TELEPHONE RATE SCHEDULES

and

TELEPHONE SERVICE REGULATIONS

OF

FRONTIER SOUTHWEST INCORPORATED
d/b/a
FRONTIER COMMUNICATIONS OF

FOR

TELEPHONE SERVICE

in the

STATE OF

TEXAS

Effective August 24, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities, other than for Lifeline-eligible customers, are no longer available for new purchase by any customers. (N)
Effective November 16th, 2026, all services subject to this Product Guide] that are provided to any location in this state wholly or in part over copper facilities, other than for Lifeline-eligible customers, are discontinued, subject to a reasonable period for existing customers to transition off the services. (N)

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SCHEDULE NO. AA

PRELIMINARY STATEMENT

NUMERICAL LIST OF SCHEDULES

Schedule Number	Title	
AA	Preliminary Statement	
AB	Exchange Serving Area Maps	
AC	Rules	
A-1	Network Access Line Service	
A-1A	Expanded Local Calling (ELC) Service	
A-2	Outside Plant Facilities	
A-3	Concurring Services	(C)
A-4	Special Equipment for the Physically Impaired	
A-5	Service Charges	
A-6	Directory Listings	
A-7	Telephone Concession Service	
A-8	Tax Adjustment in Territory Served	
A-9	Fire Reporting Service	
A-10	Miscellaneous Billing Service	
A-11	Digital Centrex Service	
A-12	9-1-1 Emergency Telephone Service	
A-13	Private Switch Emergency Service	
A-14	E911 Alternate Network Routing	

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SCHEDULE NO. AA

PRELIMINARY STATEMENT

SYMBOLS

The following symbols are applicable to all tariff schedules and rules of the utility.

(C) To signify changed listing, rule, or conditions which may affect rates or charges

(D) To signify discontinued material, including listing, rate, rule, or condition

(E) To signify a correction of an error made during a revision (the revision which resulted in the error must be connected to some material contained in the tariff prior to the revision)

(I) To signify increase

(K) To signify that material has been transferred from another sheet or place in the tariff

(L) To signify that material has been transferred to another sheet or place in the tariff

(M) To signify that material has been transferred to another sheet or place in the tariff (N)

(N) To signify new material including listing, rate, rule, or condition

(R) To signify reduction

(T) To signify change in wording of text, but not change in rate, rule or condition

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SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

TERRITORY SERVED - SERVICE RENDERED - RATES - RULES AND REGULATIONS

Frontier Southwest Incorporated d/b/a Frontier Communications of , hereinafter referred to as "the utility," furnishes exchange telephone service, toll telephone service, and private line services and channels throughout the territory served by it as shown in its schedules, which includes a description of service furnished. Frontier Southwest Incorporated adopts all tariff references in effect at the time of its acquisition on April 1, 2016, under the names Frontier Southwest and Frontier Southwest Incorporated (TXC) until such time those tariff references are revised by Frontier Communications of .

Some services or features of services cannot be provisioned over fiber facilities from the customer's premises to the serving Central Office. These restrictions are noted in the applicable service sections. In some areas of the state, an entire exchange may be equipped with all fiber facilities. A listing of the all fiber facilities exchanges is contained in Schedule No. A-1.

Connection for toll telephone service is maintained with the lines of connecting utilities, whereby the toll service of such utilities is made available to customers and patrons of the utility at the regular published rates of the toll utilities.

No officer, solicitor, agent or employee of the utility has any authority to waive, alter or amend in any respect these rates and rules or any part thereof or to make any agreements inconsistent therewith.

Effective August 24, 2026, all services subject to this Product Guide that are provided to any location in this state wholly or in part over copper facilities, other than for Lifeline-eligible customers, are no longer available for new purchase by any customers. Effective November 16th, 2026, all services subject to this Product Guide] that are provided to any location in this state wholly or in part over copper facilities, other than for Lifeline-eligible customers, are discontinued, subject to a reasonable period for existing customers to transition off the services. (N) (N)

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SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

NUMERICAL LIST OF SCHEDULES (Continued)

Schedule Number	Title	
B-1	Toll Telephone Service	
B-2	Wide Area Telephone Service	
B-3	Access Service	(N)
E-1	Special Assembly of Equipment	(N)
E-2	High Speed Private Line Service	
E-3	Customer Specific Contract	
F-1	Network Services	(N)
G-1	Private Line Services and Channels	
H-1	ControLink Digital Channel Service	(N)
I-1	Integrated Services Digital Network Services	(N)
J-1	CyberDS1 Service	(N)
L-1	Mobile Telephone Service	(T)
R-1	Resale of Local Exchange Services	(N)
R-2	Local Measured Facilities	
R-3	Service Provider Number Portability (SPNP)	(N)
X-1	Discontinued Equipment and Service	

(Continued)

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SCHEDULE NO. AC

RULES

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest Incorporated (TXG) General Exchange PRODUCT GUIDE for the items listed below:

Definitions of Terms, see TXG, Section 4.
General Rules and Regulations (except for Rules 13 and 15, which remain), see TXG, Sections 5, 9, and 30.

INDEX TO RULES

Rule Number	Title	Sheet Number
13	Temporary Service	48
15	Outside Plant Facilities and Service Connections	50

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SCHEDULE NO. AC

RULE NO. 13

TEMPORARY SERVICE

A1 Establishment of temporary service

The utility will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or service to speculative projects under the following conditions:

B1 The applicant shall pay, in advance or otherwise as required by the utility, the estimated cost installed plus the estimated cost of removal, less the estimated salvage of the facilities necessary for furnishing service.

B2 The applicant shall establish credit as required by Rule No. 6, except that the deposit which may be required will be sufficient to reasonably protect the utility against the assumed risk provided such policy is applied in a uniform and nondiscriminatory manner.

A2 Refunds

B1 The amount of refund upon reclassification of a customer's service from temporary to permanent will be made on the basis of the line extension schedule in effect at the time the customer's service is reclassified.

B2 Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced.

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SCHEDULE NO. AC

RULE NO. 15

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS

A1 Outside plant facilities and service connections

B1 General

C1 Except as otherwise provided in these Rules, the utility will, at its expense, construct, own and maintain all facilities necessary to serve applicants in accordance with its rates, rules, and current construction standards, provided dedicated streets are available or acceptable easements can be obtained without charge or condemnation.

C2 Where an applicant requests a route or type of construction which is feasible but differs from that determined by the utility, he will be required to pay the estimated additional cost involved.

C3 In lieu of all or part of the payment in C2 above, the applicant may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant. Upon acceptance by the utility, ownership of any materials so furnished shall vest in the utility except that portion of underground supporting structures located on private property.

C4 Charges for outside plant extensions and service connections in all areas are set forth in Schedule No. A-2.

C5 Outside plant extension and service connection provisions for temporary or speculative service are set forth in Rule No. 13.

C6 Where its own operating conditions warrant, the utility will extend and maintain its facilities underground at its expense.

C7 If the applicant can and does elect to be served by aerial electrical facilities, the utility is not obligated to construct underground.

(Continued)

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SCHEDULE NO. AC

RULE NO. 15

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A1 Outside plant facilities and service connections (continued)

B2 Aerial plant extensions

Aerial plant extensions will be constructed at the utility's expense subject to the general provisions in B1 above.

B3 Aerial service connections

C1 Aerial service connections from aerial distribution facilities are furnished at the utility's expense except as set forth in A1, B1 above.

C2 Where facilities are changed at customer request from aerial to underground, the customer is charged the cost of dismantling and removing the aerial facilities.

C3 Aerial service connections from underground distribution facilities are not provided unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant will be required to pay in advance a nonrefundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection.

C4 Applicant or customer will provide and maintain a suitable point of attachment on the building housing the premises served to give clearance between the service connection wire or cable and ground and other objects as required by applicable laws, ordinances, rules or regulations of public authorities.

B4 Underground plant extensions

Where underground construction is required for buried cable to be used for plant extensions, the rates will be the same as set forth in Schedule No. A-2.

(Continued)

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SCHEDULE NO. AC

RULE NO. 15

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A1 Outside plant facilities and service connections (continued)

B5 New underground service connections

When applicant or customer, including subdivider or developer, either requests or is lawfully required to provide underground facilities, the utility will furnish such service under the following conditions with respect to underground service connections.

C1 To property of applicant or customer, including subdivider or developer (service connections)

D1 Tracts or subdivisions

The utility will construct underground service connections without charge where right-of-way can, in the utility's judgment, be reasonably obtained, and where soil conditions and topography are such that trenching costs will not materially exceed the utility's average trenching costs. Where right-of-way or trenching costs are materially excessive, the subdivider or developer will pay the difference between that cost and average right-of-way and/or trenching costs.

D2 All other cases

In all cases other than those included in D1, if the applicant or customer requests underground construction, he will be required to pay the difference between the cost of providing underground facilities and the estimated cost of constructing the aerial equivalent. In lieu of all or part of such payment, the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant or customer. Upon acceptance by the utility, ownership of any material so furnished shall vest in the utility.

(Continued)

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SCHEDULE NO. AC

RULE NO. 15

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A1 Outside plant facilities and service connections (continued)

B5 New underground service connections (continued)

C2 On property of an applicant or customer, including sub-divider or developer (service connections)

D1 Where the utility determines that conduit is to be used for the service connection, the applicant or customer will furnish, install, and maintain at his expense the required conduit in accordance with the utility's specifications; or

D2 Where the utility determines that buried wire or buried cable is to be used for the service connection, the applicant or customer will provide or pay the cost of the underground supporting structure; and

D3 In areas where the utility desires to maintain underground facilities for its operating convenience or where such facilities are required by law; the utility will, at its own expense, extend the necessary underground facilities to the service connections in accordance with its established construction standards.

D4 When, for its own operating convenience, the utility desires to construct and maintain underground facilities on the property of an applicant or customer, such facilities will be provided at no charge to applicant or customer.

B6 Charges Applicable for Facility Extension: (N)

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

(Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

APPLICABILITY

This schedule applies to local exchange Telephone service offered by General Telephone Company of the Southwest d/b/a Frontier Southwest in the State of and is governed by the Rules and Regulations as contained in other schedules of this PRODUCT GUIDE.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed with the Public Utility Commission of as part of the PRODUCT GUIDE schedule.

APPLICATION OF PRODUCT GUIDE

The rates, charges, terms, conditions and services denoted in this PRODUCT GUIDE apply to all residential and business customers located within the boundaries of the exchanges listed in Schedule of Exchanges following.

The minimum period of service is one month, unless specified otherwise.

The rates shown for Exchanges Access Service do not include Telephone sets except in the case of Coin Line Service where the rate includes a Company provides Coin Telephone set.

EXCHANGE ACCESS SERVICE

Exchange Access Service includes access to the network, local calling between all customers within an exchange, between the exchange and any applicable Extended Area Service (EAS) exchange locations and between the exchange and any applicable Expanded Local Calling (ELC) exchange locations. A list of the exchanges and their respective local calling (EAS and ELC) exchanges are shown in Exchange Calling Scopes, following.

Exchange Access Service includes the local loop from the customer's premises to the serving Central Office, Central Office Switching, access to a long distance carrier of choice, state and interstate, access to an operator service provider, including directory assistance, and 911. Also included is Touch Call, one directory listing in the local directory and one local directory.

Extended Area Service (EAS) – a two way mandatory service that allow customers in one exchange to call customers in another, contiguous, exchange or exchanges on a toll free basis.

Exchange Local Calling (ELC) – A two way mandatory service that allow customers in one exchange to call customers in certain other exchanges, toll free.

Optional Extended Metropolitan Service (EMS) – Optional two way toll free service from an exchange to a metropolitan area. Metropolitan areas impacting this Tariff are: Austin, Dallas, Fort Worth, and San Antonio. The metropolitan areas local calling that affect Frontier Southwest Exchanges are shown in Metropolitan Calling Areas, following.

Exchange Group – A collection of exchanges for the purpose of assessing rates. Effective each January 1, commencing January 1, 2009 and ending on January 1, 2012, exchange groupings will be revised as a result of Universal Service Fund rebalancing.

Metro Exchanges – The following list of Exchanges are considered Metro Exchanges for the purpose of this Tariff:
Nassau Bay

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

Deregulated Exchanges – The following exchanges are deregulated:

Bells-Savoy	Ferris	Quinlan	Tom Bean	(C)
Burnet	Floresville	Reno	Venus	
Caddo Mills	Hawkins	Rice	Whitehouse	(C)
Cash	Nassau Bay	Springtown	Whitewright	
Emory	Palmer	Tawakoni	Wilmer	

All Fiber Exchanges – The following exchanges provide all fiber facilities from the customer's premises to the serving Central Office:

Currently there are no exchanges.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

(M)

(M)

(D)

(D)

(M) Material moved to Sheet No. 1.1. (D)
(N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

EXCHANGE GROUP CLASSIFICATION

EXCHANGE GROUP 1 – RESIDENCE & BUSINESS

Alba	Dale/Lytton Springs	Lone Oak	Red Springs	
			Reno*	
Bardwell	Devers	Martindale	Rice*	(T)
Batson	Dorchester	Maypearl	Roane	
Bells-Savoy*		McDade		(T)
Bertram	Emhouse	Merit	Saratoga	
Big Sandy	Emory*	Miller Grove	Shirley	
Birthright			Springtown*	
Blue Ridge	Fentress	Nevada/Josephine	Sutherland Springs	
Boling	Ferris*			
Brashear	Floresville*	Paige		
Briggs	Gillett	Palmer*	Tawakoni*	
Bristol		Pickton	Telephone	
Buchanan Dam	Hardin	Pine Mills	Tom Bean*	
Burnet*	Hawkins*	Poth		
Burton	Hull	Point	Venus*	(T)
Caddo Mills*				(T)
Cash*	Kosciusko	Quinlan*	Weaver	
Celeste			Whitehouse*	
Como			Whitewright*	
Coupland		Raywood	Wilmer*	
			Windom	

*Deregulated Exchange

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

EXCHANGE GROUP CLASSIFICATION (Continued)

USAGE PRICING*- RESIDENCE & BUSINESS (See Sheet No.21 and 22)

Nassau Bay* (C)

EXPANDED LOCAL CALLING SERVICE

Expanded local calling (ELC) is a non-optional unlimited, two way calling service from certain exchanges to certain other designated exchanges. Applicable monthly charges for the service are included in the rates for Residence – Exchange Access Service, except for bundled services. For Residential Bundled Services, the applicable Residential ELC Rate as shown in Exchange Calling Scopes, following, applies as a surcharge. For all Business – Exchange Access Service, Single Line, Trunk or Bundled Service, the applicable Business ELC Rate as shown in Exchange Calling Scopes, following, applies as a surcharge. A listing of the exchanges, their calling areas in addition to ELC calling areas and applicable ELC rates, are shown in Exchange Calling Scopes, following.

*Deregulated Exchange. (N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES

Local Exchange Network Access Lines

Business – Exchange Access Service

The rates as specified by Exchange Group allow for Network Access and unlimited local calling between customers within the Exchange and between the Exchange and any applicable EAS and ELC locations. A listing of the exchanges, the Exchange Group and the Exchange Calling Areas are shown in Exchange Calling Scopes, following.

For exchanges with ELC, the ELC rate as shown for business will apply and is in addition to the Business Single Line or Trunk rates as shown below and is applied as a surcharge.

For Centrex Service, this PRODUCT GUIDE concurs with Frontier Southwest PRODUCT GUIDE (TXG). If a Centrex customer subscribes to Network Access Registers (NARs) that exceed the standard number as reflected in Section 34 of Frontier's General Exchange PRODUCT GUIDE (TXG), the applicable Trunk rate, Key (Manual) or PBX (Automatic), by Exchange Group applies, plus any applicable Business ELC rate.

Exchange Groups and Rates -

BUSINESS (1)	EXCHANGE GROUPS					
Service	1	2	3	4	5	6
Single Line (B1)	$114.00 (I)	$39.00	$39.00	$39.00	$44.00	$124.99 (I)
Key Trunk*	64.00	39.00	39.00	39.00	44.00	74.99
PBX Trunk	155.10	55.10	62.10	62.10	62.10	62.10

(1) See Term Commitment Pricing in this Section for application of connection charges.

* **THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.**

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES

A1 Local Exchange Network Access Lines (Continued)

Residence – Exchange Access Service

The rates as specified by Exchange Group allow for Network Access and unlimited local calling between customers within the Exchange and between the Exchange and any applicable EAS and ELC locations. A listing of the exchanges, the Exchange Groups and the Exchange Calling Areas are shown in Exchange Calling Scopes, following.

For exchanges with ELC, the ELC rate as shown in Exchange Calling Scopes will apply ONLY to Residential bundle offerings and is applied as a surcharge. This PRODUCT GUIDE concurs in Frontier Southwest Incorporated (TXG) General Exchange PRODUCT GUIDE for bundle offerings. (See Schedules A-3 for Concurring Services.)

Basic Line – A residential local exchange access line in regulated exchanges and a "stand-alone" residential local exchange access line in deregulated exchanges. A "stand-alone" residential local access line has no other services associated with it with one exception. Other services include but are not limited to: vertical service features, local toll plans, optional calling plans, additional exchange access lines and additional listings. The one exception is a residential local exchange access line with the Caller ID feature if the customer is at least 65 years of age is considered a "stand-alone" line.

Primary Line – a residential local exchange access line/trunk in deregulated (competitive) exchanges. Deregulated exchanges are listed in the Exchange Group Classification section preceding.

Exchange Groups and Rates

RESIDENCE – Basic Line	EXCHANGE GROUPS
Service	1
Single Line (R1)	$30.00 (I)
Key Trunk*	23.00

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES

A1 Local Exchange Network Access Lines (Continued)

Residence – Exchange Access Service (Continued)

Exchange Groups and Rates

RESIDENCE – Primary Line (Deregulated Exchanges)	EXCHANGE GROUPS	
Service	1	
Single Line (R1)	$35.00	(I)
Key Trunk*	$23.00	

* **THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.**

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

(D)

(D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES

A1 Local Exchange Network Access Lines (Cont'd)

Optional Term Pricing - Business

BUSINESS (1)	Monthly Rate All Exchanges
Singleline [1]	
1-Year Term	$48.00
2-Year Term[3, 4]	81.50 (I)
3-Year Term	88.00 (I)
PBX (includes Rotary Hunt) [2]	
1-Year Term	$34.00
2-Year Term[3, 4]	31.00
3-Year Term	31.00

Termination liability is applicable if service is terminated prior to completion of the term commitment period.

The Network Access Line Charge in Schedule A-5 does not apply to the installation of lines offered on a one-year or three-year term commitment basis in this section of the PRODUCT GUIDE.

1 Service for any manual trunk. Rotary Hunt is required for line hunting function at an additional charge.
2 Service for any automatic trunk, Rotary Hunt, found in Schedule A-1, is included at no additional charge.
3 Effective June 1, 2014, the expiration date for each line on the 2-year term products listed above will carry a coterminous end date. All 2-year term services shall expire and renew based on the date from when the first term line agreement is established.
4 Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

(1) See Term Commitment Pricing in this Section for application of connection charges.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

TERMINATION LIABILITY

In the event service is terminated by the customer who subscribed to a 1 or 3-year term, prior to completion of the current contract period, the customer shall be liable for termination liability charges, except in the circumstances listed below. The amount of the termination charge will be 25% of the remainder of the term commitment value.

In the event service is terminated by the customer who subscribed to a 2-year term prior to completion of the current contract period, the customer shall be liable for termination liability charges, except in the circumstances listed below. The amount of the termination charge will be 35% of the remainder of the term commitment value.

Termination liability charges will only apply to those rate elements under contract. If the rates for the service are increased, the customer may terminate service without penalty.

A customer may at any time renew a contract for an equal or longer period at the current PRODUCT GUIDEed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period,
- The new contract period begins with the first billing date following the renewal,
- Termination charges will not apply for the former contract period,
- Nonrecurring charges are not applicable.

Exceptions to Termination Liability:

Termination charges will not be assessed under the following circumstances:

1. Customer wishes to migrate service as indicated Singleline to PBX.

2. Customer transfers (moves) his service from one Company central office to another.

3. Customer wishes to renegotiate a new term plan for the same type of service at the same location before the current term commitment expires, as long as the value of the new term is equal to or greater than the value of the current term commitment.

4. If the customer chooses to change from one service to another service, the new term commitment must be of equal or greater value than the current term commitment.

5. ICBs are excluded.

6. Termination liability will be waived for customers who terminate service within the first 30 days.

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Original Sheet No. 5.1
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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

TERM COMMITMENT PRICING

Term Commitment Pricing (TCP) provides optional term discounts for business customers who order eligible services under TCP. Eligible services are Business Exchange Access Service (B1 or Trunk). TCP is offered in all exchanges and provides for one-year or three-year terms.

All rules, regulations, fees and surcharges normally applicable to eligible services apply.

Business Exchanges Access Service line connection charges found in Schedule A-5 of this PRODUCT GUIDE will not apply for any lines subscribed under TCP.

Customers who subscribe to a 1 or 3-year term, upon expiration of a term period, the service will automatically be billed at the monthly rates set forth in this section, unless the customer subscribes to a new TCP service agreement. Customers who subscribed to a 2-year term upon expiration of a term period, the service will be automatically renewed at the prevailing 2-year term rates set forth in this section, unless the customer contacts Frontier within 30 days.

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Schedule A-1 of the Network Access Line Service PRODUCT GUIDE will apply. Further, should the service be discontinued within the first 12 months of the term commitment start date, the customer shall also repay the original waived line connection charges as an early termination penalty.

When a TCP customer moves service from one service location to another, and if the customer agrees to continue the service agreement at the new service location and retain local exchange access lines that equal or exceed the number of lines that were connected at the old service location, termination charges will not apply. If TCP is not available at the new service location within Frontier's serving area, termination charges will not apply.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties)

Exchanges	Cities	Counties
Alba		Wood' Rains
Bardwell		Ellis
Batson		Hardin Liberty
Bell-Savory		Grayson Fannin
Bertram		Burnet Williamson
Big Sandy		Upshur
Birthright		Hopkins
Blue Ridge		Collin Fannin
Boiling		Ft. Bend Wharton Matagorda
Brashear		Hopkins
Briggs		Burnet Williamson
Bristol		Ellis
Buchana Dam		Llano Burnet
Burnet		Llano Burnet
Burnet		Llano Burnet

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties)

Exchanges	Cities	Counties
Burton		Washington Burleson Lee
Codda Mills		Hunt
Cash		Hunt
Celeste		Hunt
Como		Hopkins
Coupland		Williamson Travis Lee
Dale/Lytton Spiring		Caldwell Bastrop
Devers		Liberty
Dorchester		Grayson
Emhouse		Navarro
Emory		Wood Rains Van Zandt
Fentress		Caldwell Guadalupe
Ferris		Ellis Dallas
Floresville		Wilson
Gillett		Wilson Gonzales DeWitt

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties)

Exchanges	Cities	Counties	
Hardin		Liberty	(N)
Hawkins		Wood Upshur	
Hull		Liberty	
Kosciusko		Wilson	
Lane Oak		Hunt Rains Hopkins	
Martindale		Caldwell Guadalupe Hays	
Maypearl		Ellis	
McDade		Bastrop Lee	
Merit		Hunt Collin	
Miller Grown		Hopkins	
Nassau Bay		Harris	
Nevada/Josephine		Collin	
Paige		Lee Bastrop	
Palmer		Ellis	
Pickton		Hopkins	
Pine Mills		Wood	
Point		Rains Van Zandt	(N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (N)

Exchanges	Cities	Counties
Poth		Wilson
Quinlan		Hunt Kaufman
Raywood		Liberty
Red Springs		Smith
Reno		Parker
Rice		Navarro Ellis
Roane		Navarro
Saratoga		Hardin Liberty
Shirley		Hopkins Rains
Springtown		Parker Wise
Sutherland Springs		Wilson
Tawakoni		Hunt Rains
Telephone		Fannin
Tom Bean		Grayson
Venus		Johnson Ellis

(N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (N)

Exchanges	Cities	Counties	
Weaver		Hopkins	
Whitehouse		Smith	
Whitewright		Grayson	
Wilmer		Dallas	
Windom		Fannin	(N)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

EXCHANGE CALLING SCOPES

Following is a listing of FRONTIER SOUTHWEST INCORPORATED TXC exchanges, the local calling area of each exchange, the exchange group for local rate application and applicable ELC rates.

