offers the Business Customer a simplified rate structure with reduced rates for volume and/or term commitments. Citizens Business Long Distance is a jurisdictionally integrated rate plan and must be ordered in conjunction with the intrastate plan of the same name. The intrastate portion of Citizens Business Long Distance is subject to regulation by the appropriate state regulator.

A customer may commit to a 2-year term of service, a 1-year term of service, or make no term commitment. A customer may commit to minimum spending of $1000 per month, $500 per month, or make no minimum spending commitment. Both interstate and intrastate billing are counted toward meeting the minimum spending commitment.

3.14.2 Monthly Charges

	Rate Per Minute
Monthly MRC	$4.99
Outbound (1+) Interstate	$0.07
Toll Free Interstate	$0.07

Citizens Business Long Distance Term & Volume Discount Plan

	PER MINUTE RATES		
Spending	No Term	1 Year	2 Years
$0.00 +	$0.0700	$0.0675	$0.0650
$500.00 +	$0.0675	$0.0650	$0.0625
$1000.00 +	$0.0650	$0.0625	$0.0600

4.1 Directory Assistance with Optional Call Completion

(A) Directory Assistance with Optional Call Completion is available to the Customer subscribing to the Company's interstate, interexchange, switched communications services. An undiscounted charge shall be applied to each call. The charge for Directory Assistance with Optional Call Completion applies to each call regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance with Optional Call Completion calls shall not count toward nor be eligible for volume discounts offered under the various Calling Plans. If the Customer receives an incorrect telephone number, a credit allowance for Directory Assistance with Optional Call Completion shall be provided.

(B) Rates and Charges

- Directory Assistance – Per Request $2.49
- Optional Call Completion - Per Completion $0.50

Customers with Frontier Long Distance Toll Free Service are automatically provided for appearance in the 800 service directory at no charge.

4.2 Operator Services

Operator-assisted calling services provided by the Company are subject to the terms and conditions set forth in this section, in addition to the terms and conditions contained in preceding sections of this Interstate Product Reference and Pricing Guidebook.

4.2.1 Operator services may be used by the presubscribed Customer and by the Aggregator and their respective patrons, guests, invitees or employees to complete Person-to-Person, Collect, and/or Third-Party calls.

4.2.2 Charges for Operator Assisted Calls include two components: a usage-sensitive component based upon the time-of-day rate period, mileage, and duration of the call; and a fixed service charge based upon the type of operator service provided. A third component, the Operator Assisted 0-Surcharge, applies to calls for which the Customer has the capability of dialing the destination number but elects to have the Company operator dial the number instead.

4.2.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.2.8 below. Operator Assisted Calls do not apply toward, nor are they subject to, volume usage discounts.

4.2.4 The fixed service charge portion of the charge for an Operator Assisted Call is set forth in Section 4.2.8 below.

4.2.5 The Company shall not bill the Customer for any surcharges or fees imposed by the Aggregator. With respect to charges imposed by the Aggregator for the use of the telephone, the Aggregator is responsible for charging a flat rate and for posting of the charge in plain view at each telephone.

4.2.6 Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain Customer Authorization Codes, or credit cards, when the Company deems it necessary to take such action to prevent unlawful use of service. The Company shall restore service as soon as it can be provided without undue risk, and shall, upon request by the Customer affected, assign a new Authorization Code to replace the one that has been deactivated. The Company reserves the right to validate the credit worthiness of End Users through available credit card, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the End User may be required to provide an acceptable alternate billing method or the Company may refuse to place the call.

4.2.7 The Aggregator is responsible for payment of the Company's charges for all calls placed from the Aggregator's Premises except for Collect, Third Party and credit card calls. The credit card holder or local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a credit card or a telephone line number, respectively.

4.2 Operator Services

4.2.8 Rates and Charges

Frontier Long Distance Interstate Operator Services is offered to residence and business Customers who are presubscribed to Frontier Long Distance for Interstate services and applies to the following call types: Operator Assisted Station-to-Station and Person-to-Person Collect, Billed-to-Third calls and Time and Charges. Calls are billed in one minute increments, with a minimum call duration of one minute. There is no minimum monthly billing. Operator Assisted calls will be contributory toward volume discounts for calling plans. The Operator Dialed Service Charge shall not apply to Directory Assistance Calls.

(A) Per Minute Usage Rates

All Other Operator Handled Calls, including Operator Station-to-Station Collect and Bill to Third, Operator Person-to-Person Collect and Bill-to-Third, and Time and Charges:

	Peak	**Off Peak**
Consumer	$1.15	$1.15
Business	$1.15	$1.15

(B) Per Call Surcharge

This charge shall apply in addition to the applicable per minute usage rates. The Operator Assisted charge shall apply when the Customer has the ability to dial all the digits necessary for call completion but has the operator enter the billing for the call. The Fully Automated rate will apply if a call; (a) is placed by a party identified as disabled and as a result of that disability cannot complete the call and the caller requests operator assistance for call completion or; (b) it cannot be completed by the caller due to equipment failure or trouble on the long distance network and the caller requests operator assistance for call completion. The Operator Dialed Service Charges shall not apply to Directory Assistance Calls.

(C) Rates and Charges

	Fully Automated	**Operator Assisted**
Third Party Number Billed	$6.99	$6.99
Collect	$5.99	$5.99
Sent Paid	N/A	$12.50
Person-To-Person	N/A	$12.50

4.3 Interstate Call Completion

Interstate Call Completion is an option available to Frontier Communications of Connecticut End Users who obtain Interstate Directory Assistance listings via 411. Toll charges will be billed according to the Customer's Frontier Long Distance Call Plan. If the Customer does not have a call plan or does not subscribe to Frontier Long Distance for interstate long distance calls, then they will default to Beyond Connecticut rates. Alternate billing is available for billing toll charges to a third number, or as a Collect call. Toll charges associated with this service will be contributory toward volume discounts for call plans.

Interstate Call Completion will not be available to the following: 700 numbers, 800, 888, 870 (toll free) numbers, 900 numbers, non-published numbers, and fax numbers which have designated as such during the service order process. There is no change for this service.

4.4 Account Codes

Account Code – A numerical code, assigned to the Customer, to enable the Company to identify use of a service offering by the Customer and to bill the use of that service offering by the Customer. Multiple Account Codes may be assigned to the Customer to identify individual users or groups of users. Nonspecific allows for any numbers to be used and specific requires only those codes designated by the customer. (N)

Rates and Charges

Nonspecific	$5.00/Month/Acct
Specific	$10.00/Month/Acct

(N)

SECTION 5 – PROMOTIONS

5.1 General

5.1.1 From time-to-time, the Company offers promotions to its Customers waiving certain charges, offering Service(s) at special rates, and/or offering promotional discounts. Promotional discounts include but are not limited to reduced monthly rates or charges for an existing Service, incentive subscriptions bonuses, free Service periods, full or partial waivers of installation charges or optional features charges or any combination thereof. Terms and conditions of promotions may be limited to certain dates, times, market segments and/or locations.

5.1.2 Promotional Term agreements for Small Business Plans will automatically be moved to a month-to-month payment on the first day after the promotional term has expired at the then-current non-promotional applicable Guidebook rate in effect for the Small Business Plan added under a promotional offering. The Customer is under no obligation to re-subscribe to a Small Business Term plan agreement after the expiration of the promotional term agreement period.

5.1.3 Effective 11/21/17-3/31/2018, new customers who subscribe of Digital Phone Unlimited who purchase a qualified Frontier High Speed Internet service during the Promotional Offer period will qualify for a $7.99 monthly credit for the initial two (2) year promotional term.

5.1.4 Effective 07/22/18-10/19/2018, new customers who subscribe of Digital Phone Unlimited who purchase a qualified Frontier High Speed Internet service during the Promotional Offer period will qualify for a $10.99 monthly credit for the initial two (2) year promotional term. Canadian and Mexican calls will add to the unlimited plan

5.2 Consumer Promotions

5.2.1 Reserved for future use

5.3 Business Promotions (continued)

5.3.1 Frontier Business Unlimited Calling V All For Less 6Mbps

(A) The sign-up (offer) period for this promotion is October 9, 2013 through August 31, 2014. Service must be activated by September 30, 2014. This promotion is available to business Customers who at the time of participation qualify for and newly subscribe to or restart a term agreement for Frontier Business Unlimited Calling V as defined in Section 3.5.3(G) of this Guidebook.

(B) This promotion modifies the eligibility requirements for Frontier Business Unlimited Calling V as described in Section 3.5.3 (G).2.e, Option 3, of this Guidebook.

For purposes of this promotion, the Company will allow current subscribers of Internet Service* from an Affiliate of the Company to upgrade to any 6Mbps Internet Service* from an Affiliate of the Company as a qualifying Internet Service upgrade.

5.3.2 OneVoice Nationwide (N)

New business customers that sign up for OneVoice Nationwide between 2/19/17 and 8/19/17 with a term commitment of 1,2 or 3 years will be given a $10.00 credit per month per line for the length of the contract. Only one promotional credit per line at one time will be issued. (N)

*This service not offered out of this Guidebook

5.3 Business Promotions (continued)

5.3.2 Frontier Business Calling Monthly Retention

(A) The sign-up period for this promotion is September 1, 2013 through August 31, 2014. Service must be activated by September 30, 2014. This promotion is available to Business Customers who:

.1 currently subscribe to the Company for long distance service and state an intention to disconnect service;

.2 newly or currently subscribe to the Frontier Business Calling Monthly; and

.3 request to participate in this promotional offering.

(B) Customers subscribing to this promotion will be charged the rates for a twelve (12) month period in lieu of the Frontier Business Calling Monthly rates defined in Section 3.5.3 (B) of this Guidebook:

MRC		Per-Minute Rate
$5.00		$0.06

(C) Customers must continue to subscribe to and maintain the requirements of the Frontier Business Calling Monthly as defined in Section 3.5.3 (B) of this Guidebook to continue to qualify for this promotion. Failure to maintain the requirements of the Frontier Business Calling Monthly will result in a termination of the rates defined in (B) above and the Frontier Business Calling Monthly rates defined in Section 3.5.3 (B) of this Guidebook will apply.

(D) This promotion cannot be combined with any other promotional offers associated with the Frontier Business Calling Monthly plan.

5.3 Business Promotions (continued)

5.3.3 Block of Time 500 II All For Less 6Mbps

(A) The sign-up (offer) period for this promotion is October 9, 2013 through August 31, 2014. Service must be activated by September 30, 2014. This promotion is available to business Customers who at the time of participation qualify for and newly subscribe to or restart a term agreement for Block of Time 500 II rate option as defined in Section 3.5.3(C) of this Guidebook.

(B) This promotion modifies the eligibility requirements for Block of Time 500 II rate option as described in Section 3.5.3(C).11.h.i(5), Option 3, of this Guidebook.

For purposes of this promotion, the Company will allow current subscribers of Internet Service* from an Affiliate of the Company to upgrade to any 6Mbps Internet Service* from an Affiliate of the Company as a qualifying Internet Service upgrade.

*This service not offered out of this Guidebook

5.3 Business Promotions (continued)

5.3.4 Block of Time Term Agreement Plans All For Less 6+ Lines

(A) The sign-up (offer) period for this promotion is June 1, 2014 through August 31, 2014. Service must be activated by September 30, 2014. This promotion is available to Business Customers who:

.1 either (a) currently have all of their local dial tone service with another (non-Frontier) local provider and transfer at least one existing local service line to an Affiliate ILEC[1] of the Company; or (b) currently subscribe to local dial tone service from an Affiliate ILEC[1] of the Company and state an intention to change local carriers;

.2 newly subscribe to or restart a two (2) year term agreement for one of the following block of time rate options as defined in Sections 3.5.3(C) of this Guidebook:

Block of Time	700II
Block of Time	1200II
Block of Time	2500II
Block of Time	5000II

.3 newly subscribe to or restart a two (2) year term agreement for Frontier Business Local Calling* or Business Saver Plan II* with a minimum of 6 access lines* from an Affiliate ILEC[1] of the Company as the local dial tone service described in (A).1;

.4 newly subscribe or restart to one of the following services from an Affiliate of the Company for a minimum two (2) year term:

.a (i) Frontier U-verse High Speed Internet-Business Edition*; (ii) Frontier High Speed internet Business Edition Basic*; (iii) Frontier High Speed Internet Business Edition Express*; (iv) Frontier High Speed Internet Business Edition Pro*; (v) Frontier High Speed Internet Business Edition Elite*; and

.5 request to participate in this promotional offering.

