

USING THE PRODUCT GUIDE

Applicable To Residence and Business
Local Services, Rates, Terms and Conditions
Provided In The Territories Served By
FRONTIER CALIFORNIA INC.
Within The State Of California

Contents

1. User Guide
 - A. Description
 - B. Structure
 - C. Navigating The Product Guide
 - D. Contents

USING THE PRODUCT GUIDE

1. User Guide

A. Description

This Product Guide lists rates, terms and conditions associated with detariffed residence and business services as authorized in D.07-09-018.

Some services such as basic residence telephone line (flat or measured dial tone line), 911, and your choice of long distance provider are not detariffed and will not be found in the Product Guide.

The rates terms and conditions associated with a residence basic telephone line can be found at www.frontier.com/tariffs, in Tariff Schedule A-1.

B. Structure

This Product Guide is broken into individual sections.

The first 6 sections include general information applicable to residence and business customers.
Sections 0, 1, 2, 3, 4, 5

The remaining sections are related to individual products and services offered by Frontier.
Sections 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35

2. Navigating The Product Guide

a. Using Adobe search capabilities

- To search the Product guide you must have Adobe Acrobat Reader installed on your computer
- Open either of the following files "Using The Product Guide" Or " Table of Contents"
- After opening the file use the search function on the Adobe tool bar to perform a search
- Using the search results, determine which section of the Product Guide has the information you are interested in viewing.
- Close this file and open the section of the Product Guide with the information you are looking for.
- The Adobe search feature will work in each individual section of the Product Guide.

USING THE PRODUCT GUIDE

1. User Guide (Continued)

A. Contents

Section descriptions

- Section 0 TABLE OF CONTENTS
identifies the individual sections of the Product Guide, provides an alphabetical list of services offered and the section the services are located in
- Section 1 DEFINITIONS OF TERMS
provides an alphabetical list of terms used throughout the Product Guide
- Section 2 GENERAL TERMS AND CONDITIONS
outlines the terms and conditions associated with both residence and business services including, disclaimers, warranties, class of service, Service Performance Guarantee, and Termination Liability
- Section 3 SERVICE CHARGES
lists the one-time charges for installing services
- Section 4 LOCAL EXCHANGE SERVICE
rates for business basic individual phone lines services and the associated usage rates
- Section 5 LOCAL EXCHANGES, EXTENDED SERVICE AREAS AND ZUM 3 EXCHANGES
The exchanges (cities) Frontier serves and the calling areas
- Section 6 GENERAL SERVICES
individual service enhancements such as Inside Wire Maintenance and Voice Mail
- Section 7 CUSTOM CALLING SERVICES
individual calling features such as Call Waiting, Speed Dialing, Call Forwarding, 3-Way Calling, Caller ID, *69, Call Trace, Call Restriction Service
- Section 8 PACKAGED SERVICES
calling features sold in packages such as Frontier Local Package / Extra, FTR Regional Package Unlimited, FTR Regional Calling Plan, Frontier Regional Value, Frontier Local Package Basic / Prime, FTR Regional Calling Plan
- Section 9 PROMOTIONAL PRICING
special limited time offers
- Section 10 COMPETITIVE RESPONSE
special offers in response to a competitive offer
- Section 11 CENTREX SERVICES
Business service offering whereby certain basic and optional features are provided

USING THE PRODUCT GUIDE

1. User Guide (Continued)

A. Contents (Continued)

Section descriptions (Continued)

- Section 12 PRIVATE BRANCH EXCHANGE SERVICE
Grandfathered Inward Dialing and Centrex service
- Section 13 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES
Business service offering
- Section 14 DIGITAL NETWORK SERVICES
Business service offerings: Digital Channel Service
- Section 15 ADVANCED DATA SERVICES
Business service offerings: Video Connection Service, ATM, Frame Relay, SONET, DSO, DWR and IOS
- Section 16 ADVANCED INTELLIGENT NETWORK (AIN) SERVICES
Business service offerings: Custom Redirect Service
- Section 17 PAY TELEPHONE SERVICE
Customer owned pay coin telephone service
- Section 18 Info Contact 900 AND 976 SERVICES
intraLATA transport service and Billing and Collection service for Information Providers
- Section 19 INSIDE WIRE, INTRABUILDING CABLE, NETWORK FACILITIES & ASSOCIATED DEMARCATION POINTS
- Section 20 INTRALATA TOLL SERVICE
rates, terms and conditions for calls between two exchange stations located in different local services areas
- Section 21 CALLING PLANS
calling rate plans for IntraLATA Toll usage
- Section 22 OPERATOR SERVICES
Rates, terms and conditions for calls placed with the use of a live operator and Referral Services
- Section 23 DIRECTORY SERVICES
Includes Local Directory Assistance, National Directory Assistance, Service Request, List Service and Shared System Listing Service

USING THE PRODUCT GUIDE

1. User Guide (Continued)

A. Contents (Continued)

Section descriptions (Continued)

- Section 24 SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)
Network services, which expand a customer's ability to provide services to clients or which provide benefits directly to the customer
- Section 25 EMPLOYEES SERVICES
offerings to residence telephone service provided to regular and retired employees of the Utility
- Section 26 VIDEO DIGITAL TRANSPORT
business service offering
- Section 27 RADIO TELEPHONE SERVICE
Utility's portion of service between mobile stations of a Radio Telephone Utility and stations outside the local service area(s)
- Section 28 N11 DIALING SERVICES
- Section 29 CUSTOM ROUTING SERVICE
business service offering
- Section 30 WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES
Intrastate intraLATA 800 service
- Section 31 FACILITIES BASED SERVICES (LOCAL, INTRASTATE ACCESS AND INTRALATA TOLL)
services offered in areas in which Frontier is acting as a CLEC, out of franchise
- Section 32 SHARED PRIVATE LINE SERVICES
Quickconnect
- Section 33 SWITCHED DATA SERVICES
- Section 34 CUSTOMER OWNED PAY TELEPHONE (COPT) RESALE SERVICES (WHOLESALE)
- Section 35 GRANDFATHERED SERVICES
services no longer offered for sale

USING THE PRODUCT GUIDE

SYMBOLS

The following symbols are applicable to this Product Guide:

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