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area
Alba	1	1	$5.00	$8.50	Dry Creek (Peop), Emory (VZ), Golden (Peop), Grand Saline (VZ), Mineola (ATT), Oakland (VZ), Quitman (VZ), Tyler (ATT), Yantis (Peop)
Bardwell	1	1	$3.50	$7.00	Avalon (WS), Blooming Grove (WS), Emhouse (VZ), Ennis (ATT), Frost (WS), Rice (VZ) Waxahachie (ATT)
Batson	1	1	$3.50	$7.00	Hull (VZ), Dayton (ATT), Devers (VZ), Hardin (VZ), Liberty (ATT), Raywood (VZ), Saratoga (VZ)
Bells-Savoy*	1	1	$3.50	$7.00	Sherman (VZ), Denison (ATT), Bonham (VZ), Ector (VZ), Gunter (VZ) Leonard (VZ), Tom Bean (VZ) Van Alstyne (VZ), Whitewright (VZ), Windom (VZ) (T)
Bertram	1	1	$1.04	$2.08	Jarell (VZ), Marble Falls (VZ), Briggs (VZ), Buchanan Dam (VZ), Burnet (VZ)
Big Sandy	1	1	$3.50	$7.00	Longview(ATT), Gilmer(VZ), Gladewater(VZ), Tyler(ATT), Hawkins(VZ), Pine Mills(VZ), Pritchett(ETX), Red Springs(VZ), Rosewood(ETX)
Birthright	1	1	$3.50	$7.00	Bogata(WS), Brashear (VZ), Commerce (EQ), Como (VZ) Cooper (EQ), Greenville (ATT), Miller Grove (VZ), Paris (ATT), Pickton (VZ), Shirley (VZ), Sulphur Springs (VZ), Weaver (VZ)
Blue Ridge	1	1	$3.50	$7.00	McKinney (ATT), Anna (ATT), Farmersville (ATT), Princeton (ATT), Gunter (VZ), Leonard(VZ), Trenton (VZ), Van Alystyne (VZ)
Boling	1	1	$3.50	$7.00	Wharton (ATT), Bay City (ATT), Needville (CCFB), El Campo (ATT), Sweeney-Old Ocean (Alltel), Glen Flora (EQ), West Columbia (EQ), Damon (CCFB)
Brashear	1	1	$3.50	$7.00	Birthright (VZ), Sulphur Springs (VZ), Commerce (EQ), Greenville (ATT), Miller Grove (VZ), Como (VZ), Shirley (VZ)
Briggs	1	1	N/A	N//A	Jarrell (VZ), Bertram (VZ), Buchanan Dam(VZ), Burnet(VZ)
Bristol	1	1	$3.50	$7.00	Avalon (WS), Ennis (ATT), Palmer (VZ), Red Oak (ATT), Waxahachie (ATT), Wilmer (VZ), Ferris(VZ), Emhouse (VZ)
Buchanan Dam	1	1	$3.50	$7.00	Granite Shoals (VZ), Llano (VZ), Marble Falls (VZ), Tow (VZ), Kingsland (VZ), Bertram (VZ), Briggs(VZ), Burnet (VZ)
Burnet*	1	1	N/A	N//A	Jarrell (VZ), Kingsland (VZ), Tow (VZ), Bertram (VZ), Briggs(VZ), Buchanan Dam (VZ), Granite Shoals (VZ), Marble Falls (VZ)
Burton	1	1	N/A	N//A	Washington (EQ), Brenham(ATT)
Caddo Mills*	1	1	$3.50	$7.00	Greenville (ATT), Cash (VZ), Merit (VZ), Rockwall (ATT), Lone Oak (VZ), Quinlan (VZ), Nevada-Josephine (VZ), Royce City (ATT), Tawakoni (VZ), Farmersville (ATT), Celeste (VZ), Wolfe City (ATT) (T)

* Deregulated Exchange. Residential rates shown on Sheet No. 3E apply for the Exchange Group noted.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

EXCHANGE CALLING SCOPES (Continued)

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area	
Cash*	1	1	N/A	N//A	Caddo Mills (VZ), Lone Oak (Vz), Quinlan (VZ), Wolfe City (ATT), Greenville (ATT)	
Celeste	1	1	$3.50	$7.00	Greenville (ATT), Bonham (VZ), Leonard (VZ), Sherman (VZ), Caddo Mills (VZ), Farmersville (ATT), Merit (VZ), Van Alstyne (VZ), Wolfe City (ATT)	
Como	1	1	$3.50	$7.00	Birthright (VZ), Brashear (VZ), Miller Grove (VZ), Pickton (VZ), Shirley (VZ), Sulphur Springs (VZ), Weaver (VZ), Yantis (Peop)	
Coupland	1	1	$3.50	$7.00	Elgin (ATT), Georgetown (VZ), Lexington (VZ), McDade (VZ), Rockdale (ATT), Thorndale-Thrall (VZ), Taylor (ATT)	
Dale-Lytton Springs	1	1	$3.50	$7.00	Bastrop (ATT), Buda (VZ), Lockhart (ATT), Fentress (VZ), San Marcos (CTSM), Martindale (VZ)	
Devers	1	1	$3.50	$7.00	Batson (VZ), Dayton (ATT), Hardin (VZ), Hull (VZ), Liberty (ATT), Raywood (VZ), Saratoga (VZ)	
Dorchester	1	1	$3.50	$7.00	Howe (VZ), Sherman (VZ), Collinsville (VZ), Denison (ATT), Tom Bean (VZ), Gunter (VZ), Pilot Point (VZ), Van Alstyne (VZ)	
Emhouse	1	1	$3.50	$7.00	Avalon (WS), Bardwell (VZ), Blooming Grove (WS), Bristol (VZ), Corsicana (ATT), Ennis (ATT), Frost (WS), Kemp (EQ), Kerens (EQ), Italy (ATT), Palmer (VZ), Rice (VZ), Richland (WS), Roane (VZ), Waxahachie (ATT)	
Emory*	1	1	$3.17	$6.34	Alba (VZ), Greenville (ATT), Lone Oak (VZ), Miller Grove (VZ), Oakland (VZ), Point (VZ), Quinlan (VZ), Quitman (VZ), Shirley (VZ), Sulphur Springs (VZ), Tawakoni (VZ)	
Fentress	1	1	$3.50	$7.00	Buda (VZ), Dale-Lytton Springs (VZ), Lockhart (ATT), Luling (ATT), Kyle (VZ), Martindale (VZ), San Marcos (CTSM)	
Ferris*	1	1	$3.07	$6.14	Avalon (WS), Ennis (ATT), Red Oak (ATT), Waxahachie (ATT), Bristol (VZ), Palmer (VZ)	
Floresville*	1	1	N/A	N/A	La Vernia (VZ), Stockdale (EQ), Gillett(VZ), Kosciusko(VZ), Poth(VZ), Sutherland Springs(VZ)	(T)
Gillett	1	1	$3.50	$7.00	Adkin, Karnes City-Falls City (ATT), Kenedy (ATT), La Vernia (VZ), Nixon (VZ), Runge (ATT), Seguin (ATT), Smiley (VZ), Stockdale (EQ), Floresville (VZ), Kociusko (VZ), Poth (VZ), Sutherland Springs (VZ)	
Hardin	1	1	$3.50	$7.00	Liberty (ATT), Dayton (ATT), Cleveland (ATT), Batson (VZ), Devers (VZ), Raywood (VZ), Saratoga (VZ), Hull (VZ)	
Hawkins*	1	1	$3.50	$7.00	Gilmer (VZ), Golden (Peop), Longview (ATT), Mineola (ATT), Quitman (VZ), Red Springs (VZ), Rosewood (ETX), Tyler (ATT), Big Sandy (VZ), Pine Mills (VZ)	(T)
Hull	1	1	$3.50	$7.00	Dayton (ATT), Devers (VZ), Liberty (ATT), Saratoga (VZ), Batson (VZ), Hardin (VZ), Raywood (VZ)	

* Deregulated Exchange – Residential rates shown on Sheet No. 3E apply for the Exchange Group noted.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

EXCHANGE CALLING SCOPES (Continued)

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area
Kosciusko	1	1	$3.50	$7.00	Karnes City-Falls City (ATT), Kenedy (ATT), La Vernia (VZ), Seguin (ATT), Stockdale (EQ), Floresville (VZ), Gillett (VZ), Poth (VZ), Sutherland Springs (VZ)
Lone Oak	1	1	$3.50	$7.00	Cash (VZ), Greenville (ATT), Point (VZ), Emory (VZ), Tawakoni (VZ), Caddo Mills (VZ), Quinlan (VZ)
Martindale	1	1	N/A	N//A	Dale-Lytton Springs (VZ), Fentress (VZ), San Marcos (CTSM)
Maypearl	1	1	$3.50	$7.00	Avalon (WS), Frost (WS), Italy (ATT), Midlothian (ATT), Venus (VZ), Waxahachie (ATT)
McDade	1	1	$3.50	$7.00	Bastrop (ATT), Elgin (ATT), Coupland (VZ), Lexington (VZ), Paige (VZ)
Merit	1	1	$3.50	$7.00	Caddo Mills (VZ), Celeste (VZ), Farmersville (ATT), Greenville (ATT), McKinney (ATT), Princeton (ATT), Wolfe City (ATT)
Miller Grove	1	1	$3.50	$7.00	Birthright (VZ), Brashear (VZ), Como (VZ), Emory (VZ), Sulphur Springs (VZ), Shirley (VZ), Point (VZ)
Nassau Bay **	U.P.	U.P.	N/A	N/A	Bacliff(VZ), Dickinson(VZ), Houston Central Zone. Kemah(VZ), League City(VZ)
Nevada/Josephine	1	1	$3.50	$7.00	Caddo Mills(VZ), Farmersville(ATT), Greenville(ATT), McKinney(ATT), Princeton(ATT), Rockwall(ATT), Royse City(ATT)
Paige	1	1	$3.50	$7.00	Bastrop(ATT), Elgin(ATT), McDade(VZ), Smithville(ATT), Giddings(VZ), Lexington(VZ)
Palmer*	1	1	$3.50	$7.00	Avalon(WS), Ferris(VZ), Ennis(ATT), Waxahachie(ATT), Midlothian(ATT), Red Oak(ATT), Wilmer(VZ), Bristol(VZ), Emhouse(VZ), Rice(VZ)
Pickton	1	1	$3.50	$7.00	Como(VZ), Sulphur Springs(VZ), Birthright(VZ), Weaver (VZ) (T)
Pine Mills	1	1	$5.00	$8.50	Quitman(VZ), Winnsboro(VZ), Mineola(ATT), Jim Hogg(Peop), Sandy Creek(Peop), Wynne(Peop), Gilmer(VZ), Tyler(ATT), Big Sandy(VZ), Hawkins(VZ), Golden(Peop)
Point	1	1	$3.50	$7.00	Emory(VZ), Greenville(ATT), Lone Oak(VZ), Quinlan(VZ), Tawakoni(VZ), Terrell(ATT), Sulphur Springs(VZ), Miller Grove(VZ)
Poth	1	1	$1.99	$3.98	Karnes City-Falls City(ATT), Kenedy(ATT), Pleasanton(ATT), Seguin(ATT), Stockdale(EQ), Floresville(VZ), Gillett(VZ), Kosciusko(VZ), Sutherland Springs(VZ)
Quinlan*	1	1	$3.50	$7.00	Caddo Mills(VZ), Cash(VZ), Emory(VZ), Greenville(ATT), Lone Oak(VZ), Point(VZ), Rockwall(ATT), Royce City(ATT), Terrell(ATT), Wills Point(ATT), Tawakoni(VZ)

U.P. = Usage Pricing
** Deregulated Exchange. Usage pricing shown on Sheet No. 3B.
* Deregulated Exchange – Residential rates shown on Sheet No. 3E apply for the Exchange Group noted.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

EXCHANGE CALLING SCOPES (Continued)

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area
Raywood	1	1	$3.50	$7.00	Hull(VZ), Batson(VZ), Dayton(ATT), Devers(VZ), Hardin(VZ), Liberty(ATT), Saratoga(VZ)
Red Springs	1	1	$3.50	$7.00	Tyler(ATT), Big Sandy(VZ), Gilmer(VZ), Gladewater(VZ), Hawkins(VZ), Lindale-Swan(ATT), Mineola(ATT), Owentown(ATT), Whitehouse(VZ)
Reno*	1	1	N/A	N//A	Azle(VZ), Springtown(VZ)
Rice*	1	1	$3.50	$7.00	Avalon (WS), Emhouse(VZ), Kerens(EQ), Roane(VZ), Rosser(TX-ALL), Purdon(WS), Ennis(ATT). Bardwell(VZ), Corsicana(ATT), Palmer(VZ), Blooming Grove(WS) (T)
Roane	1	1	$3.50	$7.00	Corsicana(ATT), Ennis(ATT), Kerens(EQ), Rice(VZ), Blooming Grove(WS), Avalon (WS), Emhouse (VZ)
Saratoga	1	1	$3.50	$7.00	Batson(VZ), Devers(VZ), Cleveland(ATT), Liberty(ATT), Beaumont(ATT), Kountze(ATT), Hardin(VZ), Hull(VZ), Raywood(VZ)
Shirley	1	1	$3.50	$7.00	Birthright(VZ), Sulphur Springs(VZ), Brashear(VZ), Miller Grove(VZ), Como(VZ), Emory(VZ)
Springtown*	1	1	N/A	N//A	Reno(VZ), Weatherford(ATT), Boonsville(EQ), Bridgeport(EQ), Joplin(EQ), Paradise(EQ)
Sutherland Springs	1	1	N/A	N//A	Floresville(VZ), Gillett(VZ), Kociusko(VZ), Poth(VZ), La Vernia(VZ), Stockdale(EQ)
Tawakoni*	1	1	$3.50	$7.00	Lone Oak(VZ), Quinlan(VZ), Emory(VZ), Greenville(ATT), Royce City(ATT), Terrell(ATT), Wills Point(ATT), Caddo Mills(VZ), Oakland(VZ), Point(VZ)
Telephone	1	1	$3.50	$7.00	Bonham(VZ), Honey Grove(ATT), Denison(ATT), Paris(ATT), Sherman(VZ), Windom(VZ)
Tom Bean*	1	1	$3.50	$7.00	Sherman(VZ), Denison, Bells-Savoy(VZ), Howe(VZ), Dorchester(VZ), Gunter(VZ), Leonard(VZ), Pilot Point(VZ), Van Alstyne(VZ), Whtewright(VZ)
Venus*	1	1	$3.50	$7.00	Clebrune(ATT), Alvarado(ATT), Midlothian(ATT), Waxahachie(ATT), Maypearl(VZ)
Weaver	1	1	$3.50	$7.00	Birthrigh(VZ), Como(VZ), Pickton(VZ), Sulphur Springs(VZ), Mount Vernon(VZ)
Whitehouse *	1	1	N/A	N//A	Tyler(ATT), Arp(EQ), Brownsboro-Edom(EQ), Bullard(EQ), Murchinson(EQ), Red Springs(VZ), Troup(EQ), Turnertown(VZ) (T)
Whitewright*	1	1	$3.50	$7.00	Sherman(VZ), Denison(ATT), Tom Bean(VZ), Bells-Savoy(VZ), Bonham(VZ), Gunter(VZ), Howe(VZ), Trenton(VZ), Van Alstyne(VZ), Wolfe City (ATT)
Wilmer *	1	1	N/A	N//A	Bristol(VZ), Palmer(VZ)
Windom	1	1	$3.50	$7.00	Paris(ATT), Telephone(VZ), LaDonia(ATT), Roxton(Peop), Bells-Savoy(VZ), Ector(VZ), Bonham(VZ), Honey Grove(ATT)

* Deregulated Exchange. Residential rates shown on Sheet No. 3E apply for the Exchange Group noted.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

LOCAL SERVICE CALLING AREA (continued) (C)

Legend

ILECs and Abbreviations:

Alltel (now Windstream)
ATT – AT&T of
CMNC – Comanche County Telephone Co., Inc.
Central – Central Telephone Cooperative, Inc.
CCTCI – Coleman County Telephone Cooperative, Inc.,
CTLD – CenturyTel of Lake Dallas, Inc.
CTSM – CenturyTel of San Marcos, Inc.
CVTC – Colorado Valley Telephone Cooperative, Inc.
CCT – Consolidated Communications of (formerly TXU)
CCFB – Consolidated Comunications of Fort Bend
ESTX – Eastex Telephone Cooperative, Inc.
ETX – ETEX Telephone Cooperative Inc.
EQ - Embarq
GNDO – Ganado Telephone Company Inc.
GVTC – Guadalupe Valley Telephone Cooperative Inc.
HCTC – Hill Country Telephone Cooperative, Inc.
LWRD – La Ward Telephone Exchange, Inc.
MNSTR- Nortex Communications (Muenster Telephone
Peop – Peoples Telephone Cooperative Inc.
STTC – Southwest Telephone Co.
Taylor – Taylor Telephone Cooperative, Inc.
Windstream Inc. (formerly Tex-All – Alltel)
VTCI – Valley Telephone Cooperative, Inc.
WS – Windstream Communications (C)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIFELINE SERVICE

General

Lifeline Service provides discounted basic local service to eligible residential customers. Lifeline Service provides voice grade access to the public switched network, a standard white pages directory listing, access to emergency services, access to operator services and directory assistance, access to interexchange service, and optional toll restriction/limitation.

Customer eligibility will be determined by the Low-Income Discount Administrator (LIDA).

Lifeline Service is only allowed on the primary line within a household.

Lifeline Service provides discounts as follows:

	Broadband*	Voice Only**
- Federal Discount (includes waiver of the End User Subscriber Line Charge (SLC). See Tariff FCC No. 13)	$9.25	$5.25 (R)
- State Discount	$7.20	$7.20

The Federal discount will be added to accounts qualified according to the Federal eligibility requirements and the State discount will be added to accounts qualified according to the State eligibility requirements.

Obligations of the Customer:

Consumers may apply for Lifeline Service by completing and filing an application with the Low-Income Discount Administrator (LIDA). After LIDA has determined that the applicant meets the eligibility criteria, the applicant will be included in the monthly file provided by LIDA to the Company, and will receive the discount within 30 days

Eligibility Determination:

(a) State Lifeline Service will be provided to customers with a household income at or below 150% of the federal poverty level (as determined by the United States Office of Management and Budget and reported annually in the Federal Register) or in whose household resides a person who receives or has a child who receives:

1. Medicaid
2. Supplemental Nutrition Assistance Program (SNAP)
3. Low Income Home Energy Assistance Program (LIHEAP)
4. Supplemental Security Income (SSI)
5. Federal Public Housing Assistance/Section 8
6. Temporary Assistance for Needy Families (TANF)
7. National School Lunch Program's free lunch program
8. Health benefits coverage under the state Child Health Plan under Chapter 62, Health and Safety Code

* Broadband – service that includes qualifying broadband service.
** Voice Only – voice with no qualifying broadband service as defined by 47 C.F.R. § 54.403 (a)(2).

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

(D)

(D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIFELINE SERVICE (Continued)

General (Continued)

Eligibility Determination: (Continued)

(b) Federal Lifeline Service will be provided to customers with a household income at or below 135% of the federal poverty level (as determined by the United States Office of Management and Budget and reported annually in the Federal Register) or in whose household resides a person who receives or has a child who receives: (N)

1. Medicaid
2. Supplemental Security Income (SSI)
3. Supplemental Nutrition Assistance Program (SNAP)
4. Federal Public Housing Assistance/Section 8
5. Veterans Pension
6. Survivors Pension (N)

(c) Lifeline Service benefits are applicable only to the primary line at the customer's principal residential premises. (A residential premises, or dwelling place, is intended to be that location where an applicant resides, even if such residential premises, or dwelling place is only a single room. Lifeline Service will only be provided on the primary line into the residential premises, or dwelling place. (T)

(d) Lifeline support is limited to a single subscription per household where "household is defined to be any individual or group of individuals who are living together at the same address as one economic unit and" economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. (T)

(e) Effective June 1, 2012, proof of eligibility will be required for all initial applicants and all applicants will be required to re-certify every year. (T)

Obligations of the Company:

Customer Application Requirements:

(a) Applicants who participate in LIHEAP, Federal Public Housing Assistance (FPHA), or National School Lunch Program, or whose household income level is at or below 150% of the federal poverty guidelines, may self-enroll for Lifeline service by completing an application form, certification form, and household worksheet. LIDA will send forms to the customer upon request. Customer must return the forms to the LIDA.

(b) On a monthly basis, the Company will send a list of customers to the LIDA. LIDA will match the names with the Health and Human Services Commission (THHSC) file containing the names of applicants who receive benefits from Medicaid, SNAP, health benefits coverage under the state Child Health Plan, TANF or SSI. The LIDA will then send a file to the Company of new consumers who are eligible for Lifeline service. The Company will utilize this file to give the Lifeline discount to eligible Company customers.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIFELINE SERVICE (Continued) (N)

General (Continued) (M)

Obligations of the Company: (Continued)

The Company will apply, or remove, Lifeline discounts within 30 days of receipt of the customer eligibility file from LIDA.

The Company shall offer toll blocking, free of charge, to all qualifying Lifeline customers at the time service is requested. If the customer elects to receive toll blocking, that service shall become part of the customer's Lifeline Service and the customer's monthly bill will not be increased by the toll blocking charge.

Lifeline Service will not be disconnected for non-payment of toll charges. However, the Company reserves the right to apply a toll block to the accounts of customers who are delinquent in paying their toll charges until that amount is paid. Customers who enroll in Lifeline Service may voluntarily have a toll block placed on their account, at no charge, in lieu of a deposit when establishing new service.

No charge will be assessed for customers who wish to change to Lifeline Service.

(D)
(M)(D)

(M) Material relocated from Sheet No. 15B.1 (N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIFELINE SERVICE (Continued)

Toll Control/Toll Blocking

Lifeline Toll Limitation Services (Toll Control and Toll Blocking) are available to Lifeline Service customers at no charge. Toll Control allows the customer to specify a certain dollar amount of toll usage which is acceptable to the Company that may be incurred on the customer's telephone service. When the customer's requested toll limitation amount is exceeded, Toll Blocking will take effect.

Directory Assistance and Service Activation Codes

Directory Assistance is available to Lifeline Service customers. Services which are activated by service activation codes prefixed by the "*" or "#" keys (i.e., *66, *69) are also available. Upon customer request, the service activation codes will be blocked at no charge.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIFELINE SERVICE (Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIFELINE SERVICE (Continued)

Toll Restriction (M)

Lifeline Toll Restriction Service is available to Lifeline Service customers on a voluntary basis at no charge where technically feasible. Lifeline Toll Restriction Service prevents the following types of calls:

0+	International (01+)	
00-	IntraLATA Toll	
1 + 700	Directory Assistance:	
1 + 900	411	555-1212
1 + 976	0 + 411	1+/0+ 555-1212
1010XXXX	1 + 411	1+/0+ NPA-555-1212
1 + NPA-NXX-XXXX		

Lifeline Toll Restriction Service allows access to the following types of calls:

Local	911
EAS	950-XXXX
0-	1+950-XXXX
611	1+800/888 (M)

(M) Material moved from Sheet 15B.1.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network access lines (continued)

B9 Optional Extended Metro Service#

- **Wilmer EMS Calling Area***

All zones of the AT&T Dallas Metropolitan Exchange and Ferris, Carrollton, Garland, Irving, Lewisville, (T)
Dallas-Ft. Worth Airport, Plano, Rowlett, and Wylie of Frontier Southwest, and those customers subscribing (T)
to EACS in Rockwall.

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESB
Residence - Flat Rate	22.00	ESR

- **Palmer EMS Calling Area***

All zones of the AT&T Dallas Metropolitan Exchange and Carrollton, Garland, Irving, Lewisville, Dallas-Ft. (T)
Worth Airport, Plano, Rowlett, and Wylie of Frontier Southwest. |
(T)

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESB
Residence - Flat Rate	22.00	ESR

- **Nevada/Josephine EMS Calling Area***

All zones of the AT&T Dallas Metropolitan Exchange and Carrollton, Garland, Irving, Lewisville, Dallas-Ft. (T)
Worth Airport, Plano, Rowlett and Wylie of Frontier Southwest. |
(T)

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESB
Residence - Flat Rate	22.00	ESR

Not offered in conjunction with, Foreign Exchange (FX), Coin Line or Customer Owned Pay Telephone Services. (T)
(T)
* In addition to the Local Calling Area. (T)
** In addition to local exchange network access rates in Schedule No. A-1 of this PRODUCT GUIDE.
Note: AT&T Metropolitan Exchanges defined on Sheet Nos. 18, 18A and 18A.1. (T)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network access lines (continued)

B9 Optional Extended Metro Service# (continued)

- **Ferris EMS Calling Area***
  All zones of the AT&T Dallas Metropolitan Exchange and Carrollton, Garland, Irving, Lewisville, (T)
  Dallas-Ft. Worth Airport, Plano, Rowlett, Wilmer and Wylie of Frontier Southwest. (T)

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESB
Residence - Flat Rate	22.00	ESR

- **Bristol EMS Calling Area***
  All zones of the AT&T Dallas Metropolitan Exchange and Carrollton, Garland, Irving, Lewisville,
  Dallas-Ft. Worth Airport, Plano, Rowlett, and Wylie of Frontier Southwest. (T)
  (T)

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESB
Residence - Flat Rate	22.00	ESR

- **Reno EMS Calling Area***
  All zones of the AT&T Fort Worth Metropolitan Exchange and Azle, Grapevine and Keller of Frontier
  Southwest. (T)
  (T)

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESB
Residence - Flat Rate	22.00	ESR

Not offered in conjunction with Foreign Exchange (FX), Coin Line or Customer Owned Pay Telephone services (T)

* In addition to the Local Calling Area. (T)

** In addition to local exchange network access rates in Schedule No. A-1 of this PRODUCT GUIDE. (T)

Note: AT&T Metropolitan Exchanges defined on Sheet Nos. 18, 18A and 18A.1. (T)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network access lines (continued)

B9 Optional Extended Metro Service# (continued) (T)

- **Springtown EMS Calling Area***
  All zones of the AT&T Fort Worth Metropolitan Exchange and Azle, Grapevine and Keller of Frontier (T)
  Southwest. (T)

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESB
Residence - Flat Rate	22.00	ESR

- **Dale/Lytton Springs EMS Calling Area***
  All zones of the AT&T Austin Metropolitan Exchange. (T)
  (T)

	Monthly Rate**	S&E Code
Business - Flat Rate	$ 53.05	ESR
Residence - Flat Rate	22.00	ESR

Not offered in conjunction with Foreign Exchange (FX), Coin Line or Customer Owned Pay Telephone services. (T)
(T)
* In addition to the Local Calling Area. (T)
** In addition to local exchange network access rates in Schedule No. A-1 of this PRODUCT GUIDE.
Note: AT&T Metropolitan Exchanges defined on Sheet Nos. 18, 18A and 18A.1. (T)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

METROPOLITAN CALLING AREAS

Listed below are the exchanges included in each metro calling area. (T)

AUSTIN METRO

Austin
Bee Caves
Bee Creek
Cedar Valley
Creedmoor
Garfield
Jollyville
Lake Travis
Leander
Manchaca
Manor
Marshall Ford
Pflugerville
Round Rock
Webberville

The Local Calling Area of the Austin Metropolitan Exchange also consists of those customers subscribing to EACS in the Liberty Hill exchanges and those customers subscribing to EMS in the Bastrop, Elgin, Lockhart, Smithville and Taylor exchanges of AT&T and those customers subscribing to EMS in the Embarq exchange of Hutto and EMS customers in the Verizon Southwest exchange of Dale-Lytton Springs and those customers in the Verizon Southwest exchanges subscribing to the Premium Plus Calling Plan in the exchanges of Buda, Dripping Springs, Kyle, Georgetown and Wimberley. Unlimited local flat-rate calling is provided between all telephones within the local calling area. (C) (C)

DALLAS METRO

Dallas
Addison
Cedar Hill
Danieldale
DeSoto
Duncanville
Farmers Branch
Grand Prairie
Hutchins
Lancaster
Lawson
Mesquite
North Mesquite
Renner
Richardson
Rylie
Seagoville
Sunnyvale

The Local Calling Area of the Dallas Metropolitan Exchange also consists of the Verizon Southwest Exchanges of Carrollton, Garland, Irving, Lewisville, Dallas-Fort Worth Airport, Plano, Rowlett and Wylie. It also included those customers subscribing to EACS in the Allen, Frisco, and Rockwall exchanges of AT&T and those customers subscribing to EMS in the Aubrey, Combine, Crandall, Farmersville, Forney, Greenville, Ennis, McKinney, Midlothian, Prosper, Princeton, Red Oak, Royse City, Terrell and Waxahachie exchanges of AT&T and those customers subscribing to EMS in the Verizon Southwest exchanges of Bartonville, Denton, Grapevine, Keller, Wilmer, Bristol, Ferris, Nevada-Josephine and Palmer and EMS customers in the Century Telephone of Lake Dallas exchange of Lake Dallas and those customers subscribing to EMS in the Embarq exchange of Kaufman. Unlimited local flat-rate calling is provided between all telephones within the local calling area. (C) (C)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

METROPOLITAN CALLING AREAS (continued)

Listed below are the Southwestern exchanges included in each metro calling area. (T)

FORT WORTH METRO

Fort Worth
Aledo
Arlington
Benbrook
Burleston
Crowley
Eagle Mountain Lake
Edgecliff
Euless
Fort Worth-Wedgewood
Haslet
Kennedale
Lake Worth
Mansfield
North Richland Hills
Roanoke
Silver Creek
Westland
Wheatland
White Settlement

(C)

The Local Calling Area of the Fort Worth Metropolitan Exchange also consists of the Verizon Southwest Exchanges of Azle, Grapevine, and Keller and those customers subscribing to EMS in the Alvarado, Cleburne, Granbury and Weatherford exchanges of AT&T, and Carrollton, Garland, Irving, Lewisville, Dallas/Ft. Worth Airport (D/FW Airport), Plano, Rowlett, and Wylie Exchanges of Verizon Southwest and customers subscribing to EACS in the Allen and Rockwall Exchanges of AT&T. It also includes those customers subscribing to EMS in the Verizon Southwest exchanges of Irving, Lewisville, D/FW Airport, Reno and Springtown, EMS customers of the Rhome exchanges of Central Telephone Company of and EMS customers of the Tolar, Godley, Acton and Cresson exchanges of ALLTEL Incorporated. Unlimited local flat-rate calling is provided between all telephones within the local calling area.