(B) Qualifying customers subscribing to this promotion will be charged the following promotional MRC for twenty-four (24) months in lieu of the MRC for the block of time rate option selected as specified in Sections 3.5.3(C) of this Guidebook:

Block of Time	700 II	$27.00
Block of Time	1200 II	$45.00
Block of Time	2500 II	$91.00
Block of Time	5000 II	$175.00

(C) Customers must continue to subscribe to and maintain the requirements of the block of time rate option selected as defined in Sections 3.5.3(C) of this Guidebook to continue to qualify for this promotion. Failure to maintain the requirements of the rate option selected will result in a termination of the promotional MRC.

(D) See Section 3.5.3(C) of this Guidebook for terms and conditions once the promotional term expires.

(G) This promotion cannot be combined with any other promotional offers associated with Block of Time Term Agreement Plans.

[1]Including where that Affiliate is operating as a CLEC
*This service not offered under this Guidebook

5.3 Business Promotions (continued)

5.3.5 Frontier Business Calling Monthly Retention

(A) The sign-up period for this promotion is September 1, 2014 through December 31, 2014. Service must be activated by January 31, 2015. This promotion is available to Business Customers who:

.1 currently subscribe to the Company for long distance service and state an intention to disconnect service;

.2 newly or currently subscribe to the Frontier Business Calling Monthly; and

.3 newly subscribes to a one (1), two (2), or three (3) year local service* term with an Affiliate ILEC [1] of the Company;

.4 request to participate in this promotional offering.

(B) Customers subscribing to this promotion will be charged the rates for a twelve (12) month period in lieu of the Frontier Business Calling Monthly rates defined in Section 3.5.3(B) of this Guidebook:

MRC	Per-Minute Rate
$5.00	$0.06

(C) Customers must continue to subscribe to and maintain the requirements of the Frontier Business Calling Monthly as defined in Section 3.5.3(B) of this Guidebook to continue to qualify for this promotion. Failure to maintain the requirements of the Frontier Business Calling Monthly will result in a termination of the rates defined in (B) above and the Frontier Business Calling Monthly rates defined in Section 3.5.3(B) of this Guidebook will apply.

(D) This promotion cannot be combined with any other promotional offers associated with the Frontier Business Calling Monthly plan.

5.3.6 Frontier OneVoice Nationwide (N)

If a customer signs up for OneVoice Nationwide between 9/20/2015 and 3/31/2016 and all subscribes to Frontier's Broad Band Service, a $10.00 credit per month will be applied. (N)

[1]Including where that Affiliate is operating as a CLEC
*This service not offered under this Guidebook

6.1 Consumer Services

6.1.1 Residence Simple Solutions *

Residence Simple Solutions is a flat rate calling plan designed for residential Customers with more than $25.00 in monthly usage. Residence Simple Solutions calls are billed in one (1) second increments with a minimum Initial Period, for billing purposes of eighteen (18) seconds.

(A) A Residence Simple Solutions Customer can include the usage from all interstate, intrastate and international Direct Dialed 1+, Operator Service and 800 service into the monthly usage commitment level.

(B) The services included in the usage totals as defined in Section 6.1.6(A) above are not all eligible for the Residence Simple Solutions rates. The products and services that are eligible for Residence Simple Solutions rates are Direct Dialed 1+ Service and 800 Service usage.

(C) Rates and Charges

MRC: $2.50 (I)

	Per-Minute Rates			
	Peak		**Off-Peak**	
	Initial 18 Sec.	**Add'l. 1 Sec.**	**Initial 18 Sec.**	**Add'l. 1 Sec.**
Direct Dialed	$0.0780	$0.0043	$0.0480	$0.0027
Frontier Long Distance Toll Free[1] Service	$0.0780	$0.0043	$0.0480	$0.0027

(D) The services included in the usage totals as defined in Section 6.1.6(A) above are not all eligible for the Residence Simple Solutions discount schedule. The products and services that are eligible for Simple Solutions discount schedule are Direct Dialed 1+ Service, Operator Service and 800 Service usage as well as Operator Service Surcharges.

(E) Discount Percentages

The following discount schedules apply to the monthly usage levels for Residence Simple Solutions billing. The discount will be calculated for all usage based upon the highest discount level attained for the month.

Monthly Usage	**Discount %**
$ 0.00 - $24.99	0.00%
$25.00 - $74.99	10.00%
$75.00 - $149.99	12.50%
$150.00 +	15.00%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink and 800 CustomLink Plus

6.1 Consumer Services (continued)

6.1.2 County Calling Plan*

Residential Customers of Frontier Long Distance are eligible to receive discounted toll rates when they subscribe to the County Calling Plan. All calls are billed in one (1) second increments after an initial calling period of eighteen (18) seconds. All other requirements of the Residence Simple Solutions program, as defined in Section 6.1.6 of this Interstate Product Reference and Pricing Guidebook, apply to the County Calling Plan.

(A) Rates

MRC: $1.00

Residential County Calling Plan Customers are eligible to receive discounted toll rates to all areas of New York when they subscribe to the County Calling Plan where the Company is facilities based interexchange Carrier.

The rates for all other interstate locations will be the same as the rate for Residence Simple Solutions as defined in Section 6.1.6 of this Interstate Product Reference and Pricing Guidebook.

Per Minute Rates - New York Calls

	Peak		**Off-Peak**	
	Initial 18 Sec.	**Add'l. 1 Sec.**	**Initial 18 Sec.**	**Add'l. 1 Sec.**
Direct Dialed	$0.0450	$0.0025	$0.0270	$0.0015
Frontier Long Distance Toll Free[1] Service	$0.0690	$0.0690	$0.0690	$0.0690

Operator Assisted calls are rated at the Operator Assisted specific rates plus appropriate surcharges as defined in Sections 3.7 and 4.2.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink and 800 CustomLink Plus

6.1 Consumer Services (continued)

6.1.3 United Rate Plan*

United Rate Plan is an outbound residential only service. Calls are originated from presubscribed switched residential Customer Access Lines.

There is a one month commitment for the plan, but no minimum usage amount and no monthly rate or sign up fee. Customers are billed in one (1) minute increments after an Initial Period, for billing purposes, of one (1) minute.

For Frontier Long Distance Toll Free Service options available under this plan, see Section 3.6.1.

Rates and Charges

MRC: $1.00

	Per-Minute Rates			
	Peak		**Off-Peak**	
	Initial Period	**Each Add'l Period**	**Initial Period**	**Each Add'l Period**
Direct Dial	$0.15	$0.15	$0.15	$0.15
Frontier Long Distance Toll Free[1] Service	$0.21	$0.21	$0.13	$0.13

Operator Assisted calls are rated at the Operator Assisted specific rate plus appropriate surcharges as defined in Sections 3.7 and 4.2.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink Plus

6.1 Consumer Services (continued)

6.1.4 Long Distance Plan*

The Long Distance Plan offers Frontier Communications of Connecticut Residential and Home Office Customers who subscribe to Frontier Communications of Connecticut for local, intrastate, and interstate long distance 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 on a monthly recurring charge. Toll Free 8XX service is rated eligible for the use with the Long Distance Plan. The minimum period of service is one (1) month.

(A) The following regulations apply:

.1 The Long Distance Plan has no time of day or day of the week rating periods.

.2 The Company will offer a no risk offer to trial the Long Distance Plan to customers of other long distance carriers. Customers that select the trial and remain in service for at least two months, but not more than six months and then switch back to their former carrier will receive up to a $50.00 credit per Customer. The Company will apply the credit to the Customer's Frontier Communications of Connecticut bill. This offer is limited to one such reimbursement per Customer.

.3 Long Distance Plan Customers are not eligible for other interstate optional calling plans provided for in this Interstate Product Reference and Pricing Guidebook.

(B) 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.

(C) Rates

.1 Per Minute Rates

Call Type:	Rate Per Minute:
Direct Dialed	$0.10
Frontier Long Distance Toll Free Service[1](C)	$0.10

.2 MRC $3.00

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink Plus

6.1 Consumer Services (continued)

6.1.5 Frontier Single Rate Nationwide 12 Cents* formerly known as Frontier Single Rate Nationwide 10 Cents*, Frontier Single Rate 10 Cents Preferred*, Long Distance III* and Flat Rate $0.10 Plan*

This plan offers Frontier Communications of Connecticut Residential and Home Office Customers who subscribe to Frontier Communications of Connecticut for local, IntraLATA, and interstate long distance 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 Operator Assisted calls are rated at the Operator Assisted specific rates plus appropriate Operator Surcharge. Toll Free 800 service is rated eligible for the use with this plan. The minimum period of service is one (1) month.

For Frontier Long Distance Toll Free[1] Service options available under this plan please see Section 3.6.1.

(A) The following regulations apply:

.1 This Plan has no time of day or day of the week rating periods.

.2 This Plan Customers are not eligible for other interstate optional calling plans for in this interstate product reference and Pricing Guidebook.

.3 This Plan is available to Residence and Home Office Customers.

(B) The following Rates apply to this plan:

.1 Per minute rate is $0.12

.2 The MRC is $4.99

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomrLink Plus

6.1 Consumer Services (continued)

6.1.6 Automatic Savings Plan*

Automatic Savings Plan is a basic Residential and Home Office service utilizing Switched Access service. Calls are billed in one (1) minute increments after an Initial Period, for billing purposes, of one (1) minute. Usage from intrastate, interstate and international direct dial 1+, as well as 800 service usage will contribute to the monthly usage level for the purposes of determining the effective rate. Interstate direct dial 1+ services are the only service eligible for the Automatic Savings Plan rates provided below.

For Frontier Long Distance Toll Free Service options available under this plan, please see Section 3.6.

(A) Automatic Savings Plan Rates

MRC: $1.00

Monthly Usage	**Per-Minute Rates**	
	Direct Dialed Frontier Long Distance Toll Free[1] Service	
	Initial Period	**Each Add'l Period**
$ 0.00 - $24.99	$0.20	$0.20
$25.00 - $49.99	$0.17	$0.17
$50.00 +	$0.15	$0.15

(B) International Services

International Service rates for Customers on this plan will be the Switched Access rates set forth in the Company's International Product Reference and Pricing Guidebook, Section 5.8. An automatic five (5) percent volume discount will apply to the international portion of the bill when the Interstate and International monthly usage commitment level reaches $50 in eligible charges.

(C) The following regulations apply:

Long Distance Plan Customers are not eligible for other interstate optional calling plans provided for in this Interstate Product Reference and Pricing Guidebook.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink Plus

6.1 Consumer Services (continued)

6.1.7 Frontier Nationwide Calling 300 formerly known as Block of Time 300*

This plan offers Frontier Communications of Connecticut Residence and Home Office Customers who subscribe to Frontier Communications of Connecticut for local, IntraLATA, and interstate long distance a specific number of minutes per month for a monthly fee. The direct dialed calls are rated on a per minute basis and have a minimum call length of one minute. 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 and 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. The minimum period of service is one (1) month.

(A) The following regulations apply:

.1 No time of day or day of the week rating periods.

.2 Unused portion of allotted minutes are not carried forward to the next month.

.3 Operator Assisted and International minutes of use are not included in the time allotment.