Unlimited local flat-rate calling is also provided as follows between:

(A) Euless Zone and Irving and D/FW Airport exchanges.
(B) Roanoke Zone and Lewisville.
(C) Arlington Zone and Irving.

(C)

(D)

(D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

METROPOLITAN CALLING AREAS (continued)

Listed below are the exchanges included in each metro calling area. (T)

SAN ANTONIO

San Antonio
Babcock
Bracken
Buena Vista
Culebra
Elm Creek
Elmendorf
Foster-Helotes
Fratt
Helotes
Indian Creek
Jarratt
Lackland
Leon Springs
Martinez
Montgomery
Oak Island
Palo Alto
Potranco
Sandy Hills
St. Hedwig
Shavano
Southton
Thelma
Universal City
Wetmore
Geronimo Creek (N)
Sayers (N)

The Local Calling Area of the San Antonio Metropolitan Exchange also consists of those customers subscribing to EMS in the Bandera, Campbellton, Castroville, Christine, Devine, Hondo, La Coste, Lytle, Marion, Medina Lake, New Braunfels, Pipe Creek, Pleasanton, Poteet and Sequin exchanges of AT&T; and EMS customers in the Balcones, Bulverde, Smithson Valley, Kenberg, Cranes Mill, Hancock, Sattler, and Sabina exchanges of Guadalupe Valley Telephone Company; and EMS customers in the Boerne and Somerset exchanges, as well as Premium Plus Calling Plan subscribers in the Charlotte, Floresville, Jourdanton, La Vernia and Sutherland Springs exchanges of Verizon Southwest. Unlimited local flat-rate calling is provided between all telephones within the local calling area. (C) (C)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES (continued)	One-Party	S&E Code	Key Line Service	S&E Code	Multi-Line Service	S&E Code
A1 Local exchange network access lines* (continued)						
B1 Residence (continued)						
C1						
(D)						
(D)						

(Continued)

* In addition to applicable service charges as shown in Schedule No. A-5.
(D) Material omitted has been deleted.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (LCPs)

General

Local Calling Plans (LCPs) are designed to expand the calling scope of specific exchanges to include other exchanges or calling areas. Rates charged for Local Calling Plans are in addition to Exchange Access Service rates as specified in Schedule No. A-1 (T)
of this PRODUCT GUIDE. (T)

Service Description

Local Calling Plans providing extended calling to designated calling areas are available to single and multiline business and (T)
residence customers in the following exchanges: (T)

LCP Exchange	**Designated Calling Area**(1)
Floresville	San Antonio Metropolitan Exchange
Sutherland Springs	San Antonio Metropolitan Exchange
Quinlan(2)	Dallas Metropolitan Royce City and Rockwall Exchanges
Coupland(2)	Austin Metropolitan Exchange
Bertram(2)	Liberty Hill and Austin Metropolitan Exchange

(1) See Sheet No. 18, 18A and 18A.1 for exchanges included in the Metro Exchanges.
(2) CCP and PCP only.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued)

Service Description (continued)

LCP Exchange		Designated Calling Area	
DFW Calling Plan1			
Bardwell, Blue Ridge, Bristol, Caddo Mills, Cash, Ferris, Maypearl, Merit, Nevada/Josephine, Palmer, Quinlan, Reno, Springtown, Tawakoni, Venus, Wilmer	(T) (E)	Acton, Allen, Alvarado, Anna, Argyle, Aubrey, Avalon, Azle, Bartonville, Carrollton, Celina, Cleburne, Combine, Crandall, Cresson, Dallas, DFW Airport, Denton, Ennis, Farmersville, Forney, Fort Worth, Frisco, Garland, Glen Rose, Godley, Granbury, Grapevine, Greenville, Irving, Italy, Justin, Kaufman, Keller, Lake Dallas, Lewisville, McKinney, Midlothian, Milford, Pilot Point, Plano, Princeton, Prosper, Red Oak, Rhome, Rockwall, Royce City, Rowlett, Terrell, Waxahachie, Weatherford, Wills Point, Wylie	(E)

1 PCP only. Each of these exchanges can call each other plus all the exchanges on the right.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued)

Service Description (continued)

Local Calling Plans provide either flat rate or usage rated services into the designated calling area on either a one-way or a two-way basis.

In addition to currently available Local Exchange Service, customers in the exchanges offering Local Calling Plans will have the option to select one of the following:

COMMUNITY CALLING PLAN (CCP) - Provides seven digit measured one-way calling into the designated area on a usage charge basis with flat rate charges applying for two-way Exchange Access Service. (T)

PREMIUM CALLING PLAN (PCP) - Provides unlimited one-way calling into the designated area for a flat monthly rate with flat rate charges applying for Exchange Access Service. (T)

PREMIUM PLUS CALLING PLAN (PPCP) - Provides two-way calling to and from the designated area for a flat monthly rate with flat rate charges applying for Exchange Access Service. This service option requires a unique telephone number and requires a change for existing customers. (T)

Regulations

Local Calling Plans are not offered to Foreign Exchange Service, Party Line Service, Coin Telephone Service nor Private Pay Telephone Service.

The bridging of non-contiguous exchange service areas through the utilization of EAS or EMS is prohibited except as authorized pursuant to this PRODUCT GUIDE.

Hotel/Motel customers may subscribe to any of the Local Calling Plan options. All charges for the service shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to their guests.

Customers with Centrex and/or CustoPAK Service may subscribe to Local Calling Plans available in their serving exchange.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued)

Regulations (continued)

Minimum term commitment period for Local Calling Plans is 30 days. (C)

Local Calling Plans are not to be shared.

Customers with more than one line, that are group billed, cannot mix the Community Calling Plan with the Premium Plan or Premium Plus Calling Plan.

When a customer with lines in a hunt line arrangement subscribes to the PPCP, all lines in the hunt line arrangement must subscribe to the same Calling Plan option.

Calls made to the designated area must be dialed by the customer on a station-to-station sent paid basis without the assistance of a telephone company operator.

Collect, credit card, and third number billed calls are not included in the Local Calling Plans.

Customers may change from one LCP to another LCP one time without paying a service charge provided the customer makes the change within 90 days of the date a Local Calling Plan was initially furnished the customer. The appropriate service order charges from Schedule No. A-5 of this PRODUCT GUIDE will apply to each change thereafter.

In some exchanges, access lines with Local Calling Plans may require the assignment of telephone numbers with a unique NNX. Therefore, customers with existing service selecting a Local Calling Plan requiring a unique NNX will be required to change their telephone number and be assessed the applicable charges associated with the telephone number change.

All service charges associated with a Local Calling Plan will be waived for a period not to exceed 90 days from the date a Calling Plan is offered in an exchange.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued) (N)

Community Calling Plan (CCP)*

The following monthly charge applies to all customer accounts subscribing to CCP.	GSEC	Monthly Rate
Business	CCPSUBB	$ 1.00
Residence	CCPSUBR	1.00

Duration - Usage billing is based on calls and minutes of use according to the schedule of usage rates shown below.

Distance - Rate bands A through E relate to mileage determined by measuring the airline distance between central offices.

Time-of-Day - Discount rates for time-of-day and day-of-week apply.

CCP Usage Rates

Rate Band	Miles	First Minute	Each Add'l Minute
A	0-7	$.030	$.015
B	8-14	.042	.021
C	15-21	.060	.030
D	22-28	.084	.042
E	29+	.093	.054

Rate Discount Period

5:00 p.m. - 11:00 p.m. (Monday through Friday and Sunday) ..... 25% Discount
11:00 p.m. - 8:00 a.m. (Daily) ..... 40% Discount
All Day Saturday ..... 40% Discount
8:00 a.m. - 5:00 p.m. (Sunday) ..... 40% Discount
All Day Jan. 1, July 4, Labor Day, Thanksgiving, and Christmas ..... 40% Discount

Timing of Local Messages

Chargeable time begins when connection is established between the calling station and the called station.

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 by automatic timing equipment in the telephone network. (N)

Continued

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued) (N)

Rates

MESSAGE RECORDING

Call Detail will be provided for the Community Calling Plan for the following rates:

Local Calling Plan Detail Billing	GSEC	Rate Per Month	Charge Per Bill Page	
Furnishes the customer with a monthly detail printout of calls.				
Detail Billing Local Calling Plan (1)	CCPDEBI	$ .40	$ .10	(N)

(N)

(1) See Schedule No. A-5 for applicable charges.

(Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued)

Rates (continued)

UNLIMITED SERVICE

The following rates are in addition to Exchange Access Service rates.

The rates are applicable on a per line or per access line equivalent basis.

	PREMIUM CALLING PLAN (1-Way PCP)	PREMIUM PLUS CALLING PLANS (2-Way PPCP)	
FLORESVILLE			
Business - One Party	$33.35	$ 66.65	
Key Line	39.00**(D)**	78.00**(D)**	
PBX	54.50	108.95	
Centrex and CustoPAK (per line)	10.00	20.00	
Residence			
R1	15.20	30.40	
SUTHERLAND SPRINGS			
Business - One Party	33.35	66.65	
Key Line	39.00**(D)**	78.00**(D)**	
PBX	54.50	108.95	
Centrex and CustoPAK (per line)	10.00	20.00	
Residence			
R1	15.20	30.40	
QUINLAN			
Business - One Party	36.70	N/A	
Key Line	42.90**(D)**	N/A	(T)
PBX	59.95	N/A	
Centrex and CustoPAK (per line)	10.00	N/A	
Residence			
R1	16.75	N/A	

(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22. 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued)

Rates (continued)

UNLIMITED SERVICE (continued)

	PREMIUM CALLING PLAN (1-Way PCP)	PREMIUM PLUS CALLING PLANS (2-Way PPCP)
COUPLAND		
Business - One Party	$ 36.70	N/A
Key Line*	42.90	N/A
PBX	59.95	N/A
Residence		
R1	16.75	N/A
BERTRAM		
Business - One Party	$ 36.70	N/A
Key Line*	89.00 (I)	N/A
PBX	59.95	N/A
Centrex and CustoPAK (per line)	10.00	N/A
Residence		
R1	16.75	N/A

(*) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LOCAL CALLING PLANS (continued)

Rates (continued)

UNLIMITED SERVICE (continued)

	IOSC	PREMIUM CALLING PLAN (1-Way PCP)	PREMIUM PLUS CALLING PLANS (2-Way PPCP)	
DFW Calling Plan				
Business	12293	$60.00	N/A	(T)
Residence	12294	30.00	N/A	(T)
Existing Optional Extended Metro Service Customers[1]				
Business	12295	30.00	N/A	
Residence	12296	15.00	N/A	

[1] For these reduced rates, customers must continue to subscribe to Optional Extended Metro Service. (T)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

(D)

(D)

RESERVED FOR FUTURE USE

(Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES (continued)

A1 LOCAL EXCHANGE NETWORK ACCESS LINE SERVICE# (continued)

B3 **USAGE PRICING**

C1 **Business Exchange Access Service - Nassau Bay**

		One-Party	S&E Code	PBX Trunk	S&E Code	Key Line Service**
D1	Option 1 ($2.00*)	$79.50 (I)	UB11	$29.50	UBT1	$29.50
D3	Option 3 (Unlimited)	98.00 (I)	UB13	48.00	UBT3	48.00

		Semi-Public	S&E Code
D1	Option 1 ($2.00*)	$ -	-
D3	Option 3 (Unlimited)	38.00 (I)	SP

* Monthly usage allowance - See Conditions A12 B10 of this Schedule.

\# In addition to applicable service charges as shown in Schedule No. A-5.

(**) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 LOCAL EXCHANGE NETWORK ACCESS LINE SERVICE# (continued)

B3 **USAGE PRICING** (continued)

C2 **Residence Exchange Access Service - Nassau Bay**

		One-Party	Key Line**
D1	Option 1 ($2.00*)	$6.90	$6.90
D3	Option 3 (Unlimited)	$20.00 (I)	$20.00 (I)

* Monthly usage allowance - See Conditions A12 B9 of this schedule.
\# In addition to applicable service charges as shown in Schedule No. A-5.
(**) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network (T)
access line service## (continued) (T)

B3 Usage pricing (continued) (T)

C3 Usage rates for originated, completed calls (T)

		Mileage Bands					
		Bands	Over	Up to and Including	Initial Minute#	Each Additional Minute#	
D1	Intraexchange		1	- -	$ .02	$ .01	(T)
D2	Interexchange						(T)
	E1	2	0	7 miles	.04	.020	(T)
	E2	3	7	14 miles	.05	.025	
	E3	4	14	21 miles	.06	.030	
	E4	5	21	28 miles	.08	.040	
	E5	6	28		.10	.050	(T)

C4 Rate discount and application period (T)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7:00 am to *11:00 pm					FULL RATE		
11:00 pm to * 7:00 am	DISCOUNTED RATE - 50%						

Legal holiday - discounted rate applies.

Or fraction thereof, see Conditions A12 B6.
* Up to but not including
In addition to applicable service charges as shown in Schedule No. A-5.

(Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued) (D)
(D)

A1 Local exchange network access lines (continued)

B4 Optional features

(D)
(D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network access lines (continued)

B4 Optional features (continued)

	Non-Recurring Charge	GSEC	Monthly Rate*	GSEC
C3 Direct-inward-dialing#				
D1 Each DID trunk access.....	$ - 0 -	NIDG	$ 15.50#	DIDG
D2 First block of 100 directory numbers	##		105.00	DIDC
D3 Each additional block of 100 DID numbers.....	##		15.00	DIDE
D4 First ten blocks of 10 DID numbers, per block	-		10.50	
D5 Each additional block of 10 DID numbers.....	-		1.50	
C4 Direct-Inward-Dialing (DID)[1] Intercept				(T) (D) (D)
C5 Rotary hunting				
D1 Individual charge per line ..... arranged.....		3.00**	RNL	
D2 PBX service.....				
E1 In Avery, Hooks, Karnack and Uncertain exchanges.....		1.50**	RNL	

* This charge is for the initial installation. A subsequent installation is subject to the primary order charge as shown in Schedule No. A-5.

** In addition to applicable service charges shown in Schedule No. A-5. (N)

\# In addition to applicable rate for PBX trunk line access, where facilities are available. (N)

Installation subject to service charges as shown in Schedule No. A-5.

[1] Effective May 1, 2015, Direct Inward Dialing (DID) Intercept, is hereby cancelled and withdrawn and no longer available for purchase.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A1 Local Exchange Network Access Line (continued)

B5 Directory Assistance Service

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest (TXG) PRODUCT GUIDE for Directory Assistance Service. (C)

(C)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A1 Local Exchange Network Access Line (continued)

(C)

(C)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange network access lines (continued)

Charge

B6 National Directory Assistance

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest (TXG) PRODUCT GUIDE for National Directory Assistance. (T)

B7 Directory Connect Plus[SM]

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest (TXG) PRODUCT GUIDE for Directory Connect Plus[SM]. (C)

B8 Operator Referral

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest (TXG) PRODUCT GUIDE for Operator Referral service.

B9 Message charges - local

		Message Charge
C1	Telecommunications Relay Service calls	no charge
C2	Each local Pay Telephone Service access line message	.027
C3	Each operator assisted call billed to collect, third number, or calling card from a pay telephone – Not applicable to customers requiring Telecommunications Relay Service	1.35

B10 Message charges - toll

C1	Toll calling	See Schedule No. B-1
C2	Wide area telephone calling(1)	See Schedule No. B-2

(1) Usage rates apply in addition to access line rates.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local Exchange Network Access Lines (Continued)

Frontier Southwest Incorporated (TXC) concurs with the Frontier Southwest (TXG) PRODUCT GUIDE for Pay Telephone Service except for monthly rates in Schedule A-1 and those below and nonrecurring charges in Schedule A-5.

		Monthly Rate**		GSEC/ IOSC
B10	Customer Owned Pay Telephone (COPT) Service	70.35	(I)	COPTM
B11	COIN LINE SERVICE Per line	49.47		COPTCOIN/ 20230
B12	Answer Supervision* Per line	7.60		COPTANS/ 20232
B13	Blocking Options			
	C1 Selective Class of Call Screening (per line)	1.86		
	C2 Bill Number Screening Per line	2.00		
		Nonrecurring Charge		
	C3 International Direct Dial Call Screening (per line)	$19.95		

* Service in not available in all fiber exchanges, as noted in Schedule No. A-1 of this PRODUCT GUIDE, or in areas within an exchange where only fiber access is provided.

** In addition to applicable service charges in Schedule No. A-5 except as shown below:
(a) Supersedures or Transfer of Service will be charged $12.26 per line;
(b) All other record-type-only changes will be charged $11.11 per line as applicable in Schedule No. A-5.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A2 Business foreign exchange access line (D)
See Southwestern Bell Private Line Tariff Section 2.

(D) AS OF OCTOBER 22, 2004, THIS SERVICE WILL BE OFFERED TO BUSINESS CUSTOMERS ONLY. THIS SERVICE HAS BEEN DISCONTINUED FOR RESIDENTIAL CUSTOMERS AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING RESIDENTIAL CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A3 Custom Calling Services

	Monthly Rate *		Per Activation	
	Business	Residence	Business	Residence
B1 Business/Residence				
C1 Individual features, each line				
Call Forward	$11.25	$11.49		
Call Forward Busy/No Answer (3)	$8.75	$8.50		
Call Forward Busy	$8.00	$7.75		
Call Forward No Answer	$8.00	$8.50		
Call Forward-Multipath (3)	$4.50	$9.99		
Enhanced Call Waiting/Cancel Call Waiting (2)	$27.50 (I)	$11.49		
Call Waiting/Cancel Call Waiting	$37.00 (I)	$11.49		
Three-Way Calling (1)	$10.99	$11.49	$2.50	$3.50
Speed Dialing - Eight (8) code capacity (2)	$5.00	$10.99		
Simplified Message Desk Interface (SMDI)	$1.00	$3.50		
Cancel Call Waiting (2)	$12.00	$3.00		
C2 Two feature packages (3), each line				
Call Forward and Call Waiting (3)	$5.00	$6.50		
Call Forward and Three-Way Calling (3)	$5.00	$6.50		
Call Waiting and Three-Way Calling (3)	$5.00	$6.50		
Call Forward and Speed Dialing Eight (8) code capacity (3)	$5.00	$6.50		
Call Waiting and Speed Dialing Eight (8) code capacity (3)(4)	$5.00	$8.50		

* In addition to applicable service charges as shown in Schedule No. A-5.
(1) Maximum charge of $14.25 per month.
(2) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED.
(3) EFFECTIVE FEBRUARY 14, 2014, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED.
(4) EFFECTIVE JULY 21, 2014, CALL WAITING AND SPEED DIALING EIGHT FOR BUSINESS CUSTOMERS IS HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)	Monthly Rate* Business	S&E Code	Monthly Rate* Residence	S&E Code
A3 Custom calling service (continued)				
B1 Business/Residence (continued)				
C2 Two feature packages each line (continued)				
D6 Three-way calling and Speed Dialing				
E1 Eight (8) code capacity	$ 4.00	BAKF	$4.00	RAKF
D7 Call Waiting/Cancel Call Waiting	22.00 (I)		10.99	
C3 Three feature packages, each line				
D1 Call Forward, call waiting and				
E1 Three-way calling	8.75	BAK	9.00	RAK
E2 Speed Dialing - 8 code(1)	6.50	BAKG	9.00	RAKG
D2 Call waiting, three-way calling				
E1 Speed Dialing – 8 code	6.50	BAKH	5.50	RAKH
D3 Three-way calling, call forwarding and				
E1 Speed Dialing – 8 code	6.50	BAKJ	9.00	RAKJ

* In addition to applicable service charges as shown in Schedule No. A-5.

(1) EFFECTIVE JULY 21, 2014, CALL FORWARD, CALL WAITING AND SPEED DIALING 8 FOR BUSINESS CUSTOMERS IS HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

	GSEC/ISOC	Nonrecurring Charge(1)	Monthly Rate
A3 Custom Calling Services (continued)			
B1 Business/Residence (continued)			
C4 Four feature packages, each line			
D1 Call Forward, Call Waiting, Three-Way Calling and Speed Dialing -(8) code			
Business	BAH		$8.00
Residence	RAH		10.50
C6 Distinctive Ring, with PAK			
Business (D1)	SMART RING PAK B		3.00
Residence (2)	SMART RING PAK R		8.50 (I)
B2 Custom Calling Packages (See A3, B4)			
C1 Residence Service - Flexible Packaging - 40% Discount*			
C2 Business Service - Choice PAC - 30% Discount*			
C3 Custom Calling Package Plans*			
Plan 1 - Combination of three services (D)			5.25
Plan 2 - Reserved for future use			--
Plan 3 - Combination of five services (D)			7.25
Plan 4 - All qualifying services (D)			10.25

* See CONDITIONS, A9.B8-B10, this schedule.
(1) In addition to applicable service charges as shown in Schedule A-5.
(2) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.
(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.
(D1) EFFECTIVE JULY 21, 2014, DISTINCTIVE RING, WITH PAK FOR BUSINESS CUSTOMERS IS HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A3 Custom Calling Services (continued)

	Monthly Rate [1]		Per Activation	
	Business	Residence	Business	Residence
B3 Custom Calling Local Area Signaling Services (CLASS)				
*66 Busy Number Redial, per line	$5.00	$10.99	$2.50 [2]	$3.50 [2] (I)
*69 Call Return, per line	$6.25	$10.99	$2.50 [2]	$3.50 [2] (I)
Distinctive Ring, per line	$11.50	$10.99		
Call Block, per line	$5.00	$7.00		
Do Not Disturb, per line (D)	$5.00	$6.00 [3]		
Select Call Forward, per line	$6.00	$6.25 [3]		
Special Call Waiting, per line	$3.00	$4.50		
Priority Call, per line	$4.00	$6.00 *		
Call Trace, per line			$10.00	$10.00

At its option or upon receipt of a proper request from a law enforcement agency, the Telephone Company will set up a temporary tracing arrangement at no charge to the customer when in the judgement of the Telephone Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property and the customer has not subscribed to Call Trace or subscription to Call Trace is not a suitable solution.

(1) In addition to applicable service charges as shown in Schedule A-5.
(2) Maximum charge of $14.25 per month.
(3) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED.
(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A3 Custom Calling Services (continued)

B3 Custom Calling Local Area Signaling Services (CLASS) (continued)

	Monthly Rate
C9 SmartCall[SM]I PAK 4400, [1] each line (Includes Call Waiting, *66 Busy Number Redial *69 and Call Block) Residence	$ 14.25

[1] EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A3 Custom Calling Services (continued)

B3 Custom Calling Local Area Signaling Services (CLASS) (continued)

	GSE/ISOC	Monthly Rate	
C10 SmartCall℠ PAK 4900, (D)			
each line(Includes Call Waiting, Call Forward, Speed Dialing - 8, 3-Way Calling, Cancel Call Waiting, *66 Busy Number Redial, *69, Priority Call and Call Block)			
Residence	SMTCALL4900R	$13.25	
C11 Complete Blocking - per line			
Business	CANCNDLB/40108	.50	
Residence	CANCNDLR		
C12 Caller ID-Number Only (3)			
Business	CALLNUMIDB	$35.15	(I)
Residence	CALLNUMIDR/41005	8.99	
Residence – age 65 and over (4)		6.00	
C13 Caller ID-Number Only with ACB (3)			
Business	CNIDACRJB	8.50	
Residence	CNIDACRJR/40349	6.20	
Residence – age 65 and over (4)		5.20	
C14 Anonymous Call Block (ACB)			
Business	ACRJB/41015	6.50	
Residence	ACRJR/41009	5.50	
C15 Caller ID, per line (3)			
Business	CNNDB/47035	41.85	(I)
Residence	CNNDR/47036	13.75	
Residence – age 65 and over		7.95	
C16 Caller ID with ACB (3)			
Business	CNNDACRJB/04777	31.85	
Residence	CNNDACRJR/40778	13.75	
Residence – age 65 and over		7.95	

(2) In addition to the appropriate service charges from Schedule No. A-5.
(3) Call Intercept is no longer available as of 7/16/11.
(D) **THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.**

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A3 Custom Calling Services (continued)

B3 Custom Calling Local Area Signaling Services (CLASS) (continued)

C17 Call Intercept – Residence

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest (TXG) PRODUCT GUIDE for Call Intercept.

		Monthly Rate			
		Business	IOSC	Residence	IOSC
C18	Call Waiting ID(1), per line	$2.00	40439	-0-	40432

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

A3 Custom Calling Services (continued)

PACKAGE SERVICES

1. The Big Deal - Option A (1)

A. General

The Big Deal - Option A offering is a combination of Custom Calling and CLASS services available as a package to residential customers only.

B. Services

The Big Deal - Option A offering includes the following services:

Touch Call	Call Block
Call Waiting	Anonymous Call Block
Call Waiting ID	Distinctive Ring
Cancel Call Waiting	Speed Dialing 8
Caller ID	Call Forward
Three Way Calling	Do Not Disturb
*69	Select Call Forward
*66 Busy Number Redial	
Priority Call	

C. Rates

Monthly Rate
$23.75

(1) EFFECTIVE MARCH 7, 2014, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE AND ADDITIONS, MOVES OR CHANGES ARE PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

A3 Custom Calling Services (continued)

PACKAGE SERVICES

2. The Big Deal - Option B (1)

A. General

The Big Deal - Option B offering is a combination of Custom Calling and CLASS services available as a packa
residential customers only.

B. Services

The Big Deal - Option B offering includes the following services:

Call Block
Call Waiting
Cancel Call Waiting
Call Forward
Three Way Calling
*69
Touch Call

C. Rates

Monthly Rate
$16.75

(1) EFFECTIVE FEBRUARY 14, 2014, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE T
RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MC
OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

A3 Custom Calling Services (continued)

PACKAGE SERVICES (Continued)

3. WORKSMART PACKAGES

WorkSmart Packages offers three package options of fixed services available on a term commitment of one, two, and three years with a discount off the individual service's monthly rate. The Subsequent Service Order charge in Schedule No. A-5 does not apply. WorkSmart Packages are available to business individual line customers only.

Termination Liability – (See General Rules and Regulations.) In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring rate; however the Termination Liability will be waived.