.4 Customers of this plan are not eligible for interstate optional calling plans provided in this Interstate Product Reference and Pricing Guidebook.

(B) Rates:

The MRC is $20.00 and the per minute usage rate is $0.09 for minutes in excess of 300.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.8 Value Plus500* formerly known as Frontier Nationwide Calling 500* and Block of Time 500*

This plan offers Frontier Communications of Connecticut Residence and Home Office Customers who subscribe to Frontier Communications of Connecticut for local, IntraLATA, and interstate long distance 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. Operator Assisted and Frontier Long Distance Toll Free Service usage is billed at a specific rate and 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 time or day of the week sensitive.

(A) The following regulations apply:

.1 No time of day or day of the week rating periods.

.2 Unused portions of allotted minutes are not carried forward to the next month.

.3 Operator Assisted and International minutes of use are not included in the time allotment.

.4 Customers who subscribe to this plan are not eligible for interstate optional calling plans provided in this interstate product reference and Pricing Guidebook.

.5 This plan is available to Residence and Home Office Customers. Frontier Nationwide Calling 500 includes a monthly subscription and a usage rate for minutes of use beyond the specified time allotment.

.6 This optional pricing plan is established at the BTN level. The Customer may only subscribe to one block of time per BTN. If a Customer selects a different price plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

.7 The block of time selected at the time the Customer's order is processed will remain in effect until cancelled or changed by the Customer. Changes to a block of time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to this plan in the middle of its billing cycle, the change will be effective on the first day after the Customer's change order is processed.

(B) The MRC is $24.95 and the per-minute per minute usage rate is $0.07 for minutes in excess of 500.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.9 Frontier Single Rate Nationwide 7¢ formerly known as Flat Rate $0.07 Plan

Frontier Single Rate Nationwide 7¢ offers Frontier Communications of Connecticut Residential and Home Office Customers who subscribe to Frontier Communications of Connecticut for local, IntraLATA, and interstate long distance 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 Frontier Single Rate Nationwide 7¢ are billed a monthly recurring charge. Operator Assisted calls are rated at the Operator Assisted specific rates plus appropriate Operator Surcharge. Frontier Long Distance Toll Free Service is rated eligible for the use with Frontier Single Rate Nationwide 7¢. Frontier Single Rate Nationwide 7¢ 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.

(A) Frontier Single Rate Nationwide 7¢ is available to Residence and Home Office Customers and has no time of day or day of the week rating periods. Customers are not eligible for other interstate optional calling plans for in this Interstate Product Reference and Pricing Guidebook.

(B) The MRC is $7.95 and the per minute usage rate is $0.05.

6.1.10 Frontier Nationwide Calling 120 Preferred

(A) Frontier Nationwide Calling 120 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. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. Frontier Nationwide Calling 120 Preferred is available to Residential Customers that:

.1 Use Switched Access to reach the long distance network;

.2 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and intrastate IntraLATA Service.

.3 Subscribe to and maintain an access line of an Affiliated ILEC of the Company

.4 Must have; (1) previously subscribed to local dial tone Service of the Company or an Affiliate of the Company and have cancelled that Services or; (2) previously subscribed to long distance Service form the Company and have cancelled that service, or; (3) be a current local telephone customer within the Company or Affiliate of the Company's local territory who is now moving dial tone service from a competitor of the Company to the Company or an Affiliate of the Company.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.10 Frontier Nationwide Calling 120 Preferred* (continued)

(A) (continued)

.5 Provide the Company the same billing name and address for all Services required to subscribe to this plan.

.6 Limit the use of Service to that which is of a standard, domestic, residential nature.

.7 Request to be provisioned under this plan and limit the use of the Service

(B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.5.5(D) of this Interstate Product Reference and Pricing Guidebook unless the Customer Selects an alternative optional calling plan.

(C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 3.5.5(D) of this Interstate Product Reference and Pricing Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

(D) The MRC is $13.99 and the per minute usage rate is $0.10 for minutes in excess of 120

6.1.11 Frontier Unlimited Nationwide Calling Preferred II*

(C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 3.5.5(D) of this Interstate Product Reference and Pricing Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

(D) Customers subscribing to this Service are eligible for the Call Detail Suppression optional feature. This feature provides a summary of all the zero-rated calls included in this Service displaying total minutes and total number of calls in lieu of call detail itemization. Call Detail Suppression is available at no additional charge. Customers who select this optional feature may request detail itemization for up to twenty-four (24) previous month's bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle.

(E) The MRC is $24.99

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.12 Frontier Unlimited Nationwide Calling* formerly known as Frontier Unlimited Nationwide Calling Plus*, National Connections*, and National Connections Plus*

(A) For a MRC, the Customer receives unlimited intrastate and interstate one plus (1+) Direct-Dialed minutes of use.

(B) The interstate monthly recurring charge is $24.00.

6.1.13 Frontier Unlimited Nationwide Calling Basic* formerly known as National Connections II

Frontier Unlimited Nationwide Calling Basic is a bundled outbound only interstate intrastate long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN Aggregation is not available with these 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.

Customers who cancel or discontinue the Company's Service or any of the required products, services or features for the rate option selected by the Customer or whose Service is refused, cancelled or discontinued by an Affiliate of the Company shall forfeit eligibility for rates under this Service. Customers continuing to pre-subscribe to the Company will be moved to Fallback.

If the Customer uses this Service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Fallback. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

The MRC is $31.99 for unlimited interstate MOU.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.14 Frontier Unlimited Nationwide Calling Select II*

(A) Frontier Unlimited Nationwide Calling Select II is an outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed interstate long distance calling. This service is for with a single BTN.

Multiple BTN Aggregation is not available. Frontier Unlimited Nationwide Calling Select II is available to new and existing Residential Customers that:

.1 Use Switched Access to reach the long distance network;

.a subscribe to this service on-line or;

.b subscribe to or be a current subscriber of Frontier DSL#; or

.c subscribe to or be a current subscriber of Frontier U-Verse Television and Frontier High Speed Internet U-verse# enabled services and;

.2 Subscribe to and maintain an access line# and the Select Feature Package# from an Affiliated ILEC of the Company.

.3 Demonstrate to the satisfaction of the Company at the time of subscribing to the Service that the Customer also subscribes to the required Services described in Section 3.5.10 of this Guidebook.

.4 Provide the Company the same billing name and address for all Services required to subscribe to this plan.

.5 Request to be provisioned under this plan and limit the use of the Service to that which is of a standard, domestic, residential nature.

(B) Hearing impaired and disabled customers who access the Frontier website and are unable to order this plan online may order via 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 Unlimited Nationwide Calling Select II calling plan.

** Grandfathered to new Customers or existing Customers who change their service or move locations*
 # This service not offered under this Guidebook

6.1 Consumer Services (continued)

6.1.14 Frontier Unlimited Nationwide Calling Select II* (continued)

(C) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan as described in Section 3.5.5(D) of this Guidebook unless the Customer Selects an alternative optional calling plan.

If the Customer subscribes to the Company for IntraLATA and InterLATA intrastate Service and discontinues InterLATA Service, the Customer will no longer qualify for this Service. Customers continuing to pre-subscribe to the Company will be moved to the

(D) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 3.5.5(D) of this Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

(E) Customers subscribing to this Service are eligible for the Call Detail Suppression optional feature. This feature provides a summary of all the zero-rated calls included in this Service displaying total minutes and total number of calls in lieu of call detail itemization. Call Detail Suppression is available at no additional charge. Customers who select this option feature may request detail itemization for up to twenty-four (24) previous month's bills at no charge. Activation and deactivation of the feature will begin on the Customers next billing cycle.

(F) The MRC is $22.99 for unlimited interstate MOU

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.15 Frontier Unlimited Nationwide Calling II* formerly known as Frontier Unlimited Nationwide Calling Preferred II*

(A) This plan is a bundled outbound calling plan that for a single MRC includes unlimited 1+ outbound direct-dialed intrastate and interstate long distance calling. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available.

(B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service.

If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to a default plan. If the Customer is moved to a default plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

Rates and Charges

The MRC is $24.99 for unlimited interstate MOU.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.16 Frontier Single Rate Nationwide CallingII[1]

.1 Frontier Single Rate Nationwide Calling II is a bundled outbound interstate and intrastate long distance calling plan designed for Residential Customers with a single BTN. Multiple BTN aggregation is not available with this Service. Customers or may access the Company's long distance Service by dialing 1+ the area code + the called telephone number from their presubscribed telephone line.

.2 Calls are billed in one (1) minute increments, with minimum call duration of one (1) minute

.3 The per-minute usage rate is $0.25

[1]This service will longer be available to new Customers or existing Customer who move or change their service effective August 12, 2013.

6.1 Consumer Services (continued)

6.1.17 Frontier Worldwide and US Calling*

(A) General

Frontier Worldwide & US Calling is an outbound International long distance optional calling plan available to Residential Customers that subscribe to and maintain an access line from an Affiliated Company. Frontier Worldwide & US Calling applies only to 1+ Direct-Dialed Interstate calls originating in the United States. 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. For an International MRC, Residential Customers who subscribe to Frontier Worldwide & US Calling will receive a Frontier Worldwide & US Calling per minute rate as described below. This plan may not be combined with any other International or Domestic Optional Calling plan. This plan is established at the BTN level.

Frontier Worldwide & US Calling are available to new and existing Residential Customers that:

.1 use Switched Access to reach the long distance network;

.2 subscribe to and maintain Frontier Worldwide & US Calling for the provision of (a) intrastate InterLATA Service and interstate service or (b) intrastate IntraLATA Service, intrastate InterLATA Service, and interstate service (this Service is not available for intrastate Service on a stand-alone basis) as well as the corresponding international service as defined in the Company's International Product Reference and Pricing Guidebook;

.3 demonstrate to the satisfaction of the Company at the time of subscribing to the Service and associated rate plan that the Residential Customer also subscribes to the required products, services, and/or features described in this Guidebook;

.4 provide the Company the same billing name and address for all services required to subscribe to Frontier Worldwide & US Calling; and

.5 limit the use of Service to that which is of a standard, domestic nature and;

.6 request to be provisioned under this Service.

.7 All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute.

.8 If a Customer cancels the Frontier Worldwide & US Calling optional calling plan the Customer may select a domestic optional calling plan, as described in this Guide, for which they qualify. If no domestic calling plan is selected, the Customer will be moved to Frontier Single Rate Nationwide 10 Cents for their domestic calls as set for in Company's Interstate Product Reference and Pricing Guidebook. The customer may select any optional international plan for which they qualify. If no international plan is selected the Plan A Default international rates will apply as set forth in the Company's International Product Reference and Pricing Guidebook.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.17 Frontier Worldwide and US Calling* (continued)

(B) If the Customer uses this Service for non-standard residential or non-residential 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-residential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 10 Cents. If the Customer is moved off this Service because of the previously described reasons, the Customer may be ineligible to resubscribe to this Service.

(C) The per minute interstate charge is $0.20

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.18 Frontier Unlimited Nationwide Calling Online Select formerly known as National Connections Select*

(A) For a monthly recurring charge, the Customer receives unlimited interstate one plus (1+) Direct-Dialed minutes of use. To subscribe to Frontier Unlimited Nationwide Calling Online Select, the Customer must order the service online and subscribe to and maintain:

.1 an access line service from an Affiliate of the Company;

.2 Caller ID; and a minimum of any two custom calling service features from Group C Large Package from an Affiliate of the Company. Hearing impaired and disabled Customers who access the Frontier website and are unable to order this plan online may order via text telephone. In areas where CallerID is not available, Customer must choose three (3) custom calling service features from Group C Large Package for an Affiliate of the Company instead of two (2).

.3 Frontier Unlimited Nationwide Calling Online Select is not available on a standalone basis. 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.

.4 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 for on-line ordering of the Frontier Unlimited Nationwide Calling Online Select calling plan.

(B) The MRC $24.00 for unlimited interstate MOU.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.19 Frontier Nationwide Calling 120*

(A) Frontier Nationwide Calling 120 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/or interstate long distance calling anytime minutes. This service is for Residential Customers with a single BTN. Multiple BTN Aggregation is not available. Frontier Nationwide Calling 120 is available to Residential Customers that:

.1 Use Switched Access to reach the long distance network;

.2 Subscribe to and maintain an access line of an Affiliated ILEC of the Company

.3 Subscribe to the Company for the provision of interstate, intrastate IntraLATA , and intrastate IntraLATA Service.

.4 Provide the Company the same billing name and address for all Services required to subscribe to this plan.

.5 Limit the use of Service to that which is of a standard, domestic, residential nature.

.6 Request to be provisioned under this plan and limit the use of the Service.

(B) Customers who cancel or discontinue the Company Service or any of the required Services, whose Service is refused, canceled or discontinued by the Company or an Affiliate of the Company, shall forfeit eligibility for rates under this Service. Customers continuing to subscribe to the Company will be moved to the Fallback calling plan.

(C) If the Customer uses this Service for non-standard residential or non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and/or autodialing, the Company may immediately suspend, restrict or cancel the Customer's Service. Additionally, as a result of non-standard residential or non-residential use of the Service, the Company may move the Customer to the Fallback plan and the rates described in Section 3.5.5(D) of this Interstate Product Reference and Pricing Guidebook. If the Customer is moved to the Fallback plan due to the previously described reasons, the Customer may be ineligible to re-subscribe to this Service.

(D) The MRC is $13.99 and the per minute usage rate is $0.10 for minutes in excess of 120.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.1 Consumer Services (continued)

6.1.20 Frontier Unlimited Nationwide Calling Advance 3[1] also known as Frontier Unlimited Nationwide Calling Advantage 4

(A) Frontier Unlimited Nationwide Calling Advance 3 is interstate long distance usage calling plan designed for Residential Customers with a single BTN. Multiple BTN 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. For a single MRC this Service is available to new and existing Residential who meet the following terms and conditions:

.1 use Switched Access to reach the long distance network;

.2 subscribe to the Company for the provision of interstate service

.3 subscribe to and maintain the following services from an Affiliated LEC of the Company:

.a Access line* with a BTN and;

.b Verticals Feature Packages* as defined and offered by the Affiliated LEC of the Company;

.4 subscribe to and maintain one (1) or more Affiliate of the Company Products* as defined and offered by the Affiliate of the Company;

.5 demonstrate to the satisfaction of the Company at the time of subscribing to the service that the Residential Customer also subscribes to the required products and/or services described above;

.6 request to be provisioned under this service and;

.7 limit the use of Service to that which is of a standard, domestic, residential nature.

(B) If the Customer uses this service for non-standard residential or non residential 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 nonresidential use of Service, the Company may move the Customer to Frontier Single Rate Nationwide 5 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.

(C) The MRC is $10.00 for unlimited interstate minutes of use.

6.1.21 Frontier Single Rate Online Basic[2]

(A) Frontier Single Rate Online Basic is a 1+ outbound direct-dialed long distance calling plan for a per minute rate. Multiple BTN Aggregation is not available. This plan is available to new and existing Residential Customers that:

.1 use Switched Access to reach the long distance network;

.2 subscribe to this service on-line;

.3 subscribe to and maintain an access line# from Affiliated LEC of the Company;

.4 limit the use of service to that which is of a standard, domestic, residential nature;

.5 provide the Company the same billing name and address for all Services required to subscribe to this plan; and

.6 Request to be provisioned under this plan

(B) Hearing impaired and disabled customers who access the Frontier 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.

(C) The MRC is $1.00 the per minute usage rate is $0.18.

[1]This service is no longer available to new Customers effective March 31, 2012. Existing Customers my keep this service until they move or change service or until it is discontinued entirely by the Company whichever occurs first.
[2]This service is no longer available to new Customers effective January 12, 2011. Existing Customers my keep this service until they move or change service or until it is discontinued entirely by the Company whichever occurs first.

6.2 Business Services

6.2.1 Select Rates*

Select Rates is a volume-discounted calling plan utilizing Switched Access Lines. Calls are billed in one (1) second increments, with a minimum call duration of 18 seconds. The minimum monthly billing for this plan is $200. Except for the initial two months of service, if gross usage from all locations falls below $200 for a month, the Customer shall be billed the minimum charge of $200, less applicable discounts.

(A) Per Minute Usage Rates

	Switched	
	Peak	**Off-Peak**
Direct Dial	$0.2300	$0.1700
Frontier Long Distance Toll Free Service[1]	$0.2100	$0.1700
Frontier Long Distance Toll Free Service[2]	$0.1600	$0.1600

(B) Schedule of Discounts:

Monthly Usage	**Discount**
$200 - $500	5%
$500.01 - $1,000	7%
$1,000.01 - $2,000	10%
$2,000.01 - $3,000	13%
$3,000.01 +	16%

6.2.2 Select Term Plan*

Select Terms is a volume-discounted, flat rate calling plan utilizing Switched Access Lines. Calls are billed in one (1) second increments with a minimum call duration of 18 seconds. This plan offers one, two, three, four and five year term plan options which offer discounts to Customers who commit to these terms. The monthly discounts are applied to the monthly usage. Customers may aggregate qualifying Intrastate, Interstate and International outbound MTX, Toll Free Service, and WATS usage traffic from multiple locations to qualify for discounts. The annual discount will be calculated monthly, accrued and applied after the completion of each year of the term. Termination charges apply if the Customer terminates the term plan prior to completion of the contracted term. The Customer shall be charged the difference between the amount billed or credited to date and the amount the Customer would have been billed or credited based on the most recently completed commitment period or thirty five percent (35%) of the average monthly billing to date for each of the remaining months of the term plan, whichever is greater.

The Customer must not have canceled the contracted term plan prior to the anniversary date in order to receive the accrued annual discount. The Customer may elect to take another term plan that is longer than the remainder of the current term at any time. The Customer switching to a term plan shorter than the remainder of the current term will incur termination charges as described. 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.

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink
[2]Formerly known as 800 CustomLink Plus

6.2 Business Services

6.2.2 Select Term Plan* (continued)

Current Subscribers of this Optional Call Plan can convert to Business Flat Rate plan without penalty. The Customer must meet the minimum requirements of the new plan and also agree to sign a term Agreement in twelve-month increments, equal to or greater than the remaining months of 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.

	Switched	
	Initial 18 Secs.	**Each Add'l. 1 Second**
Direct Dial 1+	$0.0450	$0.0025
Frontier Long Distance Toll Free Service[1]	$0.0450	$0.0025

(A) Term Plan Discount Schedule

In any month, when the Customer's aggregate volume drops below $200, $200 less the discount will be charged. The Customer will receive both monthly discounts and credits to their yearly accrual account on the $200 charge (based on the $200-$500 level discount). Accrued discounts will be forfeited if the Customer discontinues the plan prior to the termination date of the Agreement.

Monthly Volume	**1 Year**		**2 Year**		**3 Year**	
	Monthly	**Annual**	**Monthly**	**Annual**	**Monthly**	**Annual**
$0-199.99	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
$200.00-500.00	7.0%	0.0%	8.0%	0.0%	10.0%	0.0%
$500.01-1,000.00	10.0%	0.0%	11.0%	0.0%	13.0%	0.0%
$1,000.01-2,000.00	14.0%	0.0%	16.0%	0.0%	18.0%	0.0%
$2,000.01-3,000.00	18.0%	0.0%	21.0%	0.0%	22.0%	0.0%
$3,000.01-5,000.00	22.0%	0.0%	25.0%	0.0%	26.0%	0.0%
$5,000.01-10,000.00	25.0%	0.0%	28.0%	0.0%	29.0%	0.0%
$10,000.01+	30.0%	0.0%	33.0%	0.0%	35.0%	0.0%

Monthly Volume	**4 Year**		**5 Year**	
	Monthly	**Annual**	**Monthly**	**Annual**
$0-199.99	0.0%	0.0%	0.0%	0.0%
$200.00-500.00	10.0%	0.0%	10.0%	0.0%
$500.01-1,000.00	13.0%	0.0%	13.0%	0.0%
$1,000.01-2,000.00	19.0%	0.0%	20.0%	0.0%
$2,000.01-3,000.00	23.0%	0.0%	24.0%	0.0%
$3,000.01-5,000.00	27.0%	0.0%	28.0%	0.0%
$5,000.01-10,000.00	30.0%	0.0%	31.0%	0.0%
$10,000.01+	36.0%	0.0%	37.0%	0.0%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink and 800 CustomLink Plus

6.2 Business Services

6.2.2 Select Term Plan* (continued)

(B) Select Term Plan - CentraLink Option

This Option is available exclusively to Centrex/CentraLink Customers who commit to a minimum term of 1 year. A schedule of discounts applies and is based on call volumes as well as the term subscribed. Customers may aggregate qualifying Intrastate, Interstate and International outbound MTS, 800, and WATS usage traffic from multiple locations to qualify for discount.

Monthly Volume	1 Year		2 Year		3 Year	
	Monthly	Annual	Monthly	Annual	Monthly	Annual
$0-199.99	37.0%	0.0%	37.0%	0.0%	37.0%	0.0%
$200.00-500.00	7.0%	0.0%	8.0%	0.0%	10.0%	0.0%
$500.01-1,000.00	10.0%	0.0%	11.0%	0.0%	13.0%	0.0%
$1,000.01-2,000.00	14.0%	0.0%	16.0%	0.0%	18.0%	0.0%
$2,000.01-3,000.00	18.0%	0.0%	21.0%	0.0%	22.0%	0.0%
$3,000.01-5,000.00	22.0%	0.0%	25.0%	0.0%	26.0%	0.0%
$5,000.01-10,000.00	25.0%	0.0%	28.0%	0.0%	29.0%	0.0%
$10,000.01+	30.0%	0.0%	33.0%	0.0%	35.0%	0.0%

Monthly Volume	4 Year		5 Year	
	Monthly	Annual	Monthly	Annual
$0-199.99	37.0%	0.0%	37.0%	0.0%
$200.00-500.00	10.0%	0.0%	10.0%	0.0%
$500.01-1,000.00	13.0%	0.0%	13.0%	0.0%
$1,000.01-2,000.00	19.0%	0.0%	20.0%	0.0%
$2,000.01-3,000.00	23.0%	0.0%	24.0%	0.0%
$3,000.01-5,000.00	27.0%	0.0%	28.0%	0.0%
$5,000.01-10,000.00	30.0%	0.0%	31.0%	0.0%
$10,000.01+	36.0%	0.0%	37.0%	0.0%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.2 Business Services

6.2.3 Distance Plus*

Distance Plus is a volume-discounted calling plan utilizing Switched Access Lines. Calls are billed in one (1) second increments, with a minimum call duration of six seconds. The minimum monthly billing for this plan is $50.00.

(A) Residence/Business Direct Dial Usage Rates Per Minute:

	Switched	
	Peak	**Off-Peak**
Direct Dial	$0.2400	$0.1700
Frontier Long Distance Toll Free Service[1]	$0.2200	$0.1600

(B) Schedule of Discounts:

Monthly Usage	**Discount**
$50 - $200	5%
$200.01 - $2,000	10%
$2,000.01 - $5,000	12%
$5,000.01 - $10,000	15%
$10,000.01 +	18%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink and 800 CustomLink Plus

6.2 Business Services

6.2.4 Business Simple Solutions*

Business Simple Solutions is a flat rate calling plan designed for small business Customers with less than $200.00 in monthly usage. Business Simple Solutions calls are billed in six (6) second increments with a minimum Initial Period, for billing purposes of sixty (60) seconds. Customers are required to sign a one (1) year term plan for this service. This plan is automatically renewed on a month to month basis after the initial year expires.