	Monthly Rate		
WorkSmart Basic (01343)	1 Year (01340)	2 Years (01341)	3 Years (01342)
Includes the following fixed services:			
Call Waiting/Cancel Call Waiting			
Caller ID* or			
Caller ID with ACB*			
Select Call Forward			
Three Way Calling			
* Without ACB	$ 20.70	$ 18.98	$ 17.26
* With ACB	20.25	18.56	16.89
WorkSmart Complete (01344)			
Includes the following fixed services:			
Call Forward			
Call Waiting/Cancel Call Waiting			
Caller ID* or			
Caller ID with ACB*			
Three Way Calling			
* Without ACB	22.95	21.04	19.14
* With ACB	22.50	20.62	18.77
WorkSmart Deluxe (01345)			
Includes the following fixed services:			
Call Forward			
*69			
Call Waiting/Cancel Call Waiting			
Caller ID* or			
Caller ID with ACB*			
Distinctive Ring			
Three Way Calling			
* Without ACB	33.15	30.39	27.65
* With ACB	32.70	29.97	27.28

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES (Continued)

			Monthly Rate	Monthly Rate
A4	Central office services			
	B1	Wake-Up Call	$ 3.50	$ 2.50
	B2	Single line intercom(2)	3.50	7.00

				Monthly Rate*	
A5	Optional network access lines services				
	B1	Remote Call Forward service(1)		Commercial	Residential
		C1	First network access line equipped	$44.00 (I)	$34.00
		C2	Additional network access line equipped, each	$44.00 (I)	34.00

A6 Reserved For Future Use

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

(2) EFFECTIVE FEBRUARY 14, 2014, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

RATES (Continued)

A7 Reserved for Future Use

A8 Reserve for Future Use (C)

(D)

(D)

A9 Reserved for Future Use

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

			Nonrecurring Charge	
A10	**Reserved For Future Use** [1]			(C) (D) | (D)

A11 Call Restriction Services

			GSEC	Monthly Rate	GSEC	Nonrecurring Charge	
B1	Toll Blocking						
C1	Option 1 - Blocks All 1+ calls, per line/trunk		TOLLBLCK1	1.50	TOLLBLCKNRC	10.00(1)	
C2	Option 2 - Blocks All 1+, 0+ and 0- calls per line/trunk		TOLLBLCK2	1.50	TOLLBLCKNRC	10.00(1)	
B2	Billed Number Screening Service (BNS)						
C1	Option 1 - Collect and Third Number Billing	- Per Line Screened	INSCREEN1	2.50 (I)	INSCREENNRC	10.00(1)	
C2	Option 2 - Third Number Billing,	- Per Line Screened	INSCREEN2	2.50 (I)	INSCREENNRC	10.00(1)	
C3	Option 3 - Collect Billing	- Per Line Screened	INSCREEN3	2.50 (I)	INSCREENNRC	10.00(1)	
B3	Selective Class of Call Screening						
C1	Per Line		SCCS PL	3.00	-	10.00(1)	
C2	Per Trunk		SCCS PT	12.50 (I)	-	10.00(1)	(N)

[1] **Busy line verify/interrupt service is withdrawn as of April 6, 2013.**

(1) The Special Services Charge in Schedule A-5 of the Local Exchange PRODUCT GUIDE applies when adding Call Restriction Services to an existing account.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

			Nonrecurring Charge		
A11	**Call Restriction Services (continued)**				(L)
	B4	900/976 Blocking			
		C1 Initial request for 900/976 blocking	No charge	BLK1	
		C2 Cancel 900/976 blocking	No charge	BLKC	
		C3 Subsequent request for 900/976 blocking	*		
	B5	International Direct Dial Blocking			
		C1 Initial request for international direct dial blocking	No charge	BIC	
		C2 Subsequent request for international direct dial blocking	*	BIC	(L)
					(D)

(Continued)

* In addition to applicable charges as shown in Schedule No. A-5

(L) Material on this page regarding 900/976 and International Blocking formerly appeared on Sheet No. 29.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS

A2 Access Lines (C)

B1 Service under this schedule will be provided outside of the base rate or zoned rate areas and within the exchange areas at the rates specified and at any applicable outside plant facility rates as shown in Schedule No. A-2. Service may be furnished from any central office within the exchange area at the discretion of the Company. (C) (D) (D) (D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A3 RESERVED FOR FUTURE USE (T)

(D)

. (D)

A4 RESERVED FOR FUTURE USE (T)

(D)

(D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A5 Reserved for Future Use (T)

(D)

(D)

A6 Reserved for Future Use (T)

(D)

(D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A7 Foreign exchange service

B1 For the purposes of this schedule, the foreign exchange is the exchange from which service is furnished and the local exchange is the exchange in which the primary station is located.

B2 Customers to foreign exchange service may be required to take service of the exchange from which service normally would be provided.

B3 Additional listings and lines of information will be provided in local or foreign directories in accordance with the PRODUCT GUIDE provisions in effect for the directory containing the additional listing or line of information.

B4 Except as otherwise provided in this schedule, services furnished in the local exchange will be available in addition to foreign exchange service in accordance with the PRODUCT GUIDE provisions of the local exchange for the particular classification of service furnished.

C1 Service will be furnished subject to the same conditions as to the use of the service by other than the customer or his representatives which are applicable in connection with other classifications of service.

(D)
(D)

B5 Foreign exchange service will not be provided for Coin Line Service nor for use in connection with private branch exchange systems in hotels, motels, apartment houses or clubs. (T)

B6 Foreign exchange network access lines will be provided where facilities and operating conditions permit.

A8 Applicable service charges apply as shown in Schedule No. A-5.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Custom Calling Services

B1 Custom calling service requires special central office equipment and will be provided for one-party business and residence service and where facilities are available.

B2 Custom calling service will not be provided in connection with Coin Line or Customer Owned Pay Telephone service.

B3 Description of Services

C1 **Call Forward**

Call Forward permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.

The Call Forward service customer is responsible for the payment of applicable charges for each completed call between the Call Forward equipped station and the station to which the call is forwarded. This charge, or dial station toll, applies to all forwarded calls that are answered at the station to which the calls are forwarded.

Charges between the originating station and the Call Forward equipped station are applicable in accordance with regularly filed tariffs, local, dial station, operator station or person toll.

This service may be provided to a group of individual lines arranged for rotary hunting, where network-switching facilities permit.

C2 **Call Forward – Multipath** (1) (T)

Allows a customer to specify the number of calling paths to be made available to simultaneously forward calls to the destination directory number. This allows the customer forwarding calls intended for a group of lines arranged in a hunt group, to control the number of simultaneous calls that can be forwarded to a target number. Only one calling path will be provided for a nonrotary single line. The number of calling paths cannot exceed the number of exchange lines in the hunt group forwarding the calls.

(1) EFFECTIVE FEBRUARY 14, 2014, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE. (N) (N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B3 Description of Services (continued)

C3 **Call Waiting For Residential Customers Only**(1) (T)

Call waiting permits the customer engaged in a call, to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook, but a three-way conference cannot be established.

C4 **Three-Way Calling**

Three-way calling permits the customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

The quality of transmission of calls which are forwarded or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.

Three-Way Calling per event service will be removed from the customer's line at no charge upon request.

(Continued)

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE. (N) | (N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B3 Description of Services (continued)

C5 **Speed Dialing**(1)
Speed Dialing permits the customer to place calls to other telephone numbers by dialing a one or two-digit code rather than the complete telephone number. The feature is available as an eight-code list. The code list may include local and/or toll telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone and dials a one-digit code plus the telephone number.

C6 **Simplified Message Desk Interface (SMDI)**
SMDI is the interface to a Voice Messaging System to provide the end user with both a means of monitoring the receipt of messages and retrieving those messages. SMDI provides a stutter dial tone which alerts end user that a message is waiting.

C7 **Call Forward Busy Line No Answer**(2) (T)
Call Forward Busy Line No Answer allows an end user to forward calls to a Voice Messaging System when there is no answer after a predetermined number of rings.

C8 **Cancel Call Waiting For Residential Customers Only**(1)
Provides the customer the ability to disable the Call Waiting feature for the duration of one call. The feature is activated by dialing a special code prior to placing a call or during an established call. It is automatically deactivated when the customer disconnects from the call. When Cancel Call Waiting is activated, anyone calling the number will receive the normal busy treatment.

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE. (N)
(2) EFFECTIVE FEBRUARY 14, 2014, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

* In addition to applicable service charges as shown in Schedule No. A-5.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B3 Description of Services (continued)

C9 Distinctive Ring(1) (T)

Allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive" Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for Directory Listing set forth in Schedule No. A-6 will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone director for the "Distinctive Ring" number, regardless of the class of service.

B4 Custom Calling Local Area Services (CLASS^{SM})

Custom Calling Local Area Signaling Service (CLASS^{SM}) is a group of Smart Call^{SM} Service features offered to single line residential and single line business customers subscribing to one party local exchange service.

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Class^{SM} features are applicable only to calls placed to/from compatible central offices within the customer's Signaling System (SS7) calling area offering the service.

Operator assisted calls are designed to override the feature calls for emergency purposes.

Coin phones will not be enabled with CLASS^{SM} features, just as they are not enabled with other Smart Call^{SM} Services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.

CLASS^{SM} will not be offered to customers in conjunction with Centrex or direct inward dial service. CLASS® calls received from or placed to these customers may have the capability to interact with all the features.

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE. (N)
(N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B4 Custom Calling Local Area Services (CLASS℠)(continued)

C1 ***66 Busy Number Redial(**1)

An arrangement that permits the customer to automatically redial the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed. *66 Busy Number Redial is offered at a monthly rate or for a charge per event used. (T)

*66 Busy Number Redial per event service will be removed from the customer's line at no charge upon request.

(T)

C2 ***69**(1)

Allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing “1”. *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial “1” to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

For *69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing “1” and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 will apply.

The *69 per event service will be removed from the customer's line at no charge upon request.

(N)

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE. (N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B4 Custom Calling Local Area Services (CLASS^{SM}) (continued)

C3 **Priority Call For Residential Customers Only**(1) (T)
Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

C4 **Call Block For Residential Customers Only**
Allows a customer to block incoming calls from a maximum of twelve (12) telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

C5 **Select Call Forward**(1) (T)
Permits the customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forward is activated, only calls from the prespecified numbers will be forwarded.

C6 **Special Call Waiting**
Allows a customer to choose up to twelve (12) numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting, as shown in Sheet 25 of this Schedule, and Special Call Waiting on the same line.

C7 **Do Not Disturb For Residential Customers Only**(1) (T)
Allows a customer to select up to twelve (12) customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE. (N) | (N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B4 Custom Calling Local Area Services (CLASS^{SM}) (continued)

C8 **Call Trace**
Allows the customer to immediately and automatically trace the last incoming call received from the local service area in which CLASS^{SM} features are offered. Upon customer request, the trace information will be provided to law enforcement agencies by the Company but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Trace performs the function of recording call information, but in no way identifies the person(s) actually placing the calls. By accepting the Service, customer agrees that the Company shall not be liable for damages due to an inability to trace the call(s). Call Trace will be the only service for nuisance call trace.

C9 **Caller ID – Number Only** **(D)**
Allows a customer with local exchange access service to receive the calling telephone number of calls placed to the customer. For non-blocked calls, the calling telephone number will be forwarded from the terminating central office to compatible-customer provided display equipment associated with the customer's local exchange access line. The service is subject to technical and other limitations (including availability of the number for forwarding). (C) (C)

The calling telephone number typically is delivered by the second ring. If the calling telephone number is not available for forwarding to the called party, the customer's display device may, and show "OUT OF AREA," “UNKNOWN,” “UNAVAILABLE,” or a similar message depending on the customer-provided display equipment. (C) | (C)

Caller ID – Number Only will be provided in connection with individual and multiline residence and business lines. This service is not available on trunk-side PBX connections, such as Direct Inward Dial (DID) service. In addition, party line, Centrex, public, semi-public and customer owned private pay telephone services are excluded from this PRODUCT GUIDE offering. **(D)**

(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B4 Custom Calling Local Area Services (CLASS^{SM}) (continued)

C9 **Caller ID - Number Only** (continued) **(D)**

Caller ID - Number Only is offered on a subscription basis which requires the customer to order the service. Where Caller ID – Number Only is available any calling party, whether they subscribe to Caller ID - Number Only or not, has per call blocking capability, unless that customer is calling from a public, semi-public or private pay telephone service.

The Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, the transmission to a Caller ID– Number Only customer of a telephone number which the calling party or Caller ID – Number Only customer finds erroneous, offensive, embarrassing or misleading for any reason.

The Company shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed to the telecommunication utility by the Company.

A person may not use Caller ID - Number Only service to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This restriction does not prohibit the Caller ID - Number Only subscriber from:

- verifying network performance or testing the provision of Caller ID - Number Only service,
- compiling, using, and disclosing aggregate Caller ID - Number Only information, or
- complying with applicable law or legal process.

Caller ID - Number Only information will not be displayed when certain technical and other conditions exist, such as: (C) (C)

- if the called party is off-hook.
- if the called party answers during the first ring interval.
- if the calling party has blocked information. (C)
- if the telephone number is not available for forwarding. **(D)** (C)

(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B4 Custom Calling Local Area Services (CLASS^{SM}) (continued)

C9 **Caller ID - Number Only** (continued) (D)

Identification of specific stations or extensions served by CPE is not possible. Only the main directory number of the CPE will be displayed.

Caller ID – Number Only will not be displayed for calls made on a multiparty line. The called party will receive an "unavailable" indicator.

Caller ID - Number Only will be transmitted and displayed for calls made from another central office only if it is linked by appropriate facilities. (D)

C10 **Selective Blocking - Per Call**

A service which allows a single-line customer to make a call and temporarily mark the delivery of his/her calling number identification as "private" to the next person he/she is calling. This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This process must be repeated each time a call is placed to prevent the delivery of the telephone number.

This feature will be available without presubscription and at no charge.

In conjunction with *69, the terminating central office will recognize the "private" marking and activate a voice announcement to advise that the number cannot be announced.

If a calling party activates blocking, the calling party number will not be transmitted across the line. Instead, Caller ID - Number Only subscribers will receive an anonymous indicator. This indicator notifies the Caller ID - Number Only subscriber that the calling party chose to block the number delivery

(T)

(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B4 Custom Calling Local Area Services (CLASS^{SM}) (continued)

C11 **Complete Blocking - Per Line**
Allows a single-line customer to make all calls with the delivery of his/her calling number identification marked as "private" to all outgoing calls placed over the specified line.

Complete blocking will be offered at no charge to a particular customer if the Public Utility Commission of receives from the customer written certification that the customer has a compelling need for per-line blocking. Where facilities permit, complete blocking customers may unblock their calls on a per-call basis by dialing an access code immediately prior to placing a call.

The blocking of Caller ID - Number Only will not be provided on calls originating from public, semi-public and customer owned pay telephone services.

C12 **Anonymous Call Block**
An arrangement allowing customers to automatically reject all calls that have activated the Selective Blocking or Complete Blocking features. When Anonymous Call Block is activated, the called party receives no alerting (ringing) for the call that is rejected. The incoming call is routed to a denial announcement and subsequently terminated.

This feature is available subject to the availability of facilities, at a reduced monthly rate, to customers subscribing to Caller ID - Number Only or Caller ID service.

C13 **Caller ID**
Allows a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer, typically by the second ring. The calling telephone number and (C)
name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service, subject to limitation such as those described below. The name that is displayed is the main listed name of the calling party. (C)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B4 Custom Calling Local Area Services (CLASS^{SM}) (continued)

C13 **Caller ID** (continued)

The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. The calling party can prevent the Caller ID customer from seeing the calling name and telephone number display by blocking caller identification information. (C) (C)

Anonymous Call Rejection (ACRJ) is also available with this service.

C14 **Call Waiting ID**

Allows a subscribing customer, when on another call, to receive caller identification information concerning a new incoming call. Based on such information, the customer can choose to interrupt the existing call, terminate the existing call to answer the incoming call or ignore the incoming waiting call. To subscribe to Call Waiting ID service, a customer must subscribe to Call Waiting and Caller ID-Number Only or Caller ID services and have compatible CPE. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar massage may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. (C) (C) (C) (C)

B5 (Reserved for Future Use)

B6 (Reserved for Future Use)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

(E)

A9 Custom Calling Services (continued)

(T)

B7 Reserved for Future Use (D)

(D)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

(N)

CONDITIONS (Continued)

A9 Custom Calling Services (continued)

B8 Flexible Packaging

C1 Flexible packaging offers a monthly discount on specific Custom Calling and CLASS features.

Flexible packaging is available to residence individual line customers only.

C2 When a customer orders four (4) or more of the eligible features, a discount applies to all of the eligible features. The discount percentage is applied to the total of the individual feature rates subscribed to by the customer. All features ordered by the customer must be billed on the same residence account.

Any feature may be substituted for another, or additional features may be ordered at a later date. The combination of features is not important to qualify for the discount, only the number of features (four).

When a customer subscribes to the quantity of four (or more) of the eligible features, the discount will automatically apply to his/her account.

If the customer removes an eligible feature (or features) so that the total number is less than four (4), the discount percentage no longer applies. Instead the billing of those services will revert back to the individual feature rate.

(Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B8 Flexible Packaging (continued)

C3 The following features are eligible for the flexible packaging discount offering:(1)

*66 Busy Number Redial
*69
Call Block
Call Forward
Call Waiting or Call Waiting/Cancel Call Waiting
Caller ID
Caller ID with ACB
Caller ID-Number Only (D)
Caller ID-Number Only with ACB (D)
Distinctive Ring
Do Not Disturb
Select Call Forward
Priority Call

C4 The applicable monthly discount for flexible packaging is forty percent (40%).

C5 Service charges are NOT applicable, when:

- an order is placed which qualifies the customer for the flexible packaging discount, or
- when a flexible packaging customer rearranges his/her features, provided at least four (4) of the eligible features are retained.

C6 Service Charge Application - For a 60 day period after a customer establishes service, a customer may add SmartCall services including flexible packaging, without incurring Service Order Charges.

(1) Anonymous Call Block and Cancel Call Waiting are not included toward the threshold for the discount. However if the threshold quantity is met, these features may also be discounted.

(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS A PART OF THIS PACKAGE AS OF OCTOBER 22, 2004. THE SERVICE AS A PART OF THE PACKAGE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS. (T)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B9 Choice PAC

C1 Choice PAC offers a monthly discount on specific Custom Calling and CLASS features.

Choice PAC is available to business individual line customers only.

C2 When a customer orders three (3) or more of the eligible features, a discount applies to all of the eligible features. The discount percentage is applied to the total of the individual feature rates subscribed to by the customer. All features ordered by the customer must be billed on the same business account.

Any feature may be substituted for another, or additional features may be ordered at a later date. The combination of features is not important to qualify for the discount, only the number of features (three).

When a customer subscribes to the quantity of three (3) (or more) of the eligible features, the discount will automatically apply to his/her account.

If the customer removes an eligible feature (or features) so that the total number is less than three (3), the discount percentage no longer applies. Instead the billing of those services will revert back to the individual feature rate.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Custom Calling Services (continued)

B9 Choice PAC (continued)

C3 The following features are eligible for the Choice PAC packaging discount offering:(1)

*66 Busy Number Redial
*69
Call Block (D)
Call Forward
Call Waiting (D) or Call Waiting/Cancel Call Waiting
Caller ID
Caller ID with ACB
Caller ID-Number Only (D)
Caller ID-Number Only with ACB (D)
Distinctive Ring
Do Not Disturb (D)
Select Call Forward
Priority Call (D)

C4 The applicable monthly discount for Choice PAC is thirty percent (30%).

C5 Service charges are NOT applicable, when:

- an order is placed which qualifies the customer for the Choice PAC discount, or
- when a Choice PAC customer rearranges his/her features, provided at least three (3) of the eligible features are retained.

C6 Service Charge Application - For a 60-day period after a customer establishes service, a customer may add SmartCall services including Choice PAC, without incurring Service Order Charges.

(1) Anonymous Call Block and Cancel Call Waiting are not included toward the threshold for the discount. However if the threshold quantity is met, these features may also be discounted.

(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED AS A PART OF THIS PACKAGE AS OF THE OCTOBER 22, 2004. THE SERVICE AS A PART OF THE PACKAGE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A10 Directory Assistance Service

B1 A customer with two or more lines and/or PBX trunks on the same premises and billed on the same account is allowed three requests per line and/or trunk accumulated to the total lines and/or trunks in service.

B2 Call allowances are not transferrable between separate accounts of the same customer.

B3 In locations where requests must be made by dialing "O" operator, the directory assistance charge will apply. (N)

B4 When the customer places a call to Directory Assistance via an "O"operator, the charge under Rates will apply with no free request allowance. (N)

B5 Where the customer places a call to the Directory Assistance attendant and has Directory Assistance charges billed to a calling card or a telephone number other than the originating number, a Service Charge will apply as shown in the Long Distance Message Telecommunications Service PRODUCT GUIDE C.1.d(2)(i). (T)

B6 The charge does not apply to the following:

C1 Handicapped persons who provide written certification that they are unable to use the telephone directory. All approved certification forms will be handled by the business office. A record order charge will not apply when establishing or removing the handicapped exemption from an account.

D1 Any residence account for a household in which a certified handicapped person resides.
D2 Any business account, single line, non-PBX, of a certified handicapped subscriber where assistance is otherwise not available.
D3 Patient residential service provided in health care facilities.

C2 Calls placed from public or semipublic telephones.

C3 Emergency calls directed to the "O" operator.

C4 Calls placed by guests from hotels/motels.

C5 Calls placed from customer-owned pay telephones (COP).

(Continued)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A10 Reserved for Future Use

(T)

A11 Reserved for Future Use

(D)

(D)

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SCHEDULE NO. A-1
OPERATOR SERVICES (C)

A12 BUSINESS LINE CALL COMPLETION – Grandfathered [1]

B1 Business Line Call Completion (BLCC) is a service for persons receiving telephone number information from Directory Assistance (DA). When a DA caller requests the telephone number of a customer subscribing to BLCC, the caller will be advised that the call can be completed at no addition call completion charge to the caller. The call completion charges are paid by the customer being called, not the caller.

B2 Any Frontier Southwest business customer listed in the Directory Assistance data base may subscribe to Business Line Call Completion.

B3 Business Line Call Completion customers may subscribe to BLCC for selected lines and/or listings.

B4 Business Line Call Completion is available only as fully automated call completion service.

B5 Business Line Call Completion is available for only local telephone number requests.

B6 Business Line Call Completion charges only include the call completion service. The caller will remain responsible for any applicable local message or DA charges.

B7 If call completion is paid for under the terms of BLCC service, Directory Assistance Call Completion (DACC) charges will not apply.

B8 Business Line Call Completion is not available to the following services:
- Residence Exchange Access Service
- Coin Line Telephone Service
- Customer Owned Pay Telephone Service
- Services with Non-Published Telephone Numbers
- Cellular Carriers
- 800 Service
- 900 Service

B9 RATES

BLCC is available at $0.30 per event. The per call charge applies only to completed calls. There are no service establishment nor change charges associated with this service.

(N)

[1] This service offering is grandfathered as of March 1, 2023.

Issued: February 28, 2023 Issued by: President – Southwest Region Effective: March 1, 2023

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Usage pricing (T)

B1 Usage Pricing Service is a Exchange Access Service for which a regular monthly charge is billed to the customer for access to the local, and toll networks and usage charges for local calls originated and completed will also apply. (T) | (T)

B2 Usage Pricing Service is available to residence and business customers in the Nassau Bay Exchange. Excluded from this service are Coin Line, Customer Owned Pay Telephone Service, and party line customers. (T) (T)

B3 Usage Pricing Service will be required for customers subscribing to foreign exchange service with Frontier Southwest dial tone, from Nassau Bay. (T)

B4 Applicable service charges, as shown in Schedule No. A-5, will apply when establishing or adding additional services, including changing usage pricing options. (T)

(D) | (D)

B5 Monthly billing is based on monthly cumulative minutes of use by mileage bands. A fraction of a minute is rounded to the next higher minute for each call. (T)

B6 Mileage bands relate to intraexchange and interexchange mileage determined by measuring the air line distance between central offices. (T)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Usage pricing network access line service (continued) (T)

B7 Timing of local usage (T)

C1 Chargeable time begins when connection is established between the calling network access line and the called network access line.

C2 Chargeable time ends when the calling network access line "hangs up" thereby releasing the network connection. If the called network access line "hangs up" but the calling network access line does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

B8 Discount (T)

C1 The discount for the reduced rate period given in the Rate Discount and Application Period section is expressed as a percent reduction of the sum of the initial minute and each additional minute charges calculated at the rates as shown under the Usage Rates section. The discount is applied to message connections established during the period indicated under the Rate Discount and Application Period.

C2 If a call is established in one rate period and ends in another rate period, the customer will be charged the rate for the time used in each rate period.

B9 Usage allowance (T)

C1 If customer has an option which includes usage allowance, they will not be charged for usage until total usage charges exceed the total usage allowance during any one billing period.

C2 For those customers with Usage Pricing, the monthly billing for usage will be the customer's accumulated usage for the billing period at the rates and discounts shown in Rates A1 B3 C3, less the applicable usage allowance. If the usage does not exceed the usage allowance the (T)
customer will not be given credit in subsequent billing periods for the unused portion of the usage (T)
allowance.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Usage pricing (continued) (T)

B9 Usage allowance (continued) (T)

C3 Requests for usage billing adjustments should be limited to a period not to exceed 30 days after that billing date.

C4 Usage allowances are applicable to local calling, as provided for in this schedule, only. Usage allowances are not applicable to message toll calls. (T)

B10 Method of billing (T)

C1 Customers with more than one class of service (e.g., business and residence) will receive separate bills for each service. If the customer has more than one network access line for the same class and grade of service, they will receive only one bill (e.g., two residence one-party or two residence key lines). If the customer has more than one grade of service (e.g., residence one-party and residence multiline) they will receive separate bills for each service unless both are at the same usage pricing option. Then only one bill will be received. (T)

B11 Operator assistance (T)

C1 In offices where Usage Pricing Service is in effect, when the assistance of an operator is required to bill or collect for a local or EAS message, a charge of forty cents ($.40) applies in addition to the usage rates. (T)

B12 Service calls (T)

C1 No usage charges will be made for calls to service repair or to the serving Frontier Southwest business office. (T)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (Continued)

A14 Reserved for Future Use (T)

(D)

(D)

A15 Central office service (M1)

B1 Wake-Up Call

C1 Available to one-party service only in exchanges where the central office is equipped to furnish the service.

B2 Single line intercom

C2 Available to one-party service only in exchanges where the central office is equipped to furnish the service. (M1)

(M1) Material moved from Sheet No. 49 of this Schedule.

(N)
(D)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (Continued)
(N)

A16 Remote Call Forward Service (RCF)
(T)

B1 The rates for Remote Call Forward (RCF) are specified in A5.B1 of Sheet No. 27, and are in addition

(M2)
to applicable charges for service and the equipment with which it is used.

B2 RCF is not offered where the terminating station is:

C1 A Coin Line or Customer Owned Pay Telephine Service. (T)
C2 A line equipped with any form of Call Forward features.

B3 The utility will not provide identification of the originating telephone number to the Remote Call Forward customer

B4 Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

B5 RCF is not suitable for satisfactory transmission of data.

B6 Each Remote Call Forward service subscription allows for forwarding one call at a given time. An additional service subscription is necessary for each additional call to be forwarded simultaneously.

B7 Remote Call Forward service cannot be used for toll by-pass.

B8 Remote Call Forward service cannot be used in conjunction with international calls.
(M2)

B9 Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF (T)
(M3)
features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the utility. If, in the opinion of the utility, additional Remote Call Forward features at the Call Forward location or facilities at the terminating station are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, such customer's RCF service shall be subject to termination.

B10 Remote Call Forward is offered subject to availability of suitable facilities. (T)
(M3)

(M2) Material moved from Sheet No. 49 of this Schedule.
(N)
(M3) Material moved from Sheet No. 50 of this Schedule.
(N)

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SCHEDULE NO. A-1
NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (Continued)
(N)

A16 Remote Call Forward Service (RCF) (continued) (M4)

B11 The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (T)

C1 A charge for that portion of the call from the originating station to the Call Forward location. This charge will be the charge specified in this PRODUCT GUIDE or any other applicable PRODUCT GUIDE for the type of call involved.