(A) Business Simple Solutions Customers can have multi-location accounts that have the same account billing name grouped together.

(B) A Business Simple Solutions Customer can include the usage from all Direct Dialed 1+ , Operator Service and 800 service usage as well as two residential Access Lines into the monthly usage commitment level. Residential usage will be billed at a separate per minute.

(C) The services included in the usage totals as defined in Section 6.1.5(B) above are not all eligible for the Business Simple Solutions rates and discount schedule. The products and services that are eligible for Business Simple Solution rates and discount schedule are Direct Dialed 1+ Service, and Frontier Long Distance Toll Free Service usage.

(D) Per Minute Rates for Business Simple Solutions

	Peak		**Off-Peak**	
	Initial 60 Seconds	**Each Add'l. 6 Seconds**	**Initial 60 Seconds**	**Each Add'l. 6 Seconds**
Direct Dialed	$0.180	$0.0180	$0.180	$0.0180
Frontier Long Distance Toll Free Service[1]	$0.180	$0.0180	$0.180	$0.0180
Frontier Long Distance Toll Free Service[2]	$0.180	$0.0180	$0.120	$0.0132
Residential Add-on	$0.228	$0.0228	$0.120	$0.0132

(E) Discount Percentages

The following discount schedules apply to the monthly usage levels for Business Simple Solutions billing. The discount will be calculated for all usage based upon the highest discount level attained for the month.

Monthly Usage	**Monthly Usage**
$ 0.00 - $24.99	0.00%
$25.00 - $74.99	10.00%
$75.00 - $149.99	12.50%
$150+	15.00%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink
[2]Formerly known as 800 CustomLink Plus

6.2 Business Services (continued)

6.2.5 Business Plus*

Business Plus is available exclusively to Business Customers who subscribe to Frontier Communications of Connecticut Local services, commit to a minimum term of 1 year and a monthly minimum of $75.00. Business Plus is a volume discounted, flat rate calling plan utilizing Switched Access Lines. Calls are billed in one (1) second increments with a minimum call duration of 18 seconds. This plan offers one, two, three, four and five year term plan options which offer discounts to Customers who commit to these terms. The monthly discounts are applied to the monthly usage. Customers may aggregate qualifying Intrastate, Interstate and International outbound MTS, Toll Free Service, and WATS usage traffic from multiple locations to qualify for discounts.

Penalties apply if the Customer terminates the term plan prior to completion of the contracted term. The Customer shall be charged the difference between the amount billed or credited to date and the amount the Customer would have been billed or credited based on the most recently completed commitment period or thirty five percent (35%) of the average monthly billing to date for each of the remaining months of the term plan, whichever is greater. The Customer may elect to take another term plan which is longer than the remainder of the current term at any time. The Customer switching to a term plan shorter than the remainder of the current term will incur penalties as described unless 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.

Current Subscribers of this Optional Call Plan can convert to Frontier Long Distance Business Flat Rate Plan without penalty. The Customer must meet the minimum requirements of the new 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.

International Usage Rates for the Business Flat Rate Plan will mirror the rates identified in the Company's International Product Reference and Pricing Guidebook.

	Switched	
	Initial 18 Secs.	**Ea Add'l 1 Sec.**
Direct Dial 1+	$0.0270	$0.0015
Frontier Long Distance Toll Free Service[1]	$0.0270	$0.0015

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink and 800 CustomLink Plus

6.2 Business Services (continued)

6.2.5 Business Plus* (continued)

In any month, when the Customer's aggregate volume drops below $75, $75 less the discount will be charged. The following discount table, expressed in percentages, illustrates the necessary discounts on the basic Intrastate/Interstate rates to achieve the desired effective rate:

Monthly Usage	**1 Year Term**	**2 Year Term**	**3 Year Term**	**4 Year Term**	**5 Year Term**
$ 75.00-$200.00	2.0%	5.0%	8.0%	8.0%	8.0%
$200.01-$400.00	3.0%	7.0%	10.0%	10.0%	10.0%
$400.01-$600.00	5.0%	9.0%	13.0%	13.0%	13.0%
$600.01-$800.00	6.0%	11.0%	14.0%	14.0%	14.0%
$800.01-$1000.00	8.0%	12.0%	16.0%	16.0%	16.0%
$1000.01-$2500.00	10.0%	14.0%	17.0%	17.0%	17.0%
$2500.01 – UP	12.0%	16.0%	19.0%	19.0%	19.0%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.2 Business Services (continued)

6.2.6 Business Simple Solutions Plus*

Business Simple Solutions Plus is a flat rate calling plan designed for small business Customers who have Frontier Communications of Connecticut for local service and bill less than $200.00 monthly in toll. Business Simple Solutions Plus calls are billed in six (6) second increments with an Initial Period, for billing purposes of sixty (60) seconds. There is a one (1) year minimum for the Business Simple Solutions Plus plan.

(A) Business Simple Solutions Plus Customers can have multi location accounts that have the same account billing name grouped together.

(B) A Business Simple Solutions Plus Customer can include the usage from all Direct Dialed 1+, Operator Service and 800 service usage.

(C) The services included in the usage totals as defined in Section 6.1.11(B) above are not all eligible for the Business Simple Solutions Plus rates and discount schedule. The products and services that are eligible for Business Simple Solution rates and discount schedule are Direct Dialed 1+ and Frontier Long Distance Toll Free Service usage.

(D) Per Minute Rates for Business Simple Solutions Plus – Frontier Communications of Connecticut local business Access Lines.

	Peak		**Off-Peak**	
	Initial 60 Seconds	**Each Add'l. 6 Seconds**	**Initial 60 Seconds**	**Each Add'l. 6 Seconds**
Direct Dialed	$0.18	$0.018	$0.18	$0.018
Frontier Long Distance Toll Free Service[1]	$0.18	$0.018	$0.12	$0.123

(E) Discount Percentages

The following discount schedules apply to the monthly usage levels for Business Simple Solutions Plus billing. The discount will be calculated for all usage based upon the highest discount level attained for the month.

Monthly Usage	**Discount %**
$ 0.00 - $24.99	25.00%
$ 25.00 - $74.99	35.00%
$ 75.00 - $149.99	37.50%
$150.00+	40.00%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known 800 CustomLink Plus

6.2 Business Services (continued)

6.2.7 Frontier Business Calling $5.95*

Frontier Business Calling $5.95 calls utilize Switched Access lines and are billed in six (6) second increments with an Initial Period, for billing purposes, of sixty (60) seconds. The minimum commitment on this plan is one month.

(A) This Service is established at the BTN level and is only available for a single BTN. Multiple BTN aggregation is not available with this Service.

(B) A Frontier Business Calling Plan Customer will be required to meet a Minimum Monthly Commitment (MMC) without signing a term commitment. A Customer participating in Frontier Business Calling $5.95 commit to spending $5.95 per month.

(C) Frontier Business Calling $5.95 Customers can aggregate usage totals from inbound and outbound service usage. Any MMC shortfall will be applied to the customer account during that billing cycle.

(D) Customers subscribing to this plan will be given a one (1) month grace period where there will be no shortfall penalty assessed. If a Customer subscribes to this plan on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

(E) Usage Rates

The usage rates applicable to Frontier Business Calling $5.95, all days, all times.

Service Name	**Initial 60 Seconds**	**Each Add'l 6 Seconds**
Frontier Long Distance Toll Free Service[1]	$0.150	$0.015
Business MTS Usage	$0.150	$0.015

(F) International Usage Rates

International Usage Rates for the Frontier Business Calling $5.95 will be the rates identified in the Company's International Product Reference and Pricing Guidebook, Section 3.5.

Customers may choose Worldwide Frontier Business Solutions Plan. This plan will be subject to the rates and Monthly Recurring Charge defined in the Company's International Product Reference and Pricing Guidebook, Section 5.6. Usage associated with International Calls on the Worldwide Frontier Business Solutions Plan will contribute to the MMC, however, the Monthly Recurring Charge will not contribute.

** Grandfathered to new Customers or existing Customers who move locations.*

[1]Formerly known 800 CustomLink Plus

6.2 Business Services (continued)

6.2.8 Business Block of Time *

(A) Business Block of Time is a custom combination Business Optional Calling Plan for outbound and switched Toll Free Service (TFS). For Services provided a Switched Access arrangement, Business Customers will subscribe to this Business Optional Calling Plan for the provision of InterLATA calling. Customers who subscribe to this plan must also presubscribed to Frontier Communications of Connecticut for IntraLATA calling services provided under this plan. This Business Optional Calling Plan is established at the BTN level only. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different Business Optional Calling Plan for specific WTN(s), the Customer or Applicant is required to establish a Separate BTN for each variation. Outbound Direct Dialed calls, switched TFS calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of eighteen (18) seconds.

(B) For a specific Monthly Recurring Charge (MRC), the Customer receives a block of time of one-plus (1+) interstate Direct-Dialed outbound and switched TFS MOU for all lines under the BTN that is presubscribed to the Company under this plan. The block of time may be used (1) for placing one-plus (1+) Direct-Dialed outbound calls that originate from a line presubscribed to the Company and (2) for receiving interstate switched TFS calls on the same presubscribed line. The Customer is required to commit to a 1, 2, or 3-Year term agreement with the Company. Early Termination and/or Under Utilization Fees as defined in Section 2.26 will be assessed. All usage in excess of the block of time minutes will be billed at a fixed rate per minute. See Section 6.1.119(H) of this Guidebook for the per minute rate after the block of time has been used. Any minutes not used in a billing cycle will not be carried over to the next billing cycle.

(C) When ordering Service, the Customer or Applicant must specify if Business Block of Time is to be used for outgoing calls only, switched TFS calls, or both.

(D) The Business Block of Time is available to new or existing Customers or Applicants that:

.1 requests to be provisioned under the Business Block of Time Business Optional Calling Plan;

.2 utilize Switch Access to receive calls from the long distance network for TFS and/or to reach the long distance network for outbound calling;

.3 commit to a 1, 2, or 3 year term at the applicable MRC corresponding to the minutes in the Block of Time:

.i an MRC of $39 per month for a 1, 2, or 3-Year term, or
.ii an MRC of $90 per month for a 1, 2, or 3-Year term plan.

**This block of time is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location.*

6.2 Business Services (continued)

6.2.8 Business Block of Time * (continued)

(D) (continued)

.4 newly subscribe to, or currently are subscribing to, at the time of order, switched local telephone service, with an Affiliated LEC or Affiliated CLEC under a term plan agreement for local business Access Lines which include but are not limited to PBX trunks, local PRI service, T1 integration access service, Centrex; and

.5 select one of the following Block of Time minutes for a specific MRC, as described above:

(a) 1000 Minutes
(b) 2500 Minutes

(E) The start of Service date for Business Block of Time may be on or after the installation date of the local business Access Line(s) as described in Section 6.1.121(D) of this Guidebook.

(F) Changes to the Business Block of Time plan will be effective on the day the Customer's change order is processed. If an existing Customer initially subscribes to the Business Block of Time in the middle of its billing cycle, the changes will be effective on the first day after the Customer's change order is processed.

(G) Customers that subscribe to Business Block of Time may move between the number of minutes in the block of time, described in Section 6.1.121(D)(5) of the Guidebook. The rules and regulation of Under Utilization and/or Early Termination Fees, as defined on Section 2.26 of this Guidebook, will apply.

(H) Usage Rates

The MRCs for each block of time Business Optional Calling Plan are shown in the table below in the column labeled MRC. The per minute rates applicable to interstate Direct-Dialed outbound one-plus (1+) and Toll Free Service after the block of time has been used are shown in the table below in the column labeled Rate Over Block.