C2 A charge for that portion of the call from the Call Forward location to the terminating station. This charge will be the charge specified in this PRODUCT GUIDE or any other applicable PRODUCT GUIDE for the type of call involved.

B12 To change the telephone number at the Call Forward location and/or to change the telephone number to which calls are forwarded at the request of the customer, the appropriate nonrecurring charges from Schedule No. A-5 apply. (T)

B13 One listing in the directory covering the exchange in which the Call Forward central office is located is provided without additional charge. (T)

B14 The installation charge and monthly rate for Remote Call Forward may be waived for a period not to exceed ninety (90) days due to destruction or partial destruction of customers' premises as a result of the October 1994 floods in the 713 and 409 service area (in and around Houston,). This waiver is only available to customers whose premises are located in the 713 and 409 service area (in and around Houston,). These charges will only be waived when Remote Call Forward is established on the customers existing local exchange service. (T)

B15 Service Charges as shown in Section A-5 of this PRODUCT GUIDE apply as follows: (T)

C1 For installation of Remote Call Forward (RCF) Service, the Primary or Subsequent Service Order Charge is applicable per order and the Line Access Charge is applicable per RCF path.

C2 For the subsequent addition of paths to the existing RCF Service, the Subsequent Service Order Charge is applicable per order and the Line Access Charge is applicable per RCF.

C3 To change the terminating RCF number, the Subsequent Order Charge is applicable per order and the Line Access Charge is applicable per RCF path. (M4)

A17 Reserved for Future Use
N)

(M4) Material moved from Sheet No. 50 of this Schedule.
(N)

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CONDITIONS (continued)

(C)

A18 Reserved For Future Use *

(D)

(D)

A19 Direct-Inward-Dialing (DID)

B1 Direct-inward-dial (DID) is a central office trunking feature and will be provided only where facilities are available.

B2 The DID trunk terminating equipment provides a feature which allows an incoming call from the exchange network (not foreign exchange or WATS) to reach a specific station line without an attendant's assistance.

B3 To convert from DID operation to a regular PBX-PABX operation will be at actual cost to install regular trunk circuits, but will not exceed the charge for a new installation.

B4 The service must be provided on all lines in a trunk group arranged for inward service.

B5 Operational characteristics of interface signals between the utility-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the utility considers necessary to maintain proper standards.

B6 One primary listing will be furnished without charge for each trunk group. Additional listings can be obtained as specified (T) in Schedule No. A-6

(N)

* **Busy line verify/interrupt service is withdrawn as of April 6, 2013.**

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A19 Direct-Inward-Dialing (DID) (continued)

B7 Customer-provided switching systems must handle calls to all assigned numbers, including those that are not currently used with specific stations. Calls to numbers not currently used with specific stations must be routed by the customer to a recorded announcement referring the caller to another number. (C) | (C)

B8 (D) (D)

B9 If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.

B10 The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.

B11 The DID customer, in some applications, may be required by state law to take the action necessary for certain DID station users to have access to 911 service features consistent with those provided to local exchange service customers in the same 911 service area. Automatic Number Identification, Automatic Location Identification and/or Selective Routing are only available through coordination with the governmental agency responsible for 911 service within the service area served by the DID customer's private switch in accordance with the provisions in Schedule No. A-13 of this PRODUCT GUIDE.

B12 The Telephone Company retains its right to administer the use of DID Number Blocks.

B13 DID Number Blocks are provided in blocks of consecutive numbers.

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CONDITIONS (continued)

A19 Direct-Inward-Dialing (DID) (continued)

B14 DID Number Blocks may NOT be ordered in number blocks smaller than ten (10).

B15 When blocks of ten (10) DID numbers are combined to form a block of 100 numbers, all the numbers must be in a continuous sequence.

A20 Direct-inward-dialing (DID) – Intercept [1] (T)

(D)

(D)

(N)

[1] Effective May 1, 2015, Direct Inward Dialing (DID) Intercept, is hereby cancelled and withdrawn and no longer available for purchase. (N)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A21 Call Restriction Services (T)

B1 Toll Blocking Service is a central office service that restricts one plus (1+ and 10+XXX), International (011+), zero plus (0+) and/or zero minus (0-) calling. Calls to 800 Service will not be restricted (1 + 800 + XXX-XXX). Restricted calls are directed to a central office announcement.

C1 Two Toll Blocking Service options are available:

D1 Option 1 - Restricts any direct dialed one plus (1+ and 10+XXX) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). This option includes Originating Line Screening which allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, or a credit card account.

D2 Option 2 - Restricts any direct dialed one plus (1+ and 10+XXX) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Option 2 also restricts any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Operator assisted emergency calls.

(Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A21 Call Restriction Services (continued)

B1 Toll Blocking Service (continued)

C2 Toll Blocking Service will be provided to individual residence, business and trunk access line customers. Toll Restriction Service will not be provided on party lines or Centrex lines.

Toll Blocking Service is offered subject to the availability of suitable facilities and is limited to central office specifically equipped to provide this service.

The minimum term commitment period for this service is one month. (C)

B2 Billed Number Screening Service (BNS) is available to subscribers of the Company's local exchange services. This service prevents the billing of incoming collect and/or third number billed calls to a customer's telephone account.

Billed Number Screening Service is offered subject to the availability of suitable facilities. It is available to all classes of business and residence services.

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

(Continued)

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A21 Call Restriction Services (continued)

B3 Business Selective Class of Call Screening *

C1 Business Selective Class of Call Screening is an optional service available to the Company's local exchange service customers and is offered on a per line basis. The service is offered to provide customers with a choice of originating screening options. The screening provides information that will allow the restriction of originating toll calls to be billed to a credit card, a third number or to the called party.

The customer will specify, at the time of the order, the restriction or restrictions desired. The customer may specify any combination of the following to restrict the billing of outgoing toll calls to:

- A Credit Card
- A Third Number
- Collect to the Called Number

C2 This service provides for information designating the customer's line as having a requirement for special billing and defines these requirements for the operator.

C3 Business Selective Class of Call Screening service is offered subject to the availability of suitable facilities.

C4 Customers subscribing to Business Selective Class of Call Screening service are responsible for all toll charges.

C5 The minimum period of Business Selective Class of Call Screening service is one month.

* **AS OF OCTOBER 22, 2004, THIS SERVICE WILL BE OFFERED TO BUSINESS CUSTOMERS ONLY. THIS SERVICE HAS BEEN DISCONTINUED FOR RESIDENTIAL CUSTOMERS AND WILL NO LONGER BE OFFERED AS OF OCTOBER 22, 2004. THE SERVICE IS LIMITED TO EXISTING RESIDENTIAL CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.**

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A21 Call Restriction Services (continued)

B4 900/976 Blocking

C1 Individual customer 900/976 call blocking will be available where facilities permit. All 900/976 calling will be blocked in exchanges where call blocking is not technically possible on an individual customer basis. 900/976 call blocking will be offered at no charge for the initial request.

C2 Should a customer request the cancellation of 900/976 blocking and subsequently request that 900/976 blocking be reinstated, applicable charges as stated under Rates preceding will apply.

A22 Rotary Hunting Line

(N)

The term "Rotary Hunting Line" denotes the grouping of exchange access arrangements arranged for completion of calls when a line is busy by overflowing to vacant line in the same prefix, area code, and group that is available to receive a call. Rotary Hunting Line Service is available to all customers whether they have Local Exchange Access Service, Extended Area Service, or Extended Metro Service. In those exchanges that have both Extended Area Service and Extended Metro Service, customers have the option of subscribing to EAS or EMS; the mixing of EAS and EMS when subscribing to Rotary Hunting Line Service is permitted. Mixing of EMS and non-EMS lines within a service arrangement such as Multi-Line Hunting, PBX Trunk or Centrex is allowed only as long as the local lines hunt to EMS lines.

(N)

(Continued)

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SCHEDULE NO. A-1A

(D)

(D)

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SCHEDULE NO. A-1B

PREPAID LOCAL TELEPHONE SERVICE

APPLICATION

The provisions in this PRODUCT GUIDE for Prepaid Local Telephone Service (PLTS) are pursuant to the Public Utility Commission of Substantive Rule 26.34. (T)

GENERAL

PLTS provides a restricted local only telephone service to residential class of service customers who have had difficulty paying for telecommunications services in the past but are willing to pay their local access service telephone bills on an ongoing basis. Under PLTS, the customer's access to toll and usage sensitive services are blocked.

DEFINITION OF TERMS

The following words and terms when used in this schedule shall have the following meaning unless the context clearly indicates otherwise:

Basic Local Telecommunications Service - Basic Local Telecommunications Service includes services listed in the PLTS definition below.

Disconnection of Telephone Service - That period after which a customer's telephone number is deleted from the central office switch and databases.

Prepaid Local Telephone Service (PLTS) -

- Residential Single Line Exchange Access Service or Usage Pricing (Nassau Bay only); (C) (D) (D)
- Access to 9-1-1 service;
- Access to dual party relay service;
- The ability to report service problems seven (7) days a week;
- Access to business office;
- Primary directory listing;
- Toll blocking service; and
- Non-published and non-listed services, at the customer's option.

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SCHEDULE NO. A-1B

PREPAID LOCAL TELEPHONE SERVICE

DEFINITION OF TERMS (cont'd)

Service Connection Charges - The charge(s) applied to connect service to a customer's telephone line after it has been disconnected.

Service Restoral Charge - The charge(s) applied to restore service to a customer's line after it has been suspended.

Suspension of Service - That period during which the customer's telephone line does not have dial tone but the customer's telephone number has not been deleted from the central office switch and database.

Telephone Company – Frontier Southwest Incorporated TXC (T)

Toll Blocking - Blocking of a customer's access to toll providers and toll services.

Usage Sensitive Blocking - Blocking of a customer's access to services which are charged on a usage sensitive basis for completed calls (charged per event). Such calls shall include, but not limited to services such as Automatic *69 Call Return and Automatic *66 Busy Number Redial.

CUSTOMER ELIGIBILITY

Former Customers - In cases where applicants have been denied telephone service because of the existence of indebtedness to Frontier or another telecommunications carrier, such applicant is eligible to receive PLTs.

Current Customers - An existing residential customer who has not been disconnected from the network, and has received a notice following suspension of service for nonpayment of services, is eligible to receive PLTS.

Applicants Previously Disconnected From PLTS - Any applicant previously disconnected from PLTS for reasons specified elsewhere in this PRODUCT GUIDE by Frontier or another dominant certified telecommunications utility will be denied applicant for PLTS.

(E)

Business Customers - Business customers are not eligible for PLTS.

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SCHEDULE NO. A-1B

PREPAID LOCAL TELEPHONE SERVICE

CONDITIONS

The Telephone Company will not refuse to provide PLTS to an applicant for such service because the applicant is indebted to Frontier Southwest or any other dominant certificated telecommunications utility for telecommunications services, including (T) carriage charges of interexchange carriers where Frontier Southwest bills those charges pursuant to PRODUCT GUIDEs or (T) contracts.

A customer who subscribes to PLTS must have mandatory toll blocking and usage sensitive blocking placed on their telephone line.

A customer subscribing to PLTS shall not place or receive calls, including intraLATA and interLATA long distance or other usage sensitive services, for which additional charges are billed.

During the customer initiated inquiry in which the customer subscribes to PLTS, the Telephone Company shall mail the customer a confirmation explaining the customer's responsibilities for the service.

No deposits shall be required from any applicant for PLTS.

RATES AND CHARGES

Nonrecurring Charges

If a customer does NOT subscribe to PLTS within ten (10) days from the date the Telephone Company mails a termination notice containing the notification of the customer's PLTS eligibility, the Telephone Company will charge the applicable service connection charges, in Schedule No. A-5 of this PRODUCT GUIDE, when the customer subscribes to PLTS.

If the Telephone Company suspends basic local service prior to disconnection, service restoration charges will be recovered after the subscribing PLTS customer leaves PLTS to return to basic local telecommunications service. At that time, a restoral charge consisting of the primary service order charge and the line connection charge rate elements will apply. (See Schedule No A-5 of this PRODUCT GUIDE.)

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SCHEDULE NO. A-1B

PREPAID LOCAL TELEPHONE SERVICE

RATES AND CHARGES (cont'd)

Monthly Rates

Applicable residence rates shall apply for the following services:

- Residential Single Line Exchange Access Service or Usage Pricing (Nassau Bay only). (C)
- Toll blocking service (D)
- Non-published or non-listed service, at customer's option (D)

Surcharges and Fees

Surcharges and fees established or authorized by a government entity that are billed by the Telephone Company, including but not limited to, 9-1-1, subscriber line charge, sales tax, municipal fees, ELCS surcharge and dual party relay service surcharge.

Late Payment Charges

Late payment charges are not applicable to PLTS.

PAYMENTS

The PLTS customer will be required to make an initial payment for the service; the payment will consist of two months local service for the PLTS and applicable service connection charges. Except for the amount billed under the deferred payment plan, subsequent monthly payments for PLTS shall not exceed the monthly rate for one month of service under PLTs. The due date of such monthly payment shall be based on the Telephone Company's regular billing cycle.

A customer may be required to make payments under the deferred payment plan described below.

DEFERRED PAYMENT PLAN

As a condition of subscribing to PLTS, the Telephone Company will require an applicant to enter into a deferred payment plan for any outstanding debt owed to it for services previously received for basic local telecommunications service and now subscribes to it under PLTs.

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SCHEDULE NO. A-1B

PREPAID LOCAL TELEPHONE SERVICE

DEFERRED PAYMENT PLAN (cont'd)

The Telephone Company shall not require an applicant for PLTS to enter into a deferred payment plan to pay those outstanding debts for any services not subscribed to under PLTS including, but not limited to intraLATA and interLATA toll charges.

If the Telephone Company is unable to determine the amount of outstanding debt owed for the services previously received under basic local telecommunications service and now subscribed to under PLTS, the Telephone Company shall not require an applicant to enter into any deferred payment plan.

The Telephone Company will determine the customer's deferred payment plan by:

- Determining the amount owed for services previously received under basic local telecommunications service and which the customer subscribes to under PLTS; and
- Applying any unassigned partial payment(s) made by the customer, prior to the customer's subscription to PLTS, to past debt which was owned to the Telephone Company for services previously received under basic telecommunications service and which the customer subscribes to under PLTS;
- Not reallocating any undesignated partial payments to amounts yet to be incurred for basic local telecommunications service.

Monthly payments under the deferred payment plan for past due charges, as determined above, shall not exceed the greater of $10 per month or one-twelfth of the outstanding debt.

The customer's first payment shall be billed with the third billing cycle after initiation of PLTS and shall be billed on a monthly basis thereafter until the outstanding debt is paid in full.

DISCONNECTION OF PLTS

Disconnection With Notice

The Telephone Company may disconnect PLTS after notice for any of the following reasons:

- Failure to comply with the terms of a deferred payment plan for PLTS;
- Upon conclusion of all periods for which an advance payment has been applied to the PLTS account and when the customer's PLTS account has a zero balance; or
- Violation of rules and/or conditions pertaining to the use of PLTS in a manner in which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided reasonable opportunity to remedy the situation.

(Continued)

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SCHEDULE NO. A-1B

PREPAID LOCAL TELEPHONE SERVICE

DISCONNECTION OF PLTS (cont'd)

Disconnect Without Notice

Notwithstanding any other provision of this PRODUCT GUIDE, the Telephone Company may disconnect PLTS without notice, for the following:

- If a customer accrues new billable charges for toll or other services on his/her PLTS account;
- Where a known dangerous condition exists for as long as the condition exists; or
- Where service is connected without authority by the person who had applied for the service or who has reconnected service without authority following termination of service.

Notice After Disconnection

If a PLTS customer is disconnected with or without notice, as previously stated, the Telephone company will send a final notice stating that the customer is permanently disconnected from PLTS and that the customer is no longer eligible for PLTS from Frontier. That notice will also state the terms and conditions that the customer must satisfy before the customer can return to basic local telecommunications service.

RETURN TO BASIC TELECOMMUNICATIONS SERVICE

Customer's Option

A customer subscribing to PLTS may return to basic local telecommunication service provided the customer:

- Has paid in full all outstanding debt to the Telephone Company, including indebtedness for the carriage charges of interexchange carriers whose charges have been billed by the Telephone Company pursuant to PRODUCT GUIDE or contracts; and
- Has paid all bills for PLTS.

Telephone Company's Notice of Eligibility

Upon the PLTS customer's completion of paying outstanding debt and paying all bills for PLTS, the Telephone Company will:

- Notify the customer of eligibility requirements for returning to basic local telecommunications service without PLTS restrictions;

(Continued)

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SCHEDULE NO. A-1B

PREPAID LOCAL TELEPHONE SERVICE

RETURN TO BASIC TELECOMMUNICATIONS SERVICE (cont'd)

Telephone Company's Notice of Eligibility (cont'd)

- Notify the customer of the option of receiving basic telecommunications service with toll blocking and/or usage sensitive blocking pursuant to the Telephone Company's PRODUCT GUIDEed rate(s) and that such toll restriction and usage sensitive blocking can be removed at any time, upon the customer's request; and **(T)**
- Advise the customer to contact the Telephone Company if the customer desires to return to basic telecommunications service.

Customer's Obligation After Receiving Notice

In addition to fulfilling the requirements of paying outstanding debts to the Telephone Company and paying all bills for PLTS, in order to subscribe to basic local telecommunications service, the customer shall:

- Request subscription to basic local telecommunications service from the Telephone Company; and
- Pay service restoral or service connection charges, if applicable.

(Continued)

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SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

APPLICABILITY

Applicable to services offered involving outside plant facility charges within exchange areas.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the PRODUCT GUIDE schedule.

RATES

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest (TXG) General Exchange PRODUCT GUIDE, (C)
Section 11- Charges Applicable Under Special Conditions, for Nonrecurring Facility Charges Rates and Conditions, A1. (C)

(D)

months exchange service in cases where no plant extension
charges are applicable.

(D)

(D)

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SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

(D)

(D)

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SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)	Monthly	S&E Charge	Code	
A2	Recurring facility charges (continued)			
B2	On/off premises network access facilities			
C1	Where the terminals are in different buildings on the same continuous property			
D1	Under 300 feet	No Charge		
D2	Over 300 feet			
E1	Each one-quarter mile or fraction thereof.	$ 2.00	OPM	
C2	Where the terminals are in different buildings on noncontinuous property			
D1	Each one-quarter mile or fraction thereof	2.00	OPM1	
C3	Within Avery, Hooks, Karnack, and Uncertain exchanges			(L) (N)
D1	Detached extension lines			
E1	For each two-point extension channel, mileage is the route distance between buildings.			
E2	Mileage is computed separately for each extension line and is measured by each 1/4 mile. Fractions are rounded to the next higher 1/4 mile.			
F1	Extension line mileage first 1/4 mile	3.00	OPM	(L)
F2	Additional 1/4 mile, each. . . .	1.00	OPM1	(N)

(Continued)

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SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)	Monthly	S&E Charge	Code
A2	Recurring facility charges (continued)		
B2	On/off premises network access facilities (continued)		
C4	Within the Colmesneil and Gary exchanges		
D1	Detached extension lines		
E1	On premises, each one-tenth mile of extension line.	$ .75	OPM
E2	Off premises, first 1/4 mile of extension line	3.00	OPM1
E3	Each additional 1/4 mile or fraction thereof	1.50	OPM2
B3	Each tie line between private branch exchange systems		
C1	Same customer		
D1	On the same premises	2.00	TL1
D2	On different premises		
E1	First one-quarter mile or fraction thereof.	2.00	TL2
E2	Each additional one-quarter mile or fraction thereof	2.00	TL3
C2	Different customer		
D1	First one-quarter mile or fraction thereof.	2.00	TL4
D2	Each additional one-quarter mile or fraction thereof	2.00	TL5

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SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)	Monthly Charge	S&E Code
A2 Recurring facility charges (continued)		
B4 Toll terminal line service	Rates and charges applicable to exchange trunk line service as shown in Schedule No. A-1.	TTS
C2 Interexchange channels		
D1 Between contiguous and noncontiguous exchanges (measured between rate centers) See Southwestern	Bell Telephone Company Tariff	FEIM FOIM
C3 Interexchange channel termination		
D1 Between contiguous and noncontiguous exchanges (measured between rate centers) See Southwestern	Bell Telephone Company Tariff	FEZD FOTD
B6 Private line mileage		
C1 Intraexchange.	See Schedule No. G-1	
C2 Interexchange.	See Southwestern Bell Telephone Company Tariff	

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SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A2 Recurring facility charges

B4 Recurring facility charges as shown under Rate Schedule A2, Sheet No. 5 are based on the airline measurement for each working pair between terminals on the line.

B5 In this schedule "terminals" mean the stations or station and switchboard or switching equipment between which the off-premises facility is connected.

B6 An off-premises set may be located on other than the customer's premises provided the set is for the use of the customer.

B7 For plant facilities on continuous property, the customer normally will provide and maintain, or pay the expense of rights-of-way, poles, attachments, conduit or other supporting structures required for the placing of wire facilities on his property.

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SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Recurring facility charges (continued)

B8 Recurring facility charges in association with tie lines under rates above apply to the airline distance measured between the terminals of the tie line involved.

B9 When any tie line service involves more than two terminals, the airline distance in quarter miles will be computed separately between each pair of terminals, fractional quarter miles being considered as whole quarter miles. The sum of the airline distances in quarter miles, between all pairs of terminals in a tie line service where more than two terminals are involved, will be charged for at the above rates, except that only one first quarter mile charge will be made, the balance of the quarter miles of airline mileage being charged for at the rates of additional quarter miles.

B10 The above rates also provide for the furnishing of two-point connections between any two sets connected to and on the same premises as the attendant's position of switching unit in which a tie line terminates.

B11 Connection of a single tie line to interexchange private line facilities will be provided as shown at the rates and charges under the appropriate private line schedule.

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SCHEDULE NO. A-3

CONCURRING SERVICES

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest Incorporated (TXG) General Exchange PRODUCT GUIDE for the services listed in this schedule.

Service	Sheet	
Access Service	2	
Assigned Telephone Numbers Not In Use (Digital Centrex Service)	2	
Business Traffic Study Service (See TXG, Section 14)	2	
Centrex CustoPak Service	2	
Centrex/Digital (ISDN) Centrex Service	2	
Centrex – CMAC	2	
Centrex – SMDR	2	
Commercial Voice Unlimited	2	
ControLink Digital Channel Service	2	
Custom Calling Service		
Regional Essentials	2	
Regional Value	2	
Frontier Regional Package	2	
Frontier Regional Package Extra	2	
Frontier Regional Package Unlimited	2	
Frontier Unlimited Voice and Feature Bundle	2	(N)
Frontier Voice Discount Plan	2	
Custom Redirect Service	2	
Definitions of Terms	2	
Dialing Service (811)	2	
Digital Centrex Service (101-400 lines)	2	
Digital Data Service	2	
Digital (ISDN) Single Line Service	2	
Directory Assistance Service	2	
Directory Connect Plus℠	2	
DS1 Service	2	
Emergency Number Service (911)	2	
Enhanced Call Forward	2	
E911 Optional Services	2	
Fractional T1 Service	2	
General Customer Plans	3	
General Rules and Regulations	3	
ISDN-PRI	3	
ISDN-PRI Bundle Service	3	
National 411	3	
Network Service	3	
OneVoice	3	
Operator Referral	3	
Outside Plant Facilities	3	
Road Work Recovery Surcharge	3	
Solutions for Business Bundle	3	
Telecommunications Service Priority (TSP) System	3	
Toll Telephone Service	3	
Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages	3	
Unlimited IntraLATA Toll Usage for Business	3	
Wide Area Telephone Service Concurrence Notice	3	

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SCHEDULE NO. A-3

CONCURRING SERVICES

Access Service (In Schedule B-3 and Section 5 of the Access Service Tariff. See TXG Facilities for State Access Tariff in Section 5.)
Assigned Telephone Number Not In Use (In Schedule A-11 on Sheet 8.1. See TXG, Section 34, Sheet 10.)
Business Traffic Study Service (See TXG, Section 14.)
Centrex CustoPAK Service (See TXG, Section 23.)
Centrex/Digital (ISDN) Centrex Service (In Schedule I-1. See TXG, Section 34.)
Centrex Service – Customer Moves and Changes (CMAC) (See TXG, Section 34B)
Centrex Service – Station Message Detail Recording (SMDR) (See TXG, Section 34F.)
Commercial Voice Unlimited (See TXG, Section 16)
ControLink Digital Channel Service (In Schedule H-1. See TXG, Section 40.)
Custom Calling Service
- Regional Essentials (See TXG, Section 16, Bundled Services)
- Regional Value (See TXG, Section 16, Bundled Services)
- Frontier Regional Package (See TXG, Section 16, Bundled Services)
- Frontier Regional Package Extra (See TXG, Section 16, Bundled Services) [1]
- Frontier Regional Package Unlimited (See TXG, Section 16, Bundled Services) [1]
- Frontier Unlimited Voice and Feature Bundle (See TXG, Section 16, Bundled Services) (N)
- Frontier Voice Discount Plan (See TXG Section 16, Bundled Services)

Custom Redirect Service (See TXG, Section 25.)
Definitions of Terms (In Schedule AC. See TXG, Section 4.)
Dialing Service (811) (See TXG, Section 43)
Digital Centrex Service – for the provision of 101-400 lines (In Schedule A-11 on Sheet 20. See TXG, Section 34.)
Digital Data Service (In Schedule G-1, Sheets 2B and 12. See TXG, IntraLATA Interexchange Services Tariff, Section 5.)
Digital (ISDN) Single Line Service (In Schedule I-1. See TXG, Section 33.)
Directory Assistance Service (In Schedule A-1 on Sheet 23B. See TXG, Section 38.)
Directory Connect Plus℠ (In Schedule A-1 on Sheet 24. See TXG, Section 38.)
DS1 Service – Intraexchange Service (In Schedule G-1, Sheets 2C and 12. See TXG, IntraLATA Interexchange Services PRODUCT GUIDE, Section 4.)
Emergency Number Service (911) (See TXG, Section 46E, Emergency Number Service – Wireless E9-1-1 Services.)
Enhanced Call Forward (See TXG, Section 16, Enhanced Call Forward)
E911 Optional Services (See TXG, Section 46A, E911 Wireless and Wireline Optional Services)
Fractional T1 Service (In Schedule G-1 on Sheet 12. See TXG, IntraLATA Interexchange Services PRODUCT GUIDE, Section 4A.)

1 Concurrence in Frontier Local Package is limited to the Frontier Local Package option less Speed Dialing 30.

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SCHEDULE NO. A-3

CONCURRING SERVICES

General Customer Plans (See TXG, Section 28.)
- Business Link Rewards Plan (See TXG, Section 28)
- Frontier Client Advantage Program for Regulated Services (VCAP-R) Plan[1] (See TXG, Section 28)
- Special Offerings (See TXG, Section 28)

General Rules and Regulations (In Schedule AC, except for Rules 13 and 15 which remain. See TXG Sections 5, 9, and 30.)
ISDN-Primary Rate Interface (PRI) (In Schedule I-1. See Section 35.)
ISDN-Primary Rate Interface Bundle Service (See TXG, Section 16)
National 411 (In Schedule A-1 on Sheet 24. See TXG, Section 38.)
Network Service (In Schedule F-1. See TXG, Section 48.)
OneVoice (See TXG, Section 16) (N)
Operator Referral (In Schedule A-1 on Sheet 24. (See TXG, Section 38.)
Outside Plant Facilities (Schedule A-2 Sheets 1-4 and Sheets 7-12)
Road Work Recovery Surcharge (See TXG, Section 5)
Solutions for Business Bundle (See TXG, Section 16)
Telecommunications Service Priority (TSP) System (See TXG, Section 14, Sheet 33)
Toll Telephone Service (In Schedule B-1 on Sheet 2. See TXG, Long Distance Message Telecommunications PRODUCT GUIDE.)
Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages (See TXG, Section 16)
Unlimited IntraLATA Toll Usage for Business Feature Packages (See TXG, Sections 16, 23 and 34)
Wide Area Telephone Service Concurrence Notice (In Schedule B-2. See TXG, Wide Area Telecommunications Service PRODUCT GUIDE.)