Business Block of Time Rate Plan	MRC	Rate Over Block
1,000 MOUs 1 Year Term	$39	$0.052
1,000 MOUs 2 Year Term	$39	$0.050
1,000 MOUs 3 Year Term	$39	$0.048
2,500 MOUs 1 Year Term	$90	$0.048
2,500 MOUs 2 Year Term	$90	$0.046
2,500 MOUs 3 Year Term	$90	$0.044

**This block of time is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location.*

6.2 Business Services (continued)

6.2.8 Business Block of Time * (continued)

(I) Term Renewal

If the customer wishes to renew the Business Block of Time Plan at the end of the applicable term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Business Block of Time plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis. The Customer will be charged a higher monthly recurring charge of $45 per month for the Block of Time 1000 with a per minute rate of $0.052 for minutes over the 1,000 block of time. The monthly recurring charge of $100 will apply for 2,500 minutes per month with a per minute rate of $0.048 for minutes over the 2,500 block of time. The customer will continue to receive the same Block of Time minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. All usage rates applicable to the prior Block of Time, including the per minute rate for minutes over the block of time rates will continue to apply.

**This block of time is no longer available for new Customer term plan agreements or to existing Customers who make changes to their existing service or move to a new location.*

6.2 Business Services (continued)

6.2.9 Business Flat Rate Plan*

Business Flat Rate Plan is a flat rate calling plan designed for business Customers who bill at least $50.00 monthly in long distance services. Business Flat Rate Plan calls utilize Switched Access Lines. The minimum commitment for the Monthly Minimum Commitment (MMC) on this plan is one month. The minimum commitment for the Minimum Annual Commitment (MAC) is one year. All MMC calls are billed in six (6) second increments with an Initial Period, for billing purposes, of eighteen (18) seconds. All MAC calls are billed in one (1) second increments with an Initial Period, for billing purposes, of eighteen (18) seconds.

(A) Business Flat Rate Plan Customers can have multi location accounts that have the same account-billing name grouped together. Accounts that are added after the initial installation inherit the start date of the first account on the plan.

(B) A Business Flat Rate Plan Customer will be required to select a Minimum Monthly Commitment (MMC) without signing a term commitment or a Minimum Annual Commitment (MAC) which requires a term commitment. A Customer participating in the Business Flat Rate Plan commits to spending a predetermined dollar volume, either annually in the case of a MAC or monthly in the case of a MMC.

(C) Business Flat Rate Customers can aggregate usage totals from inbound and outbound service usage and Operator handled usage and surcharges, and multiple Billed Telephone Numbers (BTN) when they are identified under a single Master Account Number, to meet either the MMC or MAC. Any commitment (MMC or MAC) shortfall will be applied to the Primary Billed Telephone Number of the Master Account.

(D) Customers subscribing to a MMC will be given a two (2) month grace period where there will be no shortfall penalty assessed. If a Customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

(E) Customers that participate in other Frontier Long Distance Optional Call Plans with a term requirement can upgrade to this call plan without penalty. Customer must sign a term Agreement in twelve-month increments, equal to or greater than the remaining months on their existing Agreement and meet the minimum requirement of this plan. 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.

(F) The usage rates defined below are applicable to the components listed. Applicable surcharges apply to Operator Handled type calls.

*This Service is no longer available for new Customer Term agreement. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. Existing Customers upon expiration of their current term may continue with this service on an out of term basis; however, Customers may not add, move, remove, or change lines and/or locations once their current term has expired.

6.2 Business Services (continued)

6.2.9 Business Flat Rate Plan* (continued)

(G) Usage Rates

.1 Monthly Minimum Commitment Option - The usage rated defined below are applicable for Direct Dial inbound and outbound usage and Operator Handled usage. The usage rates applicable to the Business Flat Rate Plan, all days, all times.

MMC	Switched Access	
	Initial 18 Seconds	**Each Add'l 6 Seconds**
$ 50.00	$0.0320	$0.0107
$ 200.00	$0.0320	$0.0107
$ 500.00	$0.0317	$0.0106
$ 1,000.00	$0.0310	$0.0103
$ 2,500.00	$0.0302	$0.0101
$ 5,000.00	$0.0295	$0.0098
$10,000.00	$0.0288	$0.0096
$15,000.00	$0.0281	$0.0094
$20,000.00	$0.0274	$0.0091

*This Service is no longer available for new Customer Term agreement. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. Existing Customers upon expiration of their current term may continue with this service on an out of term basis; however, Customers may not add, move, remove, or change lines and/or locations once their current term has expired.

6.2 Business Services (continued)

6.2.9 Business Flat Rate Plan* (continued)

(G) Usage Rates (continued)

.2 Minimum Annual Commitment Option – The usage rates defined below are applicable for Direct Dial inbound and outbound usage and Operator Handled usage. The usage rates applicable to the Business Flat Rate Plan, all days, all times.

MAC	Switched Access					
	1-Year		2-Year		3-Year	
	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second
$ 600.00	$0.0216	$0.00120	$0.0213	$0.00118	$0.0204	$0.00113
$ 2,400.00	$0.0213	$0.00118	$0.0210	$0.00117	$0.0201	$0.00112
$ 6,000.00	$0.0210	$0.00117	$0.0207	$0.00115	$0.0198	$0.00110
$ 12,000.00	$0.0210	$0.00117	$0.0207	$0.00115	$0.0198	$0.00110
$ 30,000.00	$0.0207	$0.00115	$0.0204	$0.00113	$0.0195	$0.00108
$ 60,000.00	$0.0207	$0.00115	$0.0204	$0.00113	$0.0192	$0.00107
$120,000.00	$0.0204	$0.00113	$0.0198	$0.00110	$0.0186	$0.00103
$180,000.00	$0.0201	$0.00112	$0.0195	$0.00108	$0.0183	$0.00102
$240,000.00	$0.0198	$0.00110	$0.0192	$0.00107	$0.0180	$0.00100

*This Service is no longer available for new Customer Term agreement. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. Existing Customers upon expiration of their current term may continue with this service on an out of term basis; however, Customers may not add, move, remove, or change lines and/or locations once their current term has expired.

6.2 Business Services (continued)

6.2.9 Business Flat Rate Plan* (continued)

(G) Usage Rates (continued)

.2 Out Of Term

Out of term applies to 1, 2, and 3 year terms only

MAC	Per Minute Rate
	Switched
$ 600.00	$0.8405
$ 2,400.00	$0.8337
$ 6,000.00	$0.8264
$ 12,000.00	$0.8264
$ 30,000.00	$0.8128
$ 60,000.00	$0.8128
$120,000.00	$0.7852
$180,000.00	$0.7784
$240,000.00	$0.7575

(H) International Usage Rates

International Usage Rates for the Business Flat Rate Plan will mirror the rates identified in the Company's International Product Reference and Pricing Guidebook, Section 5.5.

(I) Frontier Long Distance Toll Free Service formerly known as 800 CustomLink Plus

Customers who subscribe to a 1, 2 or 3 year term on the Business Flat Rate Plan will not be charged the One Time Installation charge associated with Frontier Long Distance Toll Free Service Plus service described in Section 3.6.1 this Pricing Guidebook. All other rates and charges associated with the service apply unless otherwise defined with a promotion.

(J) Cancellation of Term Plan

The rules and regulations for Customers requesting an early termination of a Business Flat Rate Term Plan are described in Section 2 of this Guidebook. Early Termination charges described in Section 2 of this Guidebook do not apply: (1) when Customer requests an early termination of a Business Flat Rate Plan during an automatically renewed term, or; (2) if during the original term of the Business Flat Rate Plan the Customer signs a new term plan agreement for a functionally equivalent service and term plan with a Frontier Affiliate, and that new term plan has a term that is the same or greater length as the remainder of the original term plan agreement and has the same or greater revenue commitment as the remainder of the of the original revenue commitment.

*This Service is no longer available for new Customer Term agreement. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term plan agreement. Existing Customers upon expiration of their current term may continue with this service on an out of term basis; however, Customers may not add, move, remove, or change lines and/or locations once their current term has expired.

6.2 Business Services (continued)

6.2.10 Frontier Business Unlimited Calling III

This service is no longer available to new Customers effective May 31, 2012. Existing Customers may keep this service until they move locations and/or make changes to their service or until it is discontinued by the Company whichever occurs first

(A) Frontier Business Unlimited Calling III is an outbound calling and optional inbound Switched TFS long distance calling plan. This plan is established at the BTN level and multiple BTN, aggregation is not available with this plan. If the Customer or Applicant selects a different long distance calling plan for specific WTNs the Customer is required to establish a separate BTN for each variation. This Plan is available for the following Business Customers who:

OPTION 1 – NEW OR EXISTING

.1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;

.2 subscribe to the Company for the provision of interstate service for outbound long distance calling on each Frontier business access line* per service location, and may also subscribe to the Company for the provision of toll free service for inbound long distance calling;

.3 newly subscribe to or currently subscribe to Frontier Business Local Calling Assurance* from an Affiliated LEC of the Company on at least one (1), but no more than five (5), business access lines* (i.e., WTNs) on a single BTN;

.4 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) Frontier U-verse High Speed Internet-Business Edition*; (b) Frontier High Speed Internet Business Edition Basic*; (c) Frontier High Speed Internet Business Edition Express*; (d) Frontier High Speed Internet Business Edition Pro*; or (e) Frontier High Speed Internet Business Edition Elite*;

.5 commit to subscribe to this plan for a one (1) or two (2) year term.

*This service not offered under this Guidebook

6.2 Business Services (continued)

6.2.10 Frontier Business Unlimited Calling III (continued)

(A) (continued)

OPTION 2 - WINBACK

.1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for TFS;

.2 subscribe to the Company for the provision of interstate outbound long distance calling on each Frontier business access line* per service location, and may also subscribe to the Company for the provision of toll free services for inbound long distance calling;

.3 meet a minimum of one (1) of the following conditions:

.i previously subscribed to local dial tone # service of an Affiliated LEC of the Company and have cancelled that Service; or

.ii be a current local telephone Customer in the Affiliated LEC local territory who is now moving dial tone services from a competitor of the Company to the Affiliated LEC;

.4 newly subscribe to Frontier Business Local Calling Assurance* from an Affiliated LEC of the Company on at least one (1), but no more than five (5), business access lines* (i.e., WTNS) on a single BTN;

.5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) Frontier U-verse High Speed Internet-Business Edition*; (b) Frontier High Speed Internet Business Edition Basic*; (c) Frontier High Speed Internet Business Edition Express*; (d) Frontier High Speed Internet Business Edition Pro*; or (e) Frontier High Speed Internet Business Edition Elite*;

.6 newly subscribe or currently subscribe to the following service from an Affiliate of the Company

.a subscription to the following: (1) Frontier Tech Support Full Advanced Service Package# for a 1-Year or 2-Year Term; and

.7 commit to subscribe to this plan for a one (1) or two (2) year term.

#This service not offered under this Guidebook

6.2 Business Services (continued)

6.2.10 Frontier Business Unlimited Calling III (continued)

(A) (continued)

OPTION 3 - RETENTION

.1 utilize Switched Access to reach the long distance network for outbound calling and to receive calls from the long distance network for toll free calls;

.2 subscribe to the Company for the provision of interstate outbound long distance calling on each Frontier business access line# per service location, and may also subscribe to the Company for the provision of toll free service for inbound long distance calling;

.3 currently subscribe to local dial tone service from an Affiliated LEC of the company and state an intention to change local carriers;

.4 newly subscribe to or currently subscribe to Frontier Business Local Calling Assurance# from an Affiliated LEC of the Company on at least one (1), but no more than five (5), business access lines# (i.e., WTNs) on a single BTN;

.5 newly subscribe or currently subscribe to one of the following services from an Affiliate of the Company: (a) Frontier U-verse High Speed Internet-Business Edition*; (b) Frontier High Speed Internet Business Edition Basic*; (c) Frontier High Speed Internet Business Edition Express*; (d) Frontier High Speed Internet Business Edition Pro*; or (e) Frontier High Speed Internet Business Edition Elite*;

.6 newly subscribe or currently subscribe to the following service from an Affiliate of the Company

.a subscription to the following: (1) Frontier Tech Support Full Advanced Service Package# for a 1-Year or 2-Year Term; and

.7 commit to subscribe to this plan for a one (1) or two (2) year term.