(1) Limited to existing customers as of December 16, 2009. Existing customers may make changes as allowed for by this PRODUCT GUIDE.

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SCHEDULE NO. A-4

SPECIAL EQUIPMENT FOR THE PHYSICALLY IMPAIRED (continued)

APPLICABILITY

Applicable to special equipment for the physically impaired.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the PRODUCT GUIDE schedules.

RATES

			Monthly Rate*	S&E Code
A1	Standard rotary dial set			
	B1	Desk/wall.	$ .90	T/TN
A2	Standard touchcall set			
	B1	Desk/wall.	1.55	TT/TTN
A3	Avery, Hooks, Karnack, and Uncertain exchanges			
	B1	Standard rotary dial desk/wall	1.50	T/TN
	B2	Standard touchcall desk/wall	2.25	TT/TTN
A4	Colmesneil and Gary exchanges			
	B1	Standard rotary dial desk/wall	.80	T/TN
	B2	Standard touchcall desk/wall	1.55	TT/TTN

* In addition to applicable service charges as shown in Schedule No. A-5.

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SCHEDULE NO. A-4

SPECIAL EQUIPMENT FOR THE PHYSICALLY IMPAIRED (continued) (N)

RATES (continued)			Monthly Rate*	S&E Code	
A5	Miscellaneous equipment for the physically impaired				(N)
B1	Push-to-talk or push-to-listen handset, each . .		$ 2.20	PTLH/ TTLH	(K)
B2	Amplifier equipped handset, each		2.60	HH1/ THH1	
B3	Volume control handset		5.00	HH3/ THH3	
B4	Transistorized headset		2.00	HD1A/ TD1A	
B5	Volume control		4.00	HDTC/ THDT	
B6	Teletype printer Model 33RO receive only		35.00	T33N	
B7	Teletype Model 4320 sprocket feed send/receive .		83.80	T43C	
B8	Telecommunicating Device#				
	C1	Specialized System 101 Visual Communications Terminal	25.35	CTTC	
	C2	Suttle SE-21B Visual Signal ringing dome lamp	.40	HL/NHL	
	C3	Walker W6-500-00M Impaired Hearing handset .	1.60	HH2C	
	C4	AMF Ring Alert Telephone Ringer annunciator 30-46-027-7.	2.55	HA/NHA	
	C5	Tone Commander Speakeasy receiver amplifier 30-46-020-4.	.85	HRA/ N(	(K)

(K) Material formerly shown in Schedule No. X-1, First Revised Sheet No. 21 and Original Sheet Nos. 23 and 24 in different form.
Minimum service period 36 months.
* In addition to applicable service charges as shown in Schedule No. A-5.

(Continued)

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SCHEDULE NO. A-4

SPECIAL EQUIPMENT FOR THE PHYSICALLY IMPAIRED (continued) (N)

RATES (continued)	Monthly Rate*	S&E Code	
A5 Miscellaneous equipment for the physically impaired (continued)			(N)
B9 Headsets			(K)
C1 Miniaturized headsets equipped with transistorized amplifier	$ 4.10	HD2 THD2	
C2 Star set	5.00	HD3 THD3	
C3 Standard headsets			
D1 Single head receiver and transmitter . .	2.90	HRS THRS	
E1 Each single head receiver and transmitter for use with customer's telephone set.	2.90	HRSS TRSS	
C4 Equipment arrangement to permit utility-provided headsets to be connected to telephone instruments normally provided by the utility	4.00	HDTC THDT	
B10 Visual signals			
C1 Lamp indicators, wall or desk type			
D1 One lamp-individual mounting	1.00	LI1 TLI1	
D2 Two lamps-individual mounting.	1.35	LI2 TLI2	(K)

(K) Material formerly shown in Schedule No. X-1, First Revised Sheet Nos. 24 and 26 in different form.
* In addition to applicable service charges as shown in Schedule No. A-5.

(Continued)

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SCHEDULE NO. A-4

SPECIAL EQUIPMENT FOR THE PHYSICALLY IMPAIRED (continued)

RATES (continued)	Monthly Rate*	S&E Code
A5 Miscellaneous equipment for the physically impaired (continued)		
B11 Within the Avery, Hooks, Karnack, and Uncertain exchanges		
C1 Amplifier equipped handset	$ 2.50	HH1 THH1
C2 Visual signals		
D1 Lamp indicators, wall or desk type		
E1 Two lamps-individual mounting. . . .	.95	LI2 TLI2
B12 Within Colmesneil and Gary exchanges		
C1 Amplifier equipped handset	2.00	HH1 THH1

* In addition to applicable service charges as shown in Schedule No. A-5.

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SCHEDULE NO. A-4

SPECIAL EQUIPMENT FOR THE PHYSICALLY IMPAIRED (continued) (N)

CONDITIONS (continued)

A1 Special equipment for the physically impaired (N)

B1 For customers who are physically impaired, eligibility and certification requirements must be determined and properly certified by the appropriate agency. (K)

B2 Residence individual line service is a requirement for connecting equipment offered under this schedule.

B3 The customer will be responsible for returning equipment coincident with the discontinuance of service.

B4 The customer indemnifies and saves the utility harmless against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or misleading advertisements, infringement of copyright, or any other claims and against all claims arising out of any act of or omission of the customer or of the calling party in connection with facilities provided by the utility. (K)

(K)

(K) Material formerly shown in Schedule No. X-1, Original Sheet no. 30 in different form

(Continued)

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SCHEDULE NO. A-5

SERVICE CHARGES

APPLICABILITY

Applicable to the provision of new and additional services for residential and business customers.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the PRODUCT GUIDE schedules.

			Nonrecurring Charge	
SERVICE CHARGES			**Business**	**Residence**
A1	Customer request charge, per order			
	B1	Primary order.	$45.00	$30.00 (I)
	B2	Subsequent order	30.00 (I)	15.00 (I)
	B3	Stand Alone Listing Request[1, 2]	4.00	4.00
A2	Line access charge, per line			
	B1	Local exchange network access line	40.00 (I)	30.00 (I)
	B2	Local public access line	35.00	
A3	Premises visit charge, per visit . . .		20.00	20.00
A4	Special services#.		6.85	6.85
A5	Directory listing changes or additions		3.50	3.50
A6	Return Check Service Charge		25.00*	25.00*
A7	Restoration of Service		50.00 (I)	30.00 (I)

See Condition A2 B4 of this Schedule.
* The implementation date of this amount is August 24, 2001.

1 To the extent an interconnection agreement does not clearly set forth a rate for Stand Alone Listing Requests submitted via a Local Service Request (LSR), as define below, the charges set forth for Stand Alone Listings submitted via LSR will apply.
2 Local Service Request - Frontier's electronic service ordering process used by Competitive Local Exchange Carriers to establish, add, change or disconnect stand-alone directory listing and directory assistance services.

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SCHEDULE NO. A-5

SERVICE CHARGES (continued)

DEFINITIONS

Restoration of Service Charge
Restoration of Service is the charge with each line restored or reconnected after denial for nonpayment.

CONDITIONS

A1 Charges shown above are applicable to all installations, moves and changes of services and facilities of the utility, unless otherwise specified in the PRODUCT GUIDE.

A2 Application of service charges

B1 The customer request charge is for recording and processing information necessary to execute a customer's orders pertaining to telephone service, for which a recurring or nonrecurring charge is applicable.

B2 The line access charge is for activities involving any or all of central office equipment, outside plant, and drop/protector to execute a customer request pertaining to telephone service.

B3 The premises visit charge is for each visit by the utility to a customer's premises for work to be done at the customer's request.

B4 Special services charge is for existing customers requesting the following service:

C1 Touch Calling
C2 Custom Calling
C3 Changes in type of service, such as usage pricing options, optional EAS and EMS.
C4 Telephone number referral
C5 Blocking/non-blocking of 900/976 calling
C6 Blocking direct dial international calling at pay telephones
C7 Call Restriction Services

B5 Directory listing change charges are for changes or additions to directory listings.

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SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS (continued)

A2 Application of service charges (continued)

B6 Time and material charges

C1 Time and Material charges will be applied on a non regulatedbasis.

C2 In those instances where the utility makes a repair visit to the customer's premises and the service difficulty or trouble is found to be on the customer's side of the point of demarcation, the customer will be charged a nonregulated visit charge for the visit to the customer's premises.

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SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS (continued)

A3 Service charges do not apply as follows:

B1 When a move or change is initiated by the utility.

B2 To the disconnection of a primary service line.

B3 To a change in grade of service.

B4 To the reestablishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.

B5 When the service is assumed by a receiver or trustee, executor or administrator of an estate.

B6 When the customer's name has been changed by marriage or court order.

B7 When a change in billing address is required.

B8 To existing customers subscribing to touch call and/or custom calling services. This offer is limited to a sixty (60) day promotional period, specified by the utility, as central offices are equipped to provide these services.

A4 Installment billing

B1 This is an optional method of payment for element (one-time) charges for residential services. This optional method of payment will be provided at no extra charge to residential customers over three equal monthly payments.

B2 Installment billing provides for billing charges in monthly installments where a customer desires the optional payments. The monthly installments normally begin with the first bill rendered after completion of the work involved.

B3 The optional payment plan will not be applicable to subsequent additions or changes of equipment or services at customer's premises already receiving local exchange service from the utility.

B4 In the event service is discontinued prior to payment of all amounts due under the provisions of the installment payment plan, the outstanding balance will become due and payable in full upon demand of the utility.

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SCHEDULE NO. A-5

SERVICE CHARGES (continued)

CONDITIONS (continued)

A5 Customer premises inside wire

B1 Customer premises inside wire and standard jacks associated with basic exchange services will be provided and maintained by the customer.

B2 Customer premises inside wire is defined as that wire including connectors, blocks and jacks within a customer's premises that extends between the termination of the exchange access line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.

B3 Customer premises inside wire provided by the customer must be installed by the customer or his agent in accordance with the technical standards furnished to the Public Utility Commission of by the utility.

B4 Customer premises inside wire and standard jacks provided by the customer may be connected to basic exchange service furnished by the utility at the protector or standard network interface.

B5 The rates and charges for the exchange access line do not include utility maintenance of customer premises inside wire.

B6 The utility will not pay the customer nor provide a credit to the customer for the use of customer premises inside wire.

B7 The customer is responsible for correcting any service difficulty upon notice from the utility that the customer premises inside wire is causing the difficulty.

B8 The utility will make the technical standards and installation guidelines for customer provision of inside wire available for customers at designated locations.

B9 Where any customer premises inside wire or associated standard jack has been installed in violation of the utility-provided technical standards, the utility will promptly notify the customer of the violation and will take such immediate action, including the temporary disconnection of service, as is necessary for the protection of the telecommunications network and/or utility employees.

B10 The customer shall correct the violation and notify the utility in writing within ten days after receipt of utility notice of violation that the violation has been corrected.

B11 Failure of the customer to correct the violation will result in the complete disconnection of the customer's service until such time as the customer complies with the provisions of the technical standards and this PRODUCT GUIDE.

B12 A credit allowance does not apply for out-of-service time due to complete disconnection as a result of such violation.

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SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

APPLICABILITY

Applicable to listings in the alphabetical section of the telephone directory.

RATES [1]

A1 Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the PRODUCT GUIDE schedules unless otherwise specified within this Schedule.

			Monthly Rate	
B1	Primary Listing			
	C1	Each network access line service	No Charge	
B2	Additional Listing			
	C1	Each Business Listing	$44.00	(I)
	C2	Each Residence Listing	$6.00	
B3	Extra Lines of Information			
	C1	Each line of information in addition to a listing - Business	$44.00	(I)
	C2	Each line of information in addition to a listing - Residence	$5.50	
B4	Foreign Exchange Listing - Each listing in the local directory			
	C1	Business	$6.50	
	C2	Residence	$5.50	
B5	Non-published telephone number service			
	C1	Non-published telephone number	$7.00 [2]	
B6	Non-listed telephone number			
	C1	Non-listed number	$6.50 [2]	

[1] See Section A-5, Sheet No. 2 of the Frontier Southwest Incorporated TXC PRODUCT GUIDE for applicable Service Order Charges.

[2] See Application of Rate, Schedule A-6, Sheet No. 8.1.

Effective: October 1, 2026

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SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS

A1 Published Directories

B1 The conditions for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of customers.

B2 Alphabetical telephone number directories are published by the utility as an aid to the use of its service. It is (T)
the policy of the Telephone Company to publish a telephone directory periodically. (T)

B3 The utility will furnish to its customers without charge only such directories as it deems necessary for the efficient use of the service. Additional directories will be furnished at the discretion of the utility at the cost to the utility.

A2 Published Numbers

B1 The alphabetical list of names of customers is designed solely for the purpose of informing the calling parties of the telephone numbers of customers. Special arrangement of names is not contemplated, nor is any form of listing which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.

B2 Business service directory listing will be limited to the following:

C1 The individual name of the customer.

C2 The name under which the customer is actually doing business as evidenced by signs on the premises, by letterheads, or by the name under which a bank account is carried.

C3 The name under which a business is actually being conducted by someone other than the customer and which the customer is authorized by such other to use.

C4 The names of partners or members of the firm, if the customer is a partnership or firm; the names of officers of the corporation, if the customer is a corporation; and for any business establishment, the names of associates or employees of the customer. No other class of listing, such as service, agency, commodity, etc., will be accepted.

C5 The names of the department when such listings are deemed necessary from a public reference viewpoint.

C6 In connection with semipublic telephone service, extra listings are allowed at regular extra listing rates in the names of permanent guests or tenants at that location. Regular extra listing rates in connection with semipublic stations are furnished under the same regulations as specified in Condition C4 above.

(Continued)

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SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A2 Published Numbers (continued)

B3 Residence service directory listings will be limited to the following:

C1 The name of the individual customer.

C2 The individual name of a member of the customer's immediate family.

C3 Parties temporarily occupying the customer's premises during the absence of the customer.

C4 The option to list an additional name in the primary listing will be extended to (1) two adults who share a common surname and live at the same address, (2) women whose husbands are deceased, and (3) persons known by more than one name, provided that the surname is the same.

C5 Medical doctors engaged in practice may have the suffix M.D. without additional charge. No other prefix nor suffix will be supplied without charge.

(Continued)

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SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A3 Types of Listings

B1 Additional Listings

Additional Listings in the alphabetical directory will be supplied at the above additional listings rate as outlined below:

C1 Business additional listings may be the names of officers or members of the firm or its employees. No other class of listing, such as service, agency, commodity, etc., will be accepted.

C2 In the case of an additional business telephone being located in a residence which is located on separate premises, additional listings under a family name will not be accepted.

C3 Residence additional listings may be the name of members of the customer's immediate family.

C4 Ordinarily, all residential additional listings will be of the same address and telephone number as of the primary listing, except as provided below for alternate call numbers.

Alternate call listings are accepted for business and residence service. The alternate call number may be that of a service not under contract with the customer in connection with whose name it appears. In such cases, the consent of the customer to the alternate listed service must be obtained before the alternate listing can be furnished.

C5 Listings of office hours or other information which is not required in order to efficiently handle telephone traffic is not included in the charges for telephone service. Customers requesting that their office hours or other information appear in the listings may obtain same by paying the additional listings rate for each line of such information.

B2 Foreign Exchange Listing

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

B3 Extra Lines of Information

Descriptive text that does not have a telephone number.

(Continued)

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SCHEDULE NO. A-6
DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A4 Non-published/Non-listed Numbers

A listing is considered to be non-published when, at the customer's request, there is no listing placed in the telephone company's telephone directories. A number is considered non-listed if it is on directory assistance but not in the telephone directory.

B1 The utility will take reasonable precautions not to publish the telephone number of customers subscribing to non-published telephone number service in any of its publicly distributed directories.

B2 The utility will not disclose the telephone number of customers subscribing to non-published telephone number service to any person except the following:

C1 When required by duly authorized representatives of law enforcement agencies.

C2 To its own employees for use in compiling service records and billing information.

C3 When a call is placed from a telephone number associated with a non-listed or non-published listing, the number may be disclosed if the called party has equipment to display Calling Identification delivery. Customers may prevent the display of the calling number by activating Cancel Calling Number Delivery. Cancel Calling Number Delivery is available, at no charge, in areas where Calling Number ID disclosure is possible.

B3 Customers subscribing to non-published telephone number service release, indemnify, and hold harmless the utility from any and all loss, claims, demands, suits, or other action or any liability whatsoever whether suffered, made, instituted, or asserted by the customer or by any other party or person caused or claimed to have been caused directly or indirectly by its publication of such number or the disclosing of said number to any person.

B4 The rate for non-published and non-listed services does not apply to the following:

- **Customer with A Published Listing -** If a customer has both a published listing and non-published/non-listed listing for the same address and class of service, the non-published/non-listed monthly recurring charge will not apply.
- **Customer with A Non-published/Non-listed Listing -** If a customer has a non-published/non-listed listing, only one monthly recurring charge will be applied for any non-published and/or non-listed listings for the same customer with the same class of service at the same address. If the customer has a combination of non-published and non-listed listings at the same address, the non-listed monthly recurring charge will apply.
- Pay Telephone Service
- Special Reversed Long Distance Service
- Foreign Exchange/Zone Service
- Temporary Service (service provided for a period not more than 30 days)
- Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.
- Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
- New listings provided to a customer because of unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

(D)

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SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A5 Personalized telephone number service (T)

B1 Personalized telephone number (PTN) service provides the customer with a specifically requested telephone number or the option of picking an available number. The nonrecurring selection charge will not apply if the customer's requested number is not available and the customer does not request an additional number(s). The charge applies if after the first number is determined to be not available and the customer makes an additional request(s). (M)

B2 PTN service is subject to Rule No. 16 (A3 B1) which states in part "the customer has no proprietary right to the number." (M)

B3 If the utility finds it necessary to change the personalized customer's telephone number, the PTN customer will be granted a refund of the nonrecurring service charge.

B4 All customer requested telephone numbers are subject to availability and provided at the discretion of the utility.

B5 PTN will not be offered to (800) service.

B6 The PTN will appear as a numeric listing in the directory.

(N)

(M) Material moved from Schedule A-6, Sheet No. 8.

(Continued)

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SCHEDULE NO. A-7

TELEPHONE CONCESSION SERVICE (T)

GENERAL (C)

The Telephone Company, upon proper official approval, will grant concession service in connection with certain telephone service. This service is classified as Official Service or Employee Concession Service. (C)

OFFICIAL SERVICE (N)

Official Service is service for the conduct of the Telephone Company's business and is generally furnished through stations located in the offices of the Telephone Company or in the residences of employees/agents whose duties require that they be readily accessible to call at any time. Official Service is furnished at 100% concession for monthly rates and associated service charges for all exchange access service.

(N)

EMPLOYEE CONCESSION

(C)

Employee Concession Service may be allowed in connection with residence service furnished at the residences of active employees of the Company and retired employees of the Company.

This service is classified in seven (7) employee concession groups:

A1 Regular Employees

Group A - Executive Employees: receive 100% concession on charges for local network access service for one primary line, regulated nonrecurring charges (NRCs), touch call and custom calling services.

Group B - All Management Employees: receive 100% concession on charges for local network access service for one primary line, regulated nonrecurring charges (NRCs), and touch call service; 50% concession on charges for customer calling services.

Group C - Nonmanagement Employees: receive 50% concession on charges for local network access service for one primary line, regulated nonrecurring charges (NRCs), touch call and custom calling services.

Group D - Some Nonmanagement Employees may receive special concession treatment of: 100% concession on one primary network access line and 50% concession on regulated nonrecurring charges (NRCs), touch call and custom calling services.

(C)

Continued)

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SCHEDULE NO. A-7 (T)
(M)
TELEPHONE CONCESSION SERVICE (continued) (N)

EMPLOYEE CONCESSION (Continued)

A2 **Retired Employees**

Group S - Retirees, who were in Concession Group A at the time of retirement, will receive telephone concession as outlined above for Group A.

Group E - Retirees, who were in Concession Group B at the time of retirement, will receive telephone concession as outlined above for Group B.

Group F - Retirees, who were in Concession Group C or D at the time of retirement, will receive 100% concession on one primary network access line and 50% concession on touch call and custom calling services.

OTHER NETWORK SERVICES

A1 **Extended Area Service (EAS)**- Available to Concession Groups A and B at 100% concession; available to Concession Groups C and D at 50% concession.

A2 **Optional Measured Service (OMS)** - Flat-rated portion available at 100% concession to Groups A and B and at 50% concession to Groups C and D; concession not available to any groups on usage portion of the service.

A3 **Rural Four Party Zone Charges** - These charges are considered a part of the basic service and are eligible for concession service at 100% for Groups A and B and 50% for Groups C and D.

A4 **Extended Metro Service (EMS)** - in exchanges, where available. Group A at 100% concession; Groups B, C and D may have the service at 50% concession of the additional premium rate.

A5 **Local Calling Plans**: **Community Calling Plan** - Flat-rated portion of the service, available at 100% concession to Groups A and B and at 50% concession to Groups C and D; concession not available to any groups on usage portion of the service. **Premium Calling Plan** - 100% concession to Groups A and B; at 50% concession to Groups C and D. **Premium Plus Calling Plan** - available at 100% concession to Group A and at 50% concession to Groups B, C and D.

A6 **Children's Lines/Second Lines/Teen Lines** - Concession Groups A, B, C and D - Additions lines may be installed at the employee's residence at 50% concession rate.

(N)

(M) Text previously shown moved to Sheet No. 4.

(Continued)

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SCHEDULE NO. A-7

TELEPHONE CONCESSION SERVICE (continued)

EXCLUDED SERVICES

The following services are excluded for concession service consideration for any Concession Groups:

- additional primary stations (except Children's Lines, Second Lines and Teen Lines as outlined above)
- deregulated nonrecurring charges (D)
- toll calls
- extra directory listings
- foreign exchange service
- excess mileage
- additional network access mileage
- 911 surcharge
- charges to change primary interexchange carrier

CONDITIONS

A1 All concession services are subject to directory listing in the name of the employee or retiree. The only exception to this is additional lines installed for employee's children; in these cases, the line may be listed in the child's name only.

A2 Retirees who wish to pay for non-published service may still receive telephone concession.

A3 Concession service is granted for residence service only at the employee's or retiree's principal place of residence.

A4 Customers/Employees qualifying for Employee Concession Service who also qualify for Lifeline Service through the state will have the Lifeline credits applied to their bills and will receive instructions on how to proceed to receive their Employee Concession.

(Continued)

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SCHEDULE NO. A-8

TAX ADJUSTMENT IN TERRITORY SERVED (continued)

Rate schedules of the utility do not include any portion of municipal occupation, business, excise or use of streets tax.

Therefore, in order to pass along to those customers in the area wherein such a tax has been imposed an amount equal thereto, insofar as it applies to local exchange service, the utility is authorized to apply same to local exchange service, as hereinafter set forth.

Municipality	Type of Tax	Tax Rate
Adrian	Franchise Tax	2%
Alba	Franchise Tax	2%
Andrews	Franchise Tax	2%
Avery	Franchise Tax	2%
Baird	Franchise Tax	2%
Balmorhea	Franchise Tax	2%
Bardwell	Franchise Tax	2%
Barstow	Franchise Tax	2%
Batson	Franchise Tax	2%
Bertram	Franchise Tax	2%
Bells	Franchise Tax	2%
Big Sandy	Franchise Tax	2%
Blue Ridge	Franchise Tax	2%
Bogata	Franchise Tax	2%
Bronson	Franchise Tax	2%
Buffalo	Franchise Tax	2%
Burnett	Franchise Tax	2%
Burton	Franchise Tax	2%
Cactus	Franchise Tax	2%
Caddo Mills	Franchise Tax	2%
Celeste	Franchise Tax	2%
Centerville	Franchise Tax	2%
Channing	Franchise Tax	2%
Clyde	Franchise Tax	2%
Colmesneil	Franchise Tax	2%
Como	Franchise Tax	2%
Crawford	Franchise Tax	2%
Crockett	Franchise Tax	2%
Cross Plains	Franchise Tax	2%
Cushing	Franchise Tax	2%
Daisetta	Franchise Tax	2%
Deport	Franchise Tax	2%
Detroit	Franchise Tax	2%
Devers	Franchise Tax	2%
Dimmitt	Franchise Tax	2%
Dumas	Franchise Tax	2%

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SCHEDULE NO. A-8

TAX ADJUSTMENT IN TERRITORY SERVED (continued)

Municipality	Type of Tax	Tax Rate	
East Tawakoni	Franchise Tax	2%	
Elkhart	Franchise Tax	2%	
Emhouse	Franchise Tax	2%	
Emory	Franchise Tax	2%	
Fairfield	Franchise Tax	2%	
Ferris	Franchise Tax	2%	
Floresville	Franchise Tax	2%	
Franklin	Franchise Tax	2%	
Fritch	Franchise Tax	2%	
Glenrose	Franchise Tax	2%	
Grapeland	Franchise Tax	2%	
Hardin	Franchise Tax	2%	
Hart	Franchise Tax	2%	
Hawkins	Franchise Tax	2%	
Hemphill	Franchise Tax	2%	
Hooks	Franchise Tax	2%	
Huntington	Franchise Tax	2%	
Joaquin	Franchise Tax	2%	
Josephine	Franchise Tax	2%	
Kennard	Franchise Tax	2%	
Latexo	Franchise Tax	2%	(N)
Leona	Franchise Tax	2%	
Lone Oak	Franchise Tax	2%	
Loraine	Franchise Tax	2%	
Lott	Franchise Tax	2%	
Lovelady	Franchise Tax	2%	
Marquez	Franchise Tax	2%	
Maud	Franchise Tax	2%	
May Pearl	Franchise Tax	2%	
Merkel	Franchise Tax	2%	
Milford	Franchise Tax	2%	
Moran	Franchise Tax	2%	
Morgan	Franchise Tax	2%	
Nassau Bay	Franchise Tax	2%	
Nazareth	Franchise Tax	2%	
Nevada	Franchise Tax	2%	(N)
Newton	Franchise Tax	2%	
Normangee	Franchise Tax	2%	
Oakwood	Franchise Tax	2%	
Palmer	Franchise Tax	2%	
Pecos	Franchise Tax	2%	
Pecan Gap	Franchise Tax	2%	
Pineland	Franchise Tax	2%	

(Continued)

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SCHEDULE NO. A-8

TAX ADJUSTMENT IN TERRITORY SERVED (continued)

Municipality	Type of Tax	Tax Rate	
Point	Franchise Tax	2%	
Poth	Franchise Tax	2%	
Powell	Franchise Tax	2%	
Putnam	Franchise Tax	2%	
Quinlan	Franchise Tax	2%	
			(D)
Reklaw	Franchise Tax	2%	
Reno	Franchise Tax	2%	
Rice	Franchise Tax	2%	
Richland	Franchise Tax	2%	
Riesel	Franchise Tax	2%	
Rising Star	Franchise Tax	2%	
Rogers	Franchise Tax	2%	
Rosebud	Franchise Tax	2%	
Roxton	Franchise Tax	2%	
Sanctuary	Franchise Tax	2%	
Sanford	Franchise Tax	2%	
Savoy	Franchise Tax	2%	
Springtown	Franchise Tax	2%	
Streetman	Franchise Tax	2%	
Sunray	Franchise Tax	2%	
Taylor Lake Village	Franchise Tax	2%	
Tenaha	Franchise Tax	2%	
Tira	Franchise Tax	2%	
Tom Bean	Franchise Tax	2%	
Toyah	Franchise Tax	2%	
Trent	Franchise Tax	2%	
Tulia	Franchise Tax	2%	
Uncertain	Franchise Tax	2%	
Valentine	Franchise Tax	2%	
Van Horn	Franchise Tax	2%	
Vega	Franchise Tax	2%	
Venus	Franchise Tax	2%	
Walnut Springs	Franchise Tax	2%	
West Tawakoni	Franchise Tax	2%	
Whitehouse	Franchise Tax	2%	
Whitewright	Franchise Tax	2%	
Whitney	Franchise Tax	2%	
Wilmer	Franchise Tax	2%	
Windom	Franchise Tax	2%	
Zavalla	Franchise Tax	2%	

(Continued)

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SCHEDULE NO. A-9

FIRE REPORTING SERVICE (continued)

APPLICABILITY

Applicable to Tellabs 292 Conferencing/Alerting System.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps
as part of the PRODUCT GUIDE schedules.

Service in not available in all fiber exchanges, as noted in Schedule No. A-1 of this PRODUCT GUIDE, or in areas within an (N)
exchange where only fiber access is provided.. (N)

RATES	Monthly Rate#	S&E Code
A1 Basic service arrangements for the Tellabs 292 Conferencing/Alerting System		
Tellabs 292 common equipment Includes 10 lines equipped with the following: - 0 lines - 1 common control shelf - 1 line card shelf - 1 ringing interrupter module - 2 fuse modules (1/shelf) - 1 tone supply module - 1 ringing timer module - 1 automatic access port	$79.55	FRT2
A2 Additional line card shelf	43.50	FRCJ

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SCHEDULE NO. A-9

FIRE REPORTING SERVICE (continued)

RATES (continued)		Monthly Rate*	S&E Code	
A3	Auxiliary common equipment			
	Each station line card on shelf.	$ 5.70	FRCC	(T)
A4	Optional equipment			
	Siren control timer module max. 1 per system/			(T)
	either external or touchtone	5.50#	FRCF	(C)
A5	Network access line service			
	Business and residence rates shown in Schedule No. A-1.**			

(Continued)

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SCHEDULE NO. A-9

FIRE REPORTING SERVICE (continued)

SPECIAL CONDITIONS

A1 A fire reporting telephone system will be furnished under the provisions of this PRODUCT GUIDE to a fire protection district, a municipality, or other governmental agencies for use in transmitting reports of fires, other public emergencies, and the operation of public alarm signals. (T)

A2 Where a special type of fire reporting system or facilities are furnished for a customer which are not specifically covered by this schedule, the utility may require a special agreement to be signed by the customer. This agreement will cover the special conditions related to the service, if any, its method of operation, and liability clauses to protect the utility to the extent limiting its financial responsibility to the total charges applicable to the service and/or facilities provided.

A3 Each fireman is required to subscribe to either business or residence network access line service. This network access line service will be independently billed to each volunteer fireman.

A4 Auxiliary common equipment and optional equipment may be provided with any system as shown under Rates A3 and A4.

A5 All telephones assigned to the conference network are signalled via a distinctive ringing format on conference calls.

A6 The Tellabs 292 Conferencing/Alerting System will accommodate up to six (6) line card shelves. Each line card shelf accommodates ten (10) station line cards. (T) (N)

A7 Tellabs 292 common equipment includes one (1) line card shelf.

A8 One station line card is required for each termination into a telephone. (N)

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SCHEDULE NO. A-10

MISCELLANEOUS BILLING SERVICE (continued)

APPLICABILITY

Applicable to miscellaneous billing services furnished in connection with business and residence services as provided in Schedule No. A-1.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the PRODUCT GUIDE schedules.

RATES

A1

	Per bill copy	
	Residence	Business
Duplicate Bill Charge		
Per copy of bill requested	$5.00	$5.00

		Nonrecurring Charge *	
A2	Number Reservation Service (1)	-	-

A3 Phone Number Referral Service (PNRS) (2) (N)

B1 PNRS per phone number per 90-day period or fraction thereof for:

C1	Business.....	$100.00
C2	Residence	$100.00

A4 Call Screening

		Monthly Rate*
B1	Restricts incoming toll calls to prohibit collect and third number billed calls.	$1.50

* In addition to applicable service charges as shown in Schedule No. A-5.
\# See Schedule No. A-5 for rates and conditions.
(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.
(2) This service offering is grandfathered and is limited to existing customers at existing locations. (N)

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SCHEDULE NO. A-10

MISCELLANEOUS BILLING SERVICE (continued)

CONDITIONS

A1 Duplicate Bill Charge (C)

(D)

(D)

B1 A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing. (T) (C) (C)

A2 Number Reservation Service(1)

B1 Number Reservation Service permits reserving number(s) by a customer for future use. Service is offered subject to availability of facilities for a period not to exceed 180 days.

(1) EFFECTIVE NOVEMBER 16, 2013, THIS SERVICE HAS BEEN GRANDFATHERED AND NO LONGER AVAILABLE TO NEW RESIDENTIAL CUSTOMERS. EXISTING CUSTOMERS MAY RETAIN THIS SERVICE; HOWEVER, ADDITIONS, MOVES OR CHANGES ARE NOT PERMITTED. THIS SERVICE IS STILL AVAILABLE FOR RESALE.

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SCHEDULE NO. A-10

MISCELLANEOUS BILLING SERVICES (continued)

CONDITIONS (continued)

A3 Phone Number Referral Service (PNRS)

B1 PNRS provides a service to customers who have had their phone number disconnected because they have either moved to a new location or requested a change in phone number. Dialing the customer's former number results in a prerecorded message announcing the new number.

B2 The rates apply to a 90-day continuous period of service and can be continued for an additional 90-day period.

B3 PNRS is limited to those exchanges where facilities are available to provide service.

B4 Service connection charges in Schedule No. A-5 are applicable to the initial request.

I

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SCHEDULE NO. A-10

MISCELLANEOUS BILLING SERVICES (continued)

A1 Reserved for Future Use (D)

(D)

(D)

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SCHEDULE NO. A-10

MISCELLANEOUS BILLING SERVICES (continued)

A1 Convenience Fee

B1 General

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

B2 Conditions

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

B3 Rates

	Nonrecurring Charge
Convenience Fee, per occurrence	$10.00 (I)

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SCHEDULE NO. A-11

DIGITAL CENTREX SERVICE

(D)

(D)

Continued

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SCHEDULE NO. A-11 (N)
DIGITAL CENTREX SERVICE

APPLICABILITY

Digital Centrex Service (DCS), a central office based touch-tone service provided from the telephone company's suitably equipped digital central office facilities. This is a central office service which is an alternative to customer PBX, multifunction systems, and Key Telephone Systems (KTS). This service can also be used to enhance existing key telephone systems.

DCS consists of Centrex access lines, intragroup lines, and optional features packages plus an assortment of optional features. The service does not include any customer premises equipment.

The equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant. A centrex line is required for each station at the customer location.

With DCS, the number of centrex lines which will be allowed to access the network at any given time can be restricted by virtual facility group (VFG) software. This number will be based on the individual customer's traffic requirements, and these lines will be designated as unrestricted access lines or trunks. The remainder of the access lines will be designated as intragroup lines.

RATES

A1 In lieu of rates specified below, rates from Schedule No. A-1, Network Access Line Service, are applicable to those lines designated as unrestricted outside access lines or centrex trunks as follows:
For five (5) or less unrestricted lines, the B1 rate applies.
For six (6) or more unrestricted lines, the PBX rate applies.

A customer subscribing to five (5) or less centrex lines must have a one-to-one trunking ratio.

A2 The following rates for .5 to 3.0 miles options of intragroup services as set forth are applicable when switching equipment is located in the utility's host or remote central office. The 0.0 miles option may apply only when the utility's switching equipment is located at the customer's primary service location, and all wiring beyond the switching equipment is owned and maintained by the customer. This option may be offered under contract where remote switching technology can be economically deployed for DCS services.

(N)

(Continued)

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SCHEDULE NO. A-11

(N)

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup calling services (continued)

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE
3 YEAR TERM

	Distance from Central Office (Miles)						
Lines#	0.0	0.5	S&E Code	1.0	S&E Code	1.5	S&E Code
2 - 100	$ *	$10.16	IT3A	$12.36	IT3B	$14.44	IT3C

	Distance from Central Office (Miles)					
Lines#	2.0	S&E Code	2.5	S&E Code	3.0	S&E Code
2 - 100	$16.62	IT3D	$18.71	IT3E	$ ¢	IT3F

NOTE: Intragroup calling service not available unless customer orders six or more unrestricted access lines.
For more than 100 lines, see Condition No. A10.
* May be offered under contract. See RATES A2.
¢ B-1 rate applies.

(N)

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup calling services (continued)

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE
5 YEAR TERM
A TERMINATION AGREEMENT IS REQUIRED

	Distance from Central Office (Miles)						
Lines#	0.0	0.5	S&E Code	1.0	S&E Code	1.5	S&E Code
2 - 100	$ *	$ 9.56	IT5A	$11.25	IT5B	$12.85	IT5C

	Distance from Central Office (Miles)					
Lines#	2.0	S&E Code	2.5	S&E Code	3.0	S&E Code
2 - 100	$14.54	IT5D	$16.15	IT5E	$17.84	IT5F

NOTE: Intragroup calling service not available unless customer orders six or more unrestricted access lines.
For more than 100 lines, see Condition No. A10. (N)
* May be offered under contract. See RATES A2.

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup calling services (continued)

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE
7 YEAR TERM
A TERMINATION AGREEMENT IS REQUIRED

	Distance from Central Office (Miles)						
Lines#	0.0	0.5	S&E Code	1.0	S&E Code	1.5	S&E Code
2 - 100	$ *	$ 9.30	IT7A	$10.79	IT7B	$12.21	IT7C

	Distance from Central Office (Miles)						
Lines#	2.0	S&E Code	2.5	S&E Code	3.0	S&E Code	
2 - 100	$13.70	IT7D	$15.11		IT7E	$16.60	IT7F

(N)

NOTE: Intragroup calling service not available unless customer orders six or more unrestricted access lines.
For more than 100 lines, see Condition No. A10.
* May be offered under contract. See RATES A2.

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup calling services (continued)

INTRAGROUP CALLING SERVICE MONTHLY RATES PER LINE
9 YEAR TERM
A TERMINATION AGREEMENT IS REQUIRED

	Distance from Central Office (Miles)						
Lines#	0.0	0.5	S&E Code	1.0	S&E Code	1.5	S&E Code
2 - 100	$ *	$ 9.18	IT9A	$10.56	IT9B	$11.88	IT9C

	Distance from Central Office (Miles)					
Lines#	2.0	S&E Code	2.5	S&E Code	3.0	S&E Code
2 - 100	$13.26	IT9D	$14.57	IT9E	$15.96	IT9F

NOTE: Intragroup calling service not available unless customer orders six or more unrestricted access lines.
For more than 100 lines, see Condition No. A10.
* May be offered under contract. See RATES A2. (N)

(Continued)

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SCHEDULE NO. A-11

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup calling services (continued)

Conditions to Intragroup Calling Rates

B1 Service offering is limited to availability of utility facilities and construction requirements.

A4 Installation and/or change charges as set forth in Schedule No. A-5, Service Charges, are applicable to access lines and intragroup calling service lines. All feature and service rates listed below are per line, per month.

A5 Features and services

		Non-Rec	Monthly Rate	S&E Code	
B1	Basic package				
C1	Each basic package	*	$3.00	IBNA	
C2	Additional features or services, each	*	.25	IBAF	(T)
C3	Foreign Exchange (FX) Line Access-Analog	*	.50	DVDA	
C4	Foreign Exchange (FX) Line Access-Digital 2-way	*	.50	DVDD	

* If added after original installation of service, subsequent order charges from Schedule A-5 will apply. (N)

(Continued)

Issued:
Order No.:

Issued by:
President

Effective: Oct 23, 1989
Advice Letter No. 219

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SCHEDULE NO. A-11

DIGITAL CENTREX SERVICE (continued)

A5 Features and services (continued)

B2 Enhanced features & services *	Non-Rec	Monthly Rate	S&E Code
C1 Enhanced Business Service	-	$ 2.35	IBNF
D1 Additional features or services, each (see Condition A15)	-	.25	IBAF
C2 Virtual Facility Group	-	1.25	IBNW
C3 Automatic Route Selection (ARS)	-	#	IBNI
C4 Business Set (excludes Customer Premises equipment)	#	IBNJ	
C5 Datapath - Basic	-	#	IBNK
C6 Hospital Call I.D.	-	#	IBNU
C7 Console Alerting	-	#	IBNN
C8 Electronic Switched Network - Basic (ESN)	-	#	IBNO
C9 Cut-Thru Dialing	-	#	IBNP
C10 Large Conference	-	#	IBNV
C11 Station Message Detail Recording (SMDR)	#	IBNG	
C12 Enhanced Station Message Detail Recording (SMDR) (Basic SMDR Features Included)	#	IBNH	
C13 ISDN PRI Centrex Access[1]	$200.00		
C14 ISDN PRI Voice Over Internet Protocol (VoIP)[1]			
Centranet® Access for 100 number	$235.00		
Additional telephone number per number	$ 2.50		

Feature and service rates are applicable for both Digital Centrex Service access lines and Intragroup Calling Service lines except the VFG rate which applies only to those lines designated as access lines. The VFG rate does not apply if the customer requests the same number of access lines as stations.

B3 Negotiated rates will be established on an individual case basis depending on costs and quantities of software required by the customer.

* If added after original installation of service, subsequent order changes from Schedule A-5 will apply. (T)

[1] ISDN PRI Access and Tie Channel Service or Tie Channel to a Intermediary Customer Service is provided per General Exchange PRODUCT GUIDE, Section 35. For ISDN PRI ViOP the initial installation must use the NRC for a block of 100 DIDs, after initial installation then the NRC for the block of 100 DIDs or each additional number NRC may be used. (N)

\# Negotiated (See B3)

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SCHEDULE NO. A-11

DIGITAL CENTREX SERVICE (continued)

A6 Assigned Telephone Numbers Not In Use (N)

Frontier Southwest Incorporated (TXC) adopts and concurs in Frontier Southwest (TXG) General Exchange PRODUCT GUIDE, Section 34, Sheet 10, for this service. (N)

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SCHEDULE NO. A-11

DIGITAL CENTREX SERVICE (continued)

CONDITIONS

A1 All equipment provided by the customer must be compatible with the services and equipment provided by the utility.

A2 Service is only offered where utility facilities are available.

A3 Service is offered to residence or business customers.

A4 Service area is limited to manufacturer's equipment specifications.

A5 The minimum charge for service provided under this PRODUCT GUIDE shall be one month except where termination agreement is required.

A6 The customer must subscribe to a minimum of two centrex lines.

A7 Intragroup lines are available only to customers that subscribe to six or more unrestricted access lines.

A8 The customer may choose one of three plans requiring either a five, seven or nine year termination agreement at the rates stated under rates above.

A9 The utility will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Schedule No. A-6, Directory Listings of this PRODUCT GUIDE, or may be provided free if in the judgment of the utility such listings will improve service to the public, reduce utility operating costs, or both.

A10 Extended Area Service (EAS) is provided with this service in the event the customer's central office exchange has EAS.

A11 Usage pricing will be provided with this service in the event the customer's central office exchange has usage pricing. Rates will be
established as each central office is equipped to provide this service.

(N)

A12 ISDN PRI Centrex Access – provides the interface between the ISDN PRI Tie Channel Services and the Centrex ISDN PRI Access and Tie Channel Service are required for this apply.

A13 ISDN PRI Voice Over Internet Protocol (VoIP) Centrex Access is augmented with Centrex features to integrate Centrex service with Voice Over Internet Protocol (VoIP) application. PRIs that only require Tie Channel Intercom functionally do not require this NRC. ISDN PRI Access and Tie Channel Service are required for this application. (N)

Issued: August 7, 2007 Issued by: President - Southwest Region Effective: August 8, 2007

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A12 Rates for this service over 100 lines or greater than three miles from the central office will be provided under specific contract/agreement pursuant to the terms and conditions of the Public Utility Commission of Substantive Rule 23.27.

A13 Intragroup Calling Service rates apply to all lines not designated as outside access lines and restricted by the Virtual Facility Group feature to intragroup calls.

A14 The quantity of outside access lines will be designated based on the individual customer's traffic requirements as determined by traffic engineering. The simulated facility group will be configured to guarantee a minimum P.02 grade of service.

A15 Explanation of Terms

B1 Intragroup calling service lines - lines designated as restricted lines which provide communication paths for calls within the customer location.

B2 The Virtual Facility Group (VFG) - A software package which simulates a trunk group such that the number of centrex lines which have access to the network, at any one time, is restricted.

B3 Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.

B4 Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

(N)

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A16 Standard system features

B1 The following features are included in all centrex system packages and are offered at no additional charge:

C1 Attendant features

Call Park Recall Timer
Camp-On
Console Display
Control of Trunk Group Access
Locked Loop Operation
Release Upon Completion of Dialing
Transfer
Automatic Recall
Busy Verification
Stations
Trunks

Call Hold
Console Test
Lockout
Maintenance & Administration Position (MAP)
Display for Attendant Operational Measurements
Multiple Listed Directory Numbers
Position Busy
Secrecy
Serial Call
Straightforward Outward Completion
Trunk Group Busy/Trunk Group Access Control Through
Special Keys
Through Dialing
Timed Recall Set to Zero
Trunk Group Busy Indication (N)
2-Way Splitting

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A16 Standard system features (continued)

B1 The following features are included in all centrex system packages and are offered at no additional charge: (continued)

C2 Services

Access
Common Control Switching Arrangement (CCSA) E&M Types I & II
Co from PBX
Class-Of-Service Restrictions
Fully Restricted Service
Semirestricted Service
Toll Restricted Service
Unrestricted Service
Dial Tone Upon Trunk Seizure
Flexible Intercept
Hunting (N)

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A16 Standard system features (continued)

B1 The following features are included in all Centrex system packages and are offered at no additional charge: (continued)

C2 Services (continued)

Night Service
Fixed
Flexible
Trunk Answer from Any Station (TAFAS)
Station-To-Station Calling

C3 Station features

3-Way Conference/Transfer
Call Transfer of Incoming Calls
Call Transfer of Outgoing Calls
Call Transfer of All Calls
Call Hold
Consultation Hold

B2 Basic features and service package includes touchtone and may include up to six of the following with additional features at $.25 each:

C1 Attendant features

Access to Paging
Call Selection
Speed Calling
Recorded Announcement (N)
Call Park
Code Calling Line Termination
Delayed Operation

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A18 Basic package (continued)

B2 Basic features and service package includes touchtone and may include up to six of the following with additional features at $.25 each: (continued)

C1 Attendant features (continued)
- Interposition Calls and Transfers
- Multiple Console Operation
- Supervisory Console (basic)
- Switched Loop Operation
- Trouble Key on System II Console
- Uniform Call Distribution from Queue
- Wild Card Key

C2 Services
- Access
- Enhanced Private Switched Communication Service (EPSCS)
- Electronic Tandem Network (ETN)
- Special Service Facilities

Attendant Service
- Local Consoles
- Remote Consoles

Attendant Service (Centralized, Limited to Host and Remote Line Equipment)
Code Call Access
Code Restrictions
Data Call Protections
Data Pulse Conversion
Dictation Access & Control (DTMF only)
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
End-To-End Signaling
* Foreign Exchange (FX) Line - Analog
* Foreign Exchange (FX) Trunk, Digital 2-Way
Increase in Number of Customer Groups
Individual Line Business Service - PBX Application
Intergroup Calling
Loudspeaker to Radio Paging Access
Loudspeaker Paging - Line Termination
Multicustomer Operation (N)

* May not be part of bsic six features. See A5, B2, C3, C4.

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A18 Basic package (continued)

B2 Basic features and service package includes touchtone and may include up to six of the following with additional features at $.25 each: (continued)

C2 Services (continued)

Off-Premises Stations and Extensions
Operational Measurements
Outpulsing to Local Exchange Service Trunks
Quantity Control (100 Lines)
Service Order System
Simplified Dialing
Six-Port Conference Circuit Use Control
Tandem Switching of Special Service Circuits
(Senderized Operation)
Uniform Numbering Plan Capability

C3 Station features

Automatic Line
Call Forward
All Calls
Busy
No Answer
Call Pickup
Call Transfer Enhancement
Call Waiting
Meet-Me Conference
Ring Again (N)

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A16 Basic package (continued)

B2 Basic features and service package includes touchtone and may include up to six of the following with additional features at $.25 each: (continued)

C3 Station features (continued)
Speed Calling (One Short and One Long List per Station Maximum)
Individual - Short List
Individual - Long List
Group - Long List
Station Access to paging
Station Call Park
Station Code Call Access
Station Controlled Conference (Six Ports Maximum)
3-Way Conference

A17 Enhanced features and services optional

B1 Basic features and service package includes touchtone and may include up to six of the following with additional features at $.25 each: (continued)

Features
Dual Tone Multifrequency (DTMF) Outpulsing On A Line
Flexible Console Alerting

Services
Audio Input On Incoming Calls In Queue (Attendant and Uniform Call Distribution)
Distinctive Ringing
Executive Busy Override (EBO)
Overlap Outpulsing
Uniform Call Distribution (UCD) (N)

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A17 Enhanced features and services - optional (continued)

B2 Virtual Facility Group
B3 Automatic Route Selection (ARS)
B4 Hospital Communications
B5 Large Conference
B6 Console Alerting
B7 Electronic Switched Network - ESN
Network Speed Calling (Offered only with ESN Service)
Time-Of-Day Routing (Offered only with ESN Service)
Time-Of-Day Network Class of Service (NCOS) (Offered only with ESN Service)
B8 Cut-Thru Dialing
B9 Datapath - Basic
B10 Business Set
B11 Station Message Detail Recording (SMDR)
B12 Station Message Detail Recording (SMDR)

Additional descriptions and limitations of the enhanced services and features listed above is maintained in the utility's service office. (N)

(Continued)

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SCHEDULE NO. A-11 (N)

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A18 Lump sum payments

The customer has the option of making a partial lump sum payment (PLSP) at the time of installation or a total lump sum payment (TLSP) at the time of installation or at any other time during the term of the service period selected.

For partial payments, the sum payable will be a minimum of $10,000.00 and may be increased in increments of $10,000.00. The partial payment will reduce the monthly rate per line by the monthly annuity amount per line of the lump sum payment. The monthly annuity amount is the annual amount divided by 12. The annual annuity amount is determined by the following formula:

$$A = P \frac{i(1+i)^n}{(1+i)^n - 1}$$

Where A is the annual annuity amount
P is the lump sum amount
i is the interest rate that is paid on subscriber deposits
n is the number of payment periods remaining in years

Therefore, the reduced Digital Centrex Service (DCS) monthly rates per line is determined as follows:

$$\text{Reduced monthly rate per line} = MR - \frac{A/12}{\text{\# of lines}}$$

Where MR is the original DCS monthly rate per line
A is the annual annuity amount

(N)

(Continued)

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SCHEDULE NO. A-11

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A18 Lump sum payments (continued)

The total lump sum payment will be determined by the application of the following formula:

TLSP = (MR)(n)(epdf)

Where TLSP is the total lump sum payment
MR is the monthly rate of service including lines and features
n is the number of monthly payment periods remaining
epdf is the early payment discount factor based on the interest rate paid on subscriber deposits and is kept on file by the Company.

A19 Termination liability (T)

(See General Rules and Regulations) (C)

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SCHEDULE NO. A-11

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A20 FRONTIER SOUTHWEST INCORPORATED TXC concurs in the Frontier Southwest (TXG) General Exchange PRODUCT GUIDE - Centrex Service for the provision of 101-400 lines of Digital Centrex Service.

A21 Customer-specific PRODUCT GUIDE

B1 Public Utility Commission Notification - The telephone company will file a PRODUCT GUIDE for each DCS customer-specific contract/agreement with the PUC when the company is awarded the bid for service. This PRODUCT GUIDE will include the following:

- Customer name and location(s);
- Type of service being provided;
- The payment option selected and
- The applicable rates by rate element.

B2 Rates - Rates for each DCS customer-specific contract/agreement will be based on the costs, payment plan, and contract option selected. These factors will vary with each arrangement and will, therefore, reflect varying rates for individual arrangements.

B3 Cost Studies - A cost study will be performed for each DCS customer-specific contract/agreement. These studies will be filed with the associated PRODUCT GUIDE.

B4 Customer Documentation - For those DCS customer-specific arrangements with 6 or more lines, in the event that (C)
the trunking ratio specified in the contract is not 6:1 or 7:1, then the Telephone Company shall advise the DCS (C)
customer that the customer has agreed to the DCS trunking ratio specified in the customer-specific contract, and that the trunking ratio selected will satisfy the customer's service requirements.

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

(D)

(D)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

I. GENERAL

A1 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service may be provided from any one of the following three categories:

B1 B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.

B2 C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

B3 E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus Automatic Location Identification (ALI) provisioning.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

II. DEFINITION OF TERMS

Automatic Location Identification (ALI)
A feature designed to permit information regarding the location of the calling party to be shown on a display device at a Public Safety Answering Point (PSAP) when a 9-1-1 call is received.

ALI Database
A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and Emergency Service Numbers (ESNs) to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

Alternate Routing
A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI)
A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill
A central office generated data stream that forwards the telephone number of the calling party.

Caller
An individual who places a 9-1-1 call in order to obtain emergency assistance.

Customer
Governmental unit or other entity authorized to provide 9-1-1 Service.

Default Routing
A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

II. DEFINITION OF TERMS (Continued)

Emergency Response Agency (ERA)
For the purpose of this PRODUCT GUIDE, an ERA is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a Public Safety Answering Point (PSAP).

Emergency Service Number (ESN)
An ESN is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the Automatic Location Identification (ALI) database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing (SR) records (where SR is established) to assist in determining call routing to the correct PSAP.

End User
An individual who may place a 9-1-1 call in order to obtain emergency assistance. The end user may or may not be the subscriber who ordered the service.

Host Provider
The telephone company that serves the exchange in which the customer's PSAP is located, provides 9-1-1 service and, where applicable, acts as the coordinator of other Local Exchange Carriers (LECs) which serve as secondary providers within the customer's serving area.

Master Street Address Guide (MSAG)
A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and ESNs.

Non-listed/Unlisted
Subscriber information that is not listed in the published telephone directory but is made available via Directory Assistance Service.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

II. DEFINITION OF TERMS (Continued)

Non-published
Subscriber information that is neither listed in the published telephone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary
A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies (ERA) dispatched from that center or by transferring the call to a secondary PSAP for action.