#This service not offered under this Guidebook

6.2 Business Services (continued)

6.2.10 Frontier Business Unlimited Calling III (continued)

(B) A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided that total number of Frontier business access lines# do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to five (5) business access lines# per legal business entity.

(C) The Customer may subscribe to this plan for outbound Service, only, or for both outbound Service and inbound toll free calling. Customers subscribing to the plan receive unlimited domestic 1+ direct-dialed outbound calling. Where a Customer subscribes to toll free service, inbound toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional feature, rules and regulations, and general information regarding TFS.

(D) Inbound switched toll free calls are not included in the unlimited MOUs. Toll free calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. Toll free calls per minute rates associated with this plan are subject to change with prior notification to the customer.

(E) Term Agreements

.1 1-Year term agreements are oral agreements and do not require a signed agreement.

.2 2-Year term agreements must be signed under any method accepted by the Company, including electronically, and must be received by Company within thirty (30) calendar days from the order date. If the Company does not receive the Customer's signed agreement within the thirty calendar (30) days, and Service has been provisioned in reliance thereon, the term of the agreement shall default to a 1-Year term under the rates, terms and conditions of this plan.

.3 If defaulted to a 1-Year term, the 1-Year term will start on the day the Company completes the change from a 2-Year or 3-Year term to a 1-Year term. The Company will endeavor to complete the change within thirty (30) calendar days after the expired due date for receipt of the signed agreement from the Customer.

.4 Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined in this Guidebook.

.5 This plan will remain in effect and the term will automatically renew until either: (a) canceled or changed by the Customer; (b) the Customer terminates Service with the Company; (c) the Company no longer offers this plan to new Customers or existing Customers moving to new locations or changing the number of access lines# under the BTN(s) to which this plan applies; or (d) the Company notifies the Customer this plan is no longer available; whichever occurs first.

.6 The Customer is under no obligation to re-subscribe to this plan after completion of the initial term period.

#This service not offered under this Guidebook

SECTION 6 – GRANDFATHERED SERVICES

6.2 Business Services (continued)

6.2.10 Frontier Business Unlimited Calling III (continued)

(F) Early Termination Fee/Under Utilization Fee (ETF/UUF)

.1 Customers that subscribe to this plan combined with a term plan agreement, and who wish to: (a) change the length of a term plan agreement; or (b) change to another calling plan; must cancel their current term plan agreement and agree to a new term plan agreement with new begin/end dates unless otherwise indicated in this Guidebook.

Customers who cancel this plan prior to the expiration date of their current term plan agreement and who do not qualify under item numbers .2 and .3 below will be required to pay an ETF/UUF. The ETF/UUF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

.2 The Company will not charge an ETF/UUF when the Customer cancels an existing term plan agreement if at the same time the Customer agrees to a new term plan agreement for a different Business calling plan with an MRC or MMC from the Company.

.3 The Company will adjust to zero any ETF/UUF when:

.a the Customer cancels an existing term plan agreement with an MRC or MMC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service or any functionally equivalent service from an affiliate of the Company for the purpose of placing outbound and/or inbound live voice communications outside of the Customer's local calling area; or

.b the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the automatic renewal of the term.

6.2 Business Services (continued)

6.2.10 Frontier Business Unlimited Calling III (continued)

(G) Restrictions

.1 All business access lines# and/or WTN's under the participating BTN must be provisioned on this plan.

.2 This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, Internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. This plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forwarding/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; nonsquare electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. Where the customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle of any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

.3 If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of Access Lines# exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. If moved to Business MTS, the rates associated with Business MTS will apply in lieu of the rates specified in Section 3.5.1 of this Guidebook.

#This service not offered under this Guidebook

6.2 Business Services (continued)

6.2.10 Frontier Business Unlimited Calling III (continued)

(I) Rates and Charges

.1 The outbound long distance calling MRC is as follows:

Option 1

- Initial 1-Year Term $10.00 per access line#
- Initial 2- Year Term $10.00 per access line#
- Month-to-Month $25.00 per access line#

Option 2

- Initial 1-Year Term $5.00 per access line#
- Initial 2- Year Term $5.00 per access line#
- Month-to-Month $25.00 per access line#

Option 3

- Initial 1-Year Term $5.00 per access line#
- Initial 2- Year Term $5.00 per access line#
- Month-to-Month $25.00 per access line#

See Section 3.6 of this Guidebook for the toll free service (Custom Link 800 Plus) MRC.

.2 The inbound toll free service per minute usage rate is $0.055. See Section 3.6 of this Guidebook for the toll free service MRC.

#This service not offered under this Guidebook

6.2 Business Services (continued)

6.2.11 Frontier Business Calling $15[1]

(A) Frontier Business Calling $15 is a custom combination inbound, outbound, flat rate optional pricing plan. The Customer may subscribe to Frontier Business Calling $15 for outbound Service only, 800 Toll Free Service only or for both outbound and inbound toll free service for a single BTN. This Service is established at the BTN level and is only available for a single BTN. Service is available on a month-to-month basis and is available for Customers that commit to a 1-year term plan or 2-year term plan. This optional pricing plan is available to Business Customers that:

.1 request to be provisioned under this optional pricing plan;

.2 utilize Switched Access to reach the long distance network for outbound calling and/or utilize Switched Access to receive calls from the long distance network for toll free calls; and

.3 commit to a Minimum Monthly Commitment (MMC) of $15 per month.

(B) Toll free calls may originate on any type of access and are terminated via Switched Access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding TFS.

(C) The rates and charges apply only to interstate calls dialed directly from the Customer's location. Operator Assisted and Frontier Long Distance Toll Free Service usage are billed at a specific rate and applicable surcharges apply.

(D) The following regulations apply

.1 The Customer's usage rate for each call is based on the Customer's Minimum Monthly Commitment.

.2 For month to month the billing increments are six (6) seconds subject to a minimum connect time (initial Period) of sixty (60) seconds. For 1 and 2 year terms the billing increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds.

[1]This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

6.2 Business Services (continued)

6.2.11 Frontier Business Calling $15[1] (continued)

(E) Rates and Charges

.1 The per minute usage rates for outbound and inbound toll free calls are as follows:

	Month to Month	
	Initial 60 Seconds	**Each Add'l. 6 Seconds**
Frontier Long Distance Toll Free Service[2]	$0.125	$0.0125
Business MTS Usage	$0.125	$0.0125

	1 Year Term	
	Initial 30 Seconds	**Each Add'l. 1 Second**
Frontier Long Distance Toll Free Service[2]	$0.0294	$0.00098
Business MTS Usage	$0.0294	$0.00098

	2 Year Term	
	Initial 30 Seconds	**Each Add'l 1 Second**
Frontier Long Distance Toll Free Service[2]	$0.0291	$0.00097
Business MTS Usage	$0.0291	$0.00097

.3 International Usage Rates

See Section 3.5 of this Guidebook for the International default usage rates that apply under this plan. Customers may select the Worldwide Frontier Business Solutions Plan. If selected, the rates and MRC defined in section 3.7 of this Guidebook will apply. All usage associated with Worldwide Frontier Business Solutions plan will contribute to the MMC, however, the MRC will not.

[1]This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.
[2] Formerly known as 800 CustomLinkPlus

6.2 Business Services (continued)

6.2.11 Frontier Business Calling $15[1] (continued)

(F) End of Term

.1 If the customer wishes to renew this plan for a new one (1) or two (2) year term, the customer must notify the Company at least thirty (30) days prior to current term's expiration date.

.2 If the customer does not notify the Company at least thirty (30) days prior to the expiration of the current term, the Customer will remain on this plan at the expiration of their term and the month-to-month rates defined above will apply.

6.2.12 Frontier Business Calling $15 Advantage[1]

(A) Frontier Business Calling $15 Advantage is a domestic 1+, switched domestic outbound 1+ service only, inbound toll free service only or both domestic outbound 1+ and inbound toll free service. This service is established at the BTN level and is only available for a single BTN. This service is available to Business Customers that:

.1 request to be provisioned under this service;

.2 utilize Switched Access to reach the long distance network for domestic outbound 1+ calling and/or utilize switched access to receive calls from the long distance network for toll free calls;

.3 commit to a 1-Year or 2-Year term agreement with a MMC of $15.00 per month; and

.4 subscribe to the Company for interstate service.

(B) Inbound toll free service calls may originate on any type of access and are terminated via switched access to the Customer's location. See Section 3.6 of this Guidebook for optional features, rules and regulations, and general information regarding toll free service.

(C) Calls are billed in increments of one (1) second subject to a minimum connect time of (initial period) of thirty seconds.

(D) At the end of the first 1-Year or 2-Year term the Customer will be moved to Frontier Business Calling $15 - Month-To Month and the rates, terms and conditions of Frontier Business Calling $15 will apply.

[1]This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

6.2 Business Services (continued)

6.2.12 Frontier Business Calling $15 Advantage[1] (continued)

(E) Rates and Charges

The per minute rate for domestic outbound 1+ calls, inbound toll free calls and fully automated, operator assisted, and operator dialed calls billed to the calling are as follows:

The per call charge may be found in Section 4.2.8(B) of this Guidebook.

Rate Options	1-Year Term	2-Year Term
Outbound 1+ & Inbound Toll Free	$0.0490	$0.0470

[1]This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

6.2 Business Services (continued)

6.2.13 Block of Time 200 II[1]

(A) Block of Time 200 II is an interstate outbound calling and/or toll free service inbound calling long distance calling plan. This plan is established at the BTN level. Multiple BTN aggregation is not available with this Service. If the Customer or Applicant selects a different business long distance calling plan for specific WTN(s), the Customer is required to establish a separate BTN for each variation.

(B) This optional calling plan is available to new or existing Business Customers who:

.a use Switched Access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for toll free calls;

.b subscribe to access line# from an Affiliated LEC of the Company;

.c subscribe to the Company for the provision of interstate service for outbound long distance calling and/or inbound toll free long distance calling;

.d commits to subscribe to this plan for a 1-Year term agreement;

.e specify at the time of ordering if the MOUs are to be used for outbound calling, inbound toll free calls, or both; and

.f request to be provisioned under this plan.

(C) Customers subscribing to this Service receive 200 MOUs (BOT) of one plus (1+) Direct Dialed domestic outbound long distance calling and/or domestic inbound switched toll free calls. Calls are billed in increments of one (1) second subject to a minimum connect time (initial period) of thirty (30) seconds. Any minutes not used in a billing cycle will not be carried over the next billing cycle. No credits will be given for any unused minutes.

[1]This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

6.2 Business Services (continued)

6.2.13 Block of Time 200 II[1] (continued)

(D) This Service will remain in effect until either (a) cancelled or changed by the Customer; or (b) until the Company no longer offers this service to new Customers or existing Subscribers moving to new locations, whichever occurs first. Changes to this service will be effective on the day the Customer's order is processed.

(E) Customers that subscribe to this service and terminate Service prior to the expiration date of the term may be required to pay an early termination fee (ETF). The ETF shall be 50% of the MRC times the number of months remaining in the initial term in effect at the time of termination.

(F) Term Renewal

.1 If the customer wishes to renew the Block of Time 200 II for a new 1-Year or 2-Year term, the customer must notify the Company at least thirty (30) days prior to the expiration of their current term of their intention to renew for a new term..

.2 Customers who fail to contact the Company within thirty (30) days prior to the expiration of their term to request a term renewal will remain on this plan and be billed on a month-to-month basis at the rates defined below.