Public Safety Answering Point (PSAP) - Secondary
A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those ERA services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Selective Routing (SR)
A service that routes calls to the correct PSAP based on the caller's Automatic Number Identification (ANI). This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Secondary Provider
A Local Exchange Carrier (LEC) that participates in offering 9-1-1 service under an agreement with the host provider.

Subscriber
A person or business that orders access line service from a telephone company, who may or may not be the 9-1-1 end user.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

III. CONDITIONS

A1 9-1-1 Service is restricted to one-way incoming emergency service only.

A2 The Telephone Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity), unless Selective Routing (SR) is ordered by the customer. The Telephone Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

A3 9-1-1 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Telephone Company obligation toward, or any right of action on behalf of any third person or other legal entity.

A4 Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided at no charge for a period of time as negotiated between the Telephone Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

A5 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number.

A6 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate Public Safety Answering Point (PSAP) without a charge being assessed to the end user by the Telephone Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

A7 Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a non-listed or non-published service upon placing a 9-1-1 call.

(Continued)

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9-1-1 EMERGENCY TELEPHONE SERVICE

III. CONDITIONS (Continued)

A8 The main telephone directory listing for the Public Safety Answering Point (PSAP) must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

A9 All non-Local Exchange Carriers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Frontier standard format to the customer for inclusion in the E9-1-1 database.

A10 Information provided by the Telephone Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.

A11 Charges for customer-initiated changes and rearrangements affecting service address and Automatic Location Identification (ALI) database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based on a time and materials basis. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

A12 Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Telephone Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 service. Because the addresses of these service providers' subscribers are not provided to the Local Exchange Carriers, the customers will only be able to obtain them directly from the 9-1-1 caller.

A13 In Selective Routing (SR) configurations where the central office does not provide Automatic Number Identification (ANI) due to ANI failure, garbled digits, multiparty lines, etc. Default Routing will be utilized at no additional charge.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

III. CONDITIONS (Continued)

A14 Ordinarily the Host Provider bills all charges to the customer; this includes the costs from Secondary Providers, which are passed on to the Host Provider. However, the customer may make special arrangements to be billed directly by the Secondary Provider.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CUSTOMER OBLIGATION

A1 Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.

A2 The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

A3 By contractual agreement, the 9-1-1 Service applicant must submit to the Telephone Company that it concurs in the following terms and conditions by all participating agencies:

B1 The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Public Safety Answering Point (PSAP).

B2 Each primary PSAP should subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP should provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CUSTOMER OBLIGATION (Continued)

B3 Each primary Public Safety Answering Point (PSAP) and each secondary PSAP should subscribe to at least three lines as follows:

C1 At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.

C2 At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.

C3 At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies (ERA) to reach the PSAP. This number must be in addition to those listed above.

B4 If Selective Routing (SR) is not used, each primary PSAP should subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines should be no fewer than the number required to provide a P.01 grade of service during that secondary PSAP's average busy hour.

A4 The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.

A5 Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, the customer is responsible for making arrangements to handle all calls received on its 9-1-1 service lines that originate from all telephones served by central offices within the 9-1-1 service area, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CUSTOMER OBLIGATION (Continued)

A6 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Telephone Company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing Frontier information while acting as the host provider of 9-1-1 service to the customer which purchase Frontier services under this PRODUCT GUIDE must agree to abide by the terms and conditions which relate to the protection of Frontier provided information. The customer of any connecting company purchasing Frontier information shall take all reasonable efforts to safeguard the proprietary nature of Telephone Company-provided information, including but not limited to:

B1 The customer shall provide to the Telephone Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

B2 The customer shall agree to the extent allowed by law to indemnify, save and hold the Telephone Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Telephone Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

IV. CUSTOMER OBLIGATION (Continued)

A7 Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Telephone Company.

A8 (Reserved for future use) (T)
(D)
(D)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

V. LIABILITY

A1 The Telephone Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section, the General Regulations section of this PRODUCT GUIDE, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Telephone Company. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Telephone Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

A2 The Telephone Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Telephone Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Telephone Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the PRODUCT GUIDE rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Telephone Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

A3 To the extent allowed by law, the customer shall indemnify and hold harmless the Telephone Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Telephone Company as a result of any act or omission of the Telephone Company or customer or any of their employees, directors, officers, or agents except for Telephone Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including non-published or unlisted information in connection with the provision of the 9-1-1 service.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

V. LIABILITY (Continued)

A4 The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as private branch exchanges (PBX), shared tenant services (STS), or calls originating over central office based switching system lines.

A5 The Telephone Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or STS, unless provided to the Telephone Company by a customer. At the rates set forth herein, the Telephone Company will integrate any records provided to it by the customer in a Telephone Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Telephone Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Telephone Company.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

V. LIABILITY (Continued)

A6 The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Telephone Company facilities. The customer may, with the prior written consent of the Telephone Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Telephone Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Telephone Company reserves the right to refuse attachments if the Telephone Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Telephone Company facilities, or otherwise affect its telephone operations.

A7 The Telephone Company shall not be liable for any civil damages caused by an act or omission of the Telephone Company in the good faith release of information not in the public record, including non-published or non-listed subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service.

A8 The Telephone Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Telephone Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

A9 The Telephone Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Telephone Company, or arising from the use of customer provided facilities or equipment.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. DESCRIPTION

A1 B9-1-1 (BASIC 9-1-1 SERVICE)

B1 B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single Public Safety Answering Point (PSAP) which is prepared to receive those calls via a 9-1-1 Service line.

B2 The following rate elements apply to a typical B9-1-1 arrangement:

C1 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line.

C2 9-1-1 Service Line - A business network access line connecting the PSAP and its serving central office. The Multiline Business rate in Schedule A-1 of this PRODUCT GUIDE, is applicable.

C3 Interexchange 9-1-1 Service - Interexchange private lines are used solely for the provision of 9-1-1 Service. This Interexchange channel rated from Southwestern Bell Telephone Company Private Line Service PRODUCT GUIDE, Section 5.

B3 Additional 9-1-1 Features, as described on Sheet 19, are available with 9-1-1 Service, where conditions permit.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. DESCRIPTION (Continued)

A2 C9-1-1 (ANI-ONLY 9-1-1 SERVICE)

B1 The following rate elements apply to a typical C9-1-1 arrangement:

C1 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line. Also enables the central office to generate Automatic Number Identification (ANI) for the caller's telephone number and provide it to the 9-1-1 Service Line.

C2 9-1-1 Service Line - Same as B9-1-1 Service.

C3 Interexchange 9-1-1 Service - Same as B9-1-1 Service.

B2 C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the Public Safety Answering Point (PSAP). ANI Spill might not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, the ANI Spill will provide the identity of the primary telephone service billing or lead number.

B3 (Reserved for future use) (T)

B4 Selective Routing (SR), as described on Sheet 18, is available on an optional basis with C9-1-1 Service.

B5 Additional 9-1-1 Features, as described on Sheet 19, are available with C9-1-1 Service, where conditions permit.

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

VI. DESCRIPTION (continued)

A3 E9-1-1 (ENHANCED 9-1-1)

B1 The following rate elements apply to a typical E9-1-1 arrangement:

C1 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

C2 9-1-1 Service Line - Same as C9-1-1 Service.

C3 9-1-1 Tandem Service Trunk - (See TXG, Section 46, Sheet 32B). (C)

C4 Automatic Location Identification (ALI) Database Administration – (See TXG, Section 46, Sheet No. 32). (C)

B2 In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance will apply.

B3 E9-1-1Wireline Tandem Routing Service is available on an optional basis with E9-1-1 Service. (T)

B4 Optional 9-1-1 Features, as described on Sheet 19, are available with E9-1-1 Service where conditions permit.

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. DESCRIPTION (Cont'd)

A4 ADDITIONAL SERVICES (T)

B1 E9-1-1 WIRELINE TANDEM ROUTING SERVICE – (See TXG, Section 46D, Sheet No. 1). (C)
(D)

(D)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. DESCRIPTION (Cont'd)

(D)

(D)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

(D)

(M)

(M

(M) Text previously shown, moved to Schedule No. A-14 Sheet 2.

(Continued)

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SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

VII. RATES AND CHARGES (Cont'd)

		Nonrecurring Charge	Monthly Rate	
A1	9-1-1 Network Service Features			
B1	Digital Central Office Enabling (1)	-	$ 36.00	
B2	9-1-1 Service Line			
	E9-1-1 Special Trunk (2)	$ 192.81	17.14	
B3	9-1-1 Tandem Service Trunk	(See TXG, Section 46, Sheet No. 32B).		(C)
A2	Database Processing			
B1	Automatic Location Identification (ALI) Database Administration	(See TXG, Section 46, Sheet No. 32).		(T) (C)
B2	E9-1-1Wireline Tandem Routing Service	(See TXG, Section 46D, Sheet No. 1).		(C)

(1) Special construction charges will apply when special assembly is required.
(2) In addition to the applicable local rate in Schedule A-1 of this PRODUCT GUIDE.

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SCHEDULE NO. A-12A

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

VII. RATES AND CHARGES (continued)

A9 <u>CML TECHNOLOGIES SYSTEMS</u>

B1 COMMON EQUIPMENT

The CML System, which consists of the Emergency Communications System (ECS) 1000 and terminal equipment, may be configured to meet the 911 customer's requirements. The ECS 1000 control processor may be installed on the customer's premises, or in a Telephone Company central office. Central Office installation of the central processor allows several 911 agencies to share only the ECS 1000 common equipment; therefore, sharing in its cost.

The cost associated with the system is dependent on the number and types of modules required to configure the system and will vary depending on the size and complexity of the 911 customer's service requirements. (In the case of a shared system, the common equipment will be configured to accommodate each agency's requirements.) Therefore, each configuration will be priced based on actual cost.

Cost sharing will be determined by the relative number of Public Safety Answering Points (PSAPs) serving each 911 agency. Once the agencies and Frontier have agreed on a fair and equitable method for sharing costs, Frontier will file the customized ECS 1000 common equipment arrangement and proposed rates and charges with the Public Utility Commission of . Commission approval will be required prior to the provisioning of this service to the customer(s).

When initial configurations are designed, there may be potential system users who cannot immediately participate. If a potential user commits for future use, the costs can be shared based on the assumption of the "total use" of the system. In this way, common equipment can be sized to accommodate additional users over time. The rates and charges will commence as each user comes "on line" with the system.

If anticipated users want to be added to an existing system, and if the addition can be technically accommodated, Frontier will review the total cost package and will be prepared to rebate charges to the initial users if it is determined that "fair and equitable sharing" of the system would result. Commission approval of changes will be required prior to going into effect.

(D)

(Continued)

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SCHEDULE NO. A-12B

9-1-1 EMERGENCY TELEPHONE SERVICE

Wireless E9-1-1 Services (T)

TXC concurs in TXG Emergency Number Service (911) in Section 46E, General Exchange PRODUCT GUIDE. (C)
(D)

(D)

(D)
(D)

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SCHEDULE NO. A-12B

9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

(D)

(D)

(D)
(D)

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SCHEDULE NO. A-12B

9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

(D)

(D)

(D)
(D)

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SCHEDULE NO. A-12B

9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

(D)

(D)

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(D)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

I. GENERAL

Private Switch (PS) 911 Service allows a Public Safety Answering Point (PSAP) to receive either Automatic Number Identification (ANI) or a combination of ANI and Automatic Location Identification (ALI) information from 911 calls originating from Direct Inward Dial (DID) stations served by a private switch.

The Private Switch Providers (PSP) referred to in this PRODUCT GUIDE might include such organizations as: schools, nursing homes, hospitals, planned communities and shared tenant service (STS) providers.

II. DEFINITIONS

Administrative Site - A customer designated location responsible for the administration of end user records associated with one or more private switches. The site has the capability of creating and conveying Private Switch End User (PSEU) information to the Frontier ALI Entry Gateway. The PS 911 Administrator is responsible for the functioning of this location.

Automatic Location Identification (ALI) Database - A database of records, by Directory Number, of subscribers' addresses, names, telephones numbers and Emergency Service Numbers (ESNs) to be used for 911 Emergency Telephone Service.

C911 Service - Service which automatically routes 911 calls to a PSAP and provides only the calling telephone number, through Automatic Number Identification (ANI), to the PSAP attendant answering the call.

Data Management System (DMS) - The combination of manual procedures and computer programs used to create, store, manipulate and update the data required to provide selective routing and ALI.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

II. DEFINITIONS (continued)

Directory Number (DN) - A seven-digit number assigned within an area code to uniquely identify a telephone subscriber. The ANI generated with each 911 call forwards the DN digits to the appropriate Public Safety Answering Point (PSAP).

E911 Service (or Enhanced 911) - Service which automatically routes 911 calls to a PSAP and provides the calling telephone number and associated address to the PSAP attendant answering the call.

Emergency Service Number (ESN) - A number code used in the Database Management System (DMS) for the routing of 911 calls. The ESN designates the public safety agencies responsible for service to the location of each telephone in a 911 service area.

Customer - May be a municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been given to operate Emergency Number Service (911).

Frontier PS ALI ENTRY - A personal computer (PC) software program that automates the process of building ALI records of Private Switch End Users (PSEU) in the National Emergency Number Association (NENA) Standard Format. It provides limited accuracy checks to aid preparation of ALI records to be uploaded into the Telephone Company Mechanized Assignment Record Keeping (MARK) database.

Frontier PS ALI GATEWAY - A Telephone Company computer facility that interfaces with the PS Provider Administrative Site to receive PS End User ALI updates from the Administrative Site and to return error reports for correction. Access to the gateway will be via a dial up modem using a common protocol.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

II. DEFINITIONS (continued)

Master Street Address Guide (MSAG) - A database of street names and address ranges within their associated postal communities defining emergency service zones for 911 purposes.

Non-listed Service - Subscriber name, address and telephone number information that is not listed in the published telephone directory but is available through directory assistance services.

Non-published Service - Subscriber name, address and telephone number information not listed in the published telephone directory nor available through directory assistance services.

P.01 Transmission Grade of Service (GOS) - Trunk facility provisioning with the statistical probability of no more than one call in a hundred shall be blocked on initial attempt during the average busy hour.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the Frontier PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the Frontier PS ALI Entry software customer. (N) | (N)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

II. DEFINITIONS (continued)

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

Private Switch 911 Site Administrator - A person assigned, by the PSP, the responsibility of establishing and maintaining PS 911 Service location information of each PSEU via the Frontier PS ALI program.

Public Safety Answering Point (PSAP) - A municipal, county or state operated telecommunications center for answering 911 Emergency Service calls.

Selective Router (SR) - A central office that has the capability of routing incoming 911 calls and ANI to the PSAP serving the caller.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

III. DESCRIPTION

Private Switch ALI Service (PS ALI 911 Service) is an offering which enables either (1) Automatic Number Identification (ANI) or (2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 911 calls originating from Private Switch stations/lines assigned a directory number that is directly accessible from the public switched network.

A1 The ANI-only option is available if the 911 Customer subscribes to C911 service and has established dedicated routing from the central office serving the PSAP to a Point of Concentration or to the serving PSAP. Also the 911 Customer is responsible for assuring that the Private Switch Provider (PSP):

B1 Orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,

B2 Orders a minimum of two (2) PS 911 Service Trunks or the quantity necessary to maintain a P.01 Transmission Grade of Service to connect the PSP's switch to its serving central office and

B3 Has a switch capable of forwarding the ANI of each PSEU's directory number to the 911 Service Trunk when 9-1-1 or 9-9-1-1 is dialed.

A2 The ANI/ALI Option is available if the 911 Customer subscribes to E911 Service and establishes dedicated routing from the central office serving the PSP to a Point of Concentration or to the serving PSAP. Also the 911 Customer is responsible for assuring that the PSP:

B1 Orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

III. DESCRIPTION (Continued)

A2 (Continued)

B2 Orders a minimum of two (2) PS 911 Service Trunks or the quantity necessary to maintain a P.01 Transmission Grade of Service to connect the PSP's switch to its serving central office,

B3 Has a switch capable of forwarding the ANI of each PSEU's directory number to the 911 Service Trunk when 9-1-1 or 9-9-1-1 is dialed,

B4 Uses the Frontier PS ALI Entry to maintain and forward PS End Users DNs and location information, in the NENA Standard format, to the Company with necessary updates to keep records current.

B5 Responds to requests from the Company to make corrections to record errors by uploading corrected records within one working day.

IV. AVAILABILITY OF SERVICE

Service availability is dependent upon the type and configuration of the 911 network in place in the service area.

A1 Private Switch to serving Central Office: The basic requirement is for the Private Switch to be treated as if it is a central office, therefore, dedicated PS 911 Service trunks are required from the Private Switch to its serving central office. By statute there must be a minimum of two PS 911 Service trunks or a quantity that will maintain a P.01 Transmission Grade of Service. The 911 Customer is responsible for ensuring that this standard is met.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

IV. AVAILABILITY OF SERVICE (Continued)

A2 Point of Concentration: When the projected addition of PSP 911 trunking to the PSAP reaches an expense that exceeds the cost of adding a selective router or a 911 tandeming feature in the 911 network, the 911 Customer and the Company should consider establishing a network Point of Concentration to reduce the number of dedicated trunks while maintaining a minimum of P.01 transmission grade of service. This can be done by routing the dedicated 911 trunks from the PSP to the Point of Concentration. From the Point of Concentration to the PSAP, only the quantity of 911 trunks that are required to maintain a P.01 transmission grade of service for the expected traffic from the total number of PSPs and central offices are provisioned.

The Point of Concentration may be added by ordering Selective Routing from Schedule A-12 or ordering 911 Tandeming in a central office from this PRODUCT GUIDE.

A3 Termination at the PSAP: If additional lines, trunks or termination are required from the Point of Concentration to the PSAP to handle PS 911 Service and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 911 Customer.

V. TECHNICAL SPECIFICATIONS

Network interface requirements for the PS 911 Customer access are described in detail in the PS 911 Technical Interface Standards. A copy of the requirements can be obtained from the Advisory Commission on State Emergency Communications, 1101 Capital of Highway South, Suite B100, Austin, 78746 (512/327-1911).

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

VI. APPLICATION FOR SERVICE

Application for this service must be provided to the Telephone Company in writing from the 911 Customer. Each application must include the following information:

- Business name and address of the Private Switch Provider (PSP),
- PSP service locations by street address and connectivity arrangements to the Company's network,
- Quantity of PS End User stations to be served and
- Name, address and telephone number of the PSP's 911 Site Administrator.

V. CUSTOMER OBLIGATIONS

A1 The 911 Customer is responsible for coordinating with the PS Provider to ensure that the private switch is equipped with a minimum of two 911 Service Trunks or a quantity that will maintain a minimum of P.01 Transmission Grade of Service.

A2 The 911 Customer is responsible for coordinating with the PSP to ensure that the Private Switch provides full seven-digit Automatic Number Identification (ANI) according to the technical specifications established by the Company. The Private Switch number information must be approved by the Company prior to implementation to ensure that the service will function properly.

PS 911 Service will function properly only if ANI is in the correct format, if sequential directory numbers are assigned for each station, if there is at least one pair of PS 911 service trunks from the private switch to the central office and if each station can be reached by dialing its DID number from the public switched network.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

V. CUSTOMER OBLIGATIONS (Continued)

A3 After the 911 Customer approves the PSP's application, the 911 Customer is responsible for enabling the PSP to establish and maintain a database of Private Switch End User (PSEU) records and ensuring that those records are transmitted to the Company. This may be accomplished by ordering and installing the Frontier PS ALI Entry software. (C)

A4 For each PSP location, a PS 911 Site Administrator must be assigned to perform the PSP's record management tasks. This Site Administrator need not be on the PSP's premises and may be an employee of a third party private switch database service.

A5 The PS Site Administrator is responsible for either (1) installing the Frontier PS ALI Entry software and computer at the location appropriate to the tasks and ensuring that an access line connection to the public switched network is available for modem connection, or (2) establishing a third party's private switch database service and transmission facilities, to provide the PSEU records to Frontier. The Site Administrator will transmit the file to the Company in accordance with the "Frontier PS ALI Entry User's Guide." The transmission requirements are the same regardless of whether the Site Administrator uses Frontier's program or a third partys.

A6 For each PSEU's building location, the 911 Customer is responsible for providing the PS 911 Site Administrator the appropriate street address and community name, as stated in the 911 Customer's Master Street Address Guide (MSAG).

A7 The accuracy of the PSEU location information and the transmission of any record change information to the Company, within one working day, is the responsibility of the PSP Site Administrator. The 911 Customer is responsible for ensuring that the PS provider meets the 911 Customer's standard of timeliness in reporting PS End User ALI updates to the Company. (C)

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

V. CUSTOMER OBLIGATIONS (Continued)

A8 PS 911 Service information consisting of name, address and telephone number of the PS End Users is confidential. The 911 Customer agrees to use such information only for the purpose of responding to emergency calls.

A9 The PS End User forfeits the privacy afforded by non-listed and non-published services to the extent that the telephone number, the address and the name associated with the originating station location are furnished to the PSAP and to the Company.

A10 The PS End User consents to the storage and retention of the PSEU's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

A11 The 911 Customer is responsible for coordinating with the PSP for developing and implementing procedures to prevent the unauthorized or illegal use of the End User's name, telephone and address in the database.

A12 The rates charged for PS 911 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects nor malfunctions in the service.

The 911 Customer has the responsibility for reporting all errors, defects and malfunctions to the Telephone Company. The 911 Customer and the Company will jointly establish procedures to facilitate this process.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

V. CUSTOMER OBLIGATIONS (Continued)

A13 Cancellation of service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

VI. RESPONSIBILITIES OF THE COMPANY

A1 The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 911 Service shall be limited to the same extent as set forth elsewhere in Section 46 of this PRODUCT GUIDE regarding 911 Service and in other applicable sections of the Company's PRODUCT GUIDEs.

A2 PS 911 Service is provided solely for the benefit of the PS Provider and the 911 Customer. The provision of PS 911 Service shall not be interpreted, construed or regarded as being either expressly or implied for the benefit of, or creating any obligation toward any person or legal entity other than the PS 911 Provider and the 911 Customer. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

VI. RESPONSIBILITIES OF THE COMPANY (Continued)

A3 Terminal equipment at the 911 Customer's site that is used in connection with PS 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that information cannot be extracted from the database except when related to 911 calls. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User's telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain its security.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

VII. RATES AND CHARGES

	Nonrecurring Charge	GSEC	Monthly Rate	GSEC
Enable 911 Tandeming in CO.....	ICB(1)		ICB(1)	
PS 911 Service Trunk (per trunk..... from the PS to end office) (2)	See Automatic Trunk Rates Schedule No. A-1			
911 Service Trunk (Minimum of two required from end office to Point of Concentration or PSAP)	See E-9-1-1 Special Trunk Rates Schedule No. A-12			
Directory Numbers Blocks of 100 sequential numbers	See DID Service Rates Schedule No. A-1			
PS ALI Subscriber Record Processing. (Includes receipt, data processing and, when applicable, Selective Routing Database processing.)	See Rates for ALI Database and Selective Routing Schedule No. A-12			
Interexchange 911 Service..... Channel	See Southwestern Bell Telephone Private Line Service Tariff, Section 5			

(1) This fee will set up a Central Office to provide some level 911 tandeming, based on the 911 Network requirements. Because the cost is determined on the type switch, the technology used and the level of tandeming desired, rates must be established on an individual case basis (ICB).

(2) A minimum of two PS 911 Service Trunks are required from the Private Switch to the service central office.

(continued)

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SCHEDULE NO. A-13

PRIVATE SWITCH EMERGENCY SERVICE

VII. RATES AND CHARGES (Continued)

	Nonrecurring Charge	GSEC	Monthly Rate	GSEC	
Frontier PS ALI ENTRY ADMIN SITE PACKAGES					
Option 1 - Full Service Package (Includes Frontier PS ALI, communications software, personal computer, modem and training)	$449.44	PSALI1NRC	$158.76	PSALI1	
Option 2 (Includes Frontier PS ALI software and training only)	282.49	PSALI2NRC	18.35	PSALI2	
Option 3 - PS ALI LQ Parallel Printer (Requires Option 1 or 2 Above)	206.20	PSALI3NRC	36.93	PSALI3	
Option 4 - PS ALI Entry Interface Service (Used when 911 customer subscribes to third party PS ALI record service)	189.00	911PSALIINTNRC	9.00	911PSALIINT	(N)

(continued)

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SCHEDULE NO. A-14

E911 ALTERNATE NETWORK ROUTING

(D)

(D)

Effective April 15, 2015, E911 Alternate Network Routing is cancelled and withdrawn and no longer available for purchase. (N)

Issued: April 14, 2014

Issued by:
President – Southwest Region

Effective: April 15, 2015

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SCHEDULE NO. A-15
PROMOTIONS

Business Service Promotion

Beginning October 26, 2016 through March 31, 2017, qualifying business customers that, at the time they accept this promotional offering, meet the following criteria will receive the monthly credit specified below on their monthly telephone bill.

Eligible customers are defined as customers new to Frontier (establishing a new account) that agree to subscribe to the following combination of services.

Qualifying services are:

1. Unbundled Service
   One or more new Business Lines or one or more new CustoPak lines, under a 24 month term, with unlimited local, intralata toll and unlimited nationwide Long Distance, including the calling features Caller ID, Call Waiting, Call Forward, Three Way Calling and voicemail.

   Customers who receive a bundle discount for subscribing to a Frontier Fiber Optic Internet or HSI product are ineligible for this promotion.

   Discount $25.01

2. Bundled Service
   New Customers who subscribe to Solutions for Business with Internet will receive a discount for 24 months (for customers with a two year term), or 12 months (for customers on a month to month plan) if the customer orders a total of three or more lines (Main Line and at least Two Additional, either Basic or Unlimited or any combination of these) or a Main Line with one Unlimited Additional line).

For all qualifying additional lines	Month to Month Option
Basic Line	$7.00
Unlimited Line	13.00

For all qualifying additional lines	Two Year Option
Basic Line	$12.00
Unlimited Line	18.00

Business Service Promotion

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between June 18, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years will have all standard nonrecurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

Promotional Offering

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering. (N)

(N)

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SCHEDULE NO. A-15

PROMOTIONS

The following Sheets have been withdrawn and canceled in their entirety: (D)(N)

7th Revised Index Sheet No. 1	Original Sheet No. 28	Original Sheet No. 52
2nd Revised Sheet No. 2	Original Sheet No. 29	Original Sheet No. 53
8th Revised Sheet No. 3	2nd Revised Sheet No. 30	1st Revised Sheet No. 54
3rd Revised Sheet No. 3A	2nd Revised Sheet No. 31	1st Revised Sheet No. 54.1
2nd Revised Sheet No. 4	1st Revised Sheet No. 31A	Original Sheet No. 55
5th Revised Sheet No. 5	2nd Revised Sheet No. 32	Original Sheet No. 56
5th Revised Sheet No. 6	17th Revised Sheet No. 33	Original Sheet No. 57
Original Sheet No. 7	1st Revised Sheet No. 34	Original Sheet No. 57.1
2nd Revised Sheet No. 8	2nd Revised Sheet No. 35	Original Sheet No. 58
3rd Revised Sheet No. 9	2nd Revised Sheet No. 35A	
2nd Revised Sheet No. 10	Original Sheet No. 36	
Original Sheet No. 11	Original Sheet No. 37	
Original Sheet No. 12	1st Revised Sheet No. 38	
Original Sheet