(G) Rates and Charges

.1 MRC and Per Minute Usage Charges

.a 1-Year Term

The MRC is $10.00 and the outbound and inbound toll free calling per minute usage rate is $0.05 for calls completed and/or received after the block of time has been used. See section 3.6 for the toll free service MRC.

.b Month-to-Month

The MRC is $12.00 and the outbound and inbound toll free calling per minute usage rate is $0.06 for calls completed and/or received after the block of time has been used. See section 3.6 for the toll free service MRC.

See Section 3.6 for the toll free service MRC.

[1]This plan is no longer available to new customers effective November 12, 2013. Existing customers may keep this plan until: (a) they move locations; and/or (b) make changes to their service; or (c) until it is discontinued by the Company, whichever occurs first.

6.3 Business and/or Consumer Services

6.3.1 Select States*

Select States is offered to the MTS Customer. Select States rates apply when total combined MTS monthly eligible usage and surcharges exceed $25.00 per billing period.

Select States offers discounted calling rates to the eligible Customer for interstate switched outbound calling (except Directory Assistance and operator-assisted calls) from the Customer's location to pre-designated states in the United States, including Puerto Rico, U.S. Virgin Islands, Washington D.C., Guam, the Northern Mariana Islands, and American Samoa, and excluding the Customer's home state. The Customer preselects three states to which the discounted calling rate applies. For billing cycles in which the Customer meets the $25.00 billing minimum described above, all eligible calls to the preselected states are re-rated at the reduced rate specified herein. The re-rated calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Eligibility for the MTS 5% volume discount is based on the bill total after any re-rating for Select States. No fixed monthly fees apply. The Customer may change the preselected states at no charge.

Usage rates per minute:

Peak	Off-Peak
$0.1800	$0.1100

6.3.2 Classic Solutions*

Classic Solutions is a basic service utilizing Switched Access Lines and is priced according to distance sensitive bands. Calls are billed in one (1) minute increments, with a minimum call duration, for billing purposes, of one minute. A Classic Solutions Customer can include usage from Intrastate and International Direct Dial 1+, as well Operator Service and Frontier Long Distance Toll Free Service usage into the monthly usage commitment level for purposes of determining the discount threshold. Service that is eligible for the rates is Interstate Direct Dial 1+ service. Services that are eligible for the Discounts defined in Section 6.1.8(E) are as follows: Interstate Direct Dial 1+ service as well as 800 Service Usage and Surcharges Operator Assisted calls are rated at the Operator Assisted specific rates plus appropriate surcharges as defined in Sections 3.7 and 4.2.

(A) Classic Solutions Business Rates

Mileage Bands	**Peak**		**Off-Peak**	
	Initial Period	**Each Add'l. Period**	**Initial Period**	**Each Add'l. Period**
0-55	$0.21	$0.21	$0.21	$0.21
56-925	$0.21	$0.21	$0.21	$0.21
926-3000	$0.21	$0.21	$0.21	$0.21
3001-4250	$0.21	$0.21	$0.21	$0.21
4251-5750	$0.21	$0.21	$0.21	$0.21

** Grandfathered to new Customers or existing Customers who change their service or move locations*

6.3 Business and/or Consumer Services (continued)

6.3.2 Classic Solutions* (continued)

(B) Classic Solutions Residential Direct Dial Rates

MRC: $1.00

A Residential Customer will only be eligible for the rates listed below if the customer remains presubscribed to Frontier Long Distance as their primary interexchange Carrier and IntraLATA Carrier.

Mileage Bands	Per-Minute Rates			
	Peak		Off-Peak	
	Initial Period	Each Add'l. Period	Initial Period	Each Add'l. Period
0-55	$0.25	$0.25	$0.16	$0.16
56-925	$0.27	$0.27	$0.17	$0.17
926-3000	$0.29	$0.29	$0.19	$0.19
3001-4250	$0.32	$0.32	$0.21	$0.21
4251-5750	$0.33	$0.33	$0.22	$0.22

(C) Classic Solutions Frontier Long Distance Toll Free Service Rates

For Frontier Long Distance Toll Free Service options available under this plan please see Section 3.6. Frontier Long Distance Toll Free Service is rated in one (1) minute increments, with minimum call duration, for billing purposes, of one (1) minute.

Mileage Bands	Peak		Off-Peak	
	Initial Period	Each Add'l. Period	Initial Period	Each Add'l. Period
Frontier Long Distance Toll Free Service[1]	$0.2800	$0.2800	$0.1800	$0.1800
Frontier Long Distance Toll Free Service[2] (Business)	$0.2200	$0.2200	$0.1500	$0.1500
Frontier Long Distance Toll Free Service[2] (Residential)	$0.2100	$0.2100	$0.1300	$0.1300

(D) Monthly Usage Discount Schedule

The following discount schedule applies to the monthly usage discount applied to Classic Solutions Customers. Discounts will be calculated utilizing all contributory services and will apply to the total monthly billing volume level.

Monthly Usage	Discount %
$ 0.00 - $ 10.00	0.00%
$ 10.01 - $ 25.00	10.00%
$ 25.01 - $100.00	12.50%
$100.01 - $200.00	15.00%
$200.01 +	20.00%

** Grandfathered to new Customers or existing Customers who change their service or move locations*

[1]Formerly known as 800 CustomLink
[2]Fornerly known as 799 CustomLink Plus

6.4 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus

6.4.1 Alternative Frontier Long Distance Toll Free Service

(A) Switched Access

.1 Consumer Frontier Long Distance Toll Free Services[1]

.a Frontier Long Distance Toll Free Services[1] formerly known as Toll Free 800 , Simply Toll Free, 800 CustomLink and 800 CustomLink Plus

.i This Service is for customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. This service is available to Residential Customers that subscribe to and maintain any of the Company's outbound interstate residential services of the Company: other than MTS. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. If a Customer cancels the Company's 1+ outbound Service for the POTS telephone number associated with the toll free service, the Customer will no longer qualify for this service will be terminated pursuant to Section 2 of this Guidebook

.ii The MRC is $2.95 and the per minute usage rate is $0.10.

.b Toll Free Default

.i Toll Free Default is a TFS for Customers that utilize Switched Access to receive calls from the long distance network without charge to the calling party. Toll Free Default is available to Residential Customers that subscribe to MTS. All calls are billed in increments of one (1) minute subject to a minimum connect time (initial period) of one (1) minute. If a Residential Customer subscribing to any of the Company's TFS offerings moves its 1+ outbound Service for the POTS telephone number associated with TFS to another long distance carrier leaving only TFS, Service will be terminated pursuant to Section 2. of this Guidebook.

.ii The MRC is $2.95 and the per minute usage rate is $0.24.

[1] This service is no longer available to new Customers or existing Customers who change their service or move location effective November 15, 2010.

6.4 Frontier Long Distance Toll Free Service formerly known as Toll Free Service, 800 Service, 800 CustomLink and 800 CustomLink Plus (continued)

6.4.1 Alternative Frontier Long Distance Toll Free Service (continued)

(A) Toll Free Service – Switched (continued)

.1 Consumer Frontier Long Distance Toll Free Services[1] (continued)

Frontier Long Distance Toll Free Service[2]	
Option 1	**Consumer**
MRC	$8.00
Non-Recurring Charge	$50.00
Option 2	Consumer
MRC	$15.00
Non-Recurring Charge	$50.00

Frontier Long Distance Toll Free Service[3]		
Switched Access	**Consumer**	**Business**
MRC	$2.95	$12.00
Non-Recurring Charge	$0.00	$0.00

.c Per minute Usage Rate

	Peak	**Off-Peak**
Residential	$0.4200	$0.3200

[1] This service is no longer available to new Customers or existing Customers who change their service or move location effective November 15, 2010.

[2]Formerly known as 800 CustomLink
[3] Formerly known as 800 CustomLink Plus

SECTION 7 – MISCELLANEOUS CHARGES

7.1 Additional Labor Charges

7.1.1 Additional labor charges will apply when the Customer requests the following:

(A) Installation or circuit changes during non-business hours under unusual circumstances; or

(B) A Company designated technician at the Customers' Premises for trouble that results from problems in the Customer's equipment; or

(C) The provision of engineering design or other activities which are not normally provided as part of the design and installation of service; or

(D) If the Customer requests that installation be performed at hours of the day or days of the week other than normal work hours or days (8:00 am to but not including 5:00 pm Monday through Friday excluding holidays) or interrupts work once begun, additional labor charges apply as shown below:

	Rate Per 15 Minutes
8:00 am to but not including 5:00 pm Monday through Friday excluding holidays	$25.00
Holidays (New Years Day, Federally Observed Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas)	$31.25
All Other Times	$31.25

7.2 Duplicate Bill Charges

7.2.1 General

(A) Subject to Company retention policies, availability of the bill(s), and ability of the Company to retrieve the bill(s), a Customers may request a paper copy of their bill(s). A Duplicate Bill Charge may apply upon a Customer's request for the duplicate copies of their telephone bill(s) in accordance with the charges specified following, unless stipulated differently in the Customer's contract. This Service will be available where billing and technology exists.

(B) The Duplicate Bill Charge, as defined below, will not be applied in the following instances:

.1 When a Customer is currently subscribing to a Service to receive additional copies of their bills;

.2 When Customers request a copy of the bill because of non-receipt of an initial bill after new connect, transfer or change of address orders;

.3 When Customers have not received a bill due to Company error in the address of the bill;

.4 When a customer requests a copy of the current monthly bill or final bill

7.2.2 Rates and Charges

Duplicate Bill Charge, mailed via standard US mail only:

Per bill copy charge	$5.00

7.2.3 Liability

With respect to any claim or suit, by a Customer or any others, for damages arising from delays, errors, or omissions, or failure to provide bill copies, the Company's liability, if any, shall not exceed the amount paid for the Service.

7.3 Carrier Cost Recovery Surcharge (CCRS)*

Carrier Cost Recovery Surcharge (CCSR) is a surcharge that will be assessed on a monthly basis. It recovers various costs, including costs Frontier Communications of America incurs in the administration of the Universal Service Fund, the national fund for the Telecommunications Relay Service, regulatory expenses and compliance items.

The CCRS will be billed on a monthly basis in arrears, will not be pro-rated, and applies at the account level when pre-subscribed to Frontier Communications of America. This surcharge is not based upon 1+ or toll free levels of usage.

	Monthly Charge	
Residential Carrier Cost Recovery Surcharge	$5.99	(I)
Business Carrier Cost Recovery Surcharge	$13.99	

7.4 Federal Regulatory Fee * (C)

Services provided pursuant to this Guidebook are subject to an undiscountable monthly Federal Regulatory Fee which will enable the Company to recover some of the costs associated with telecommunications relay services and federal regulatory compliance items. Customers will be assessed a monthly charge equal to a percentage of the Customer's total net interstate charges, after the application of all applicable discounts and credits. This Federal Regulatory Fee is neither contributory to nor eligible to receive discounts, nor is it eligible to contribute to meeting minimum monthly or annual requirements. A Customer will not be required to pay this Federal Regulatory Fee if it demonstrates to the Company's reasonable satisfaction that the Customer is acquiring the Company's Services for resale, i.e. not for its own internal use. The current Federal Regulatory Fee is 2.82%

7.5 Universal Service Fund (USF) Charge. Telecommunications services provided by the Company are subject to a Universal Service Fund Charge. The Universal Service Fund provides telecommunications and information services to schools, libraries and rural health care facilities; it also serves to subsidize local service to high cost areas and low-income households This Universal Service Fund (USF) charge will be identified on the bill as "Federal Universal Service – Interstate" and will be found in the "Other fees" section of the bill. The FCC Contribution factor is subject to change quarterly. The current factor can found at http://www.fcc.gov/omd/contribution-factor.html.

** The Federal Regulatory Fee is grandfathered as of My 1, 2021. (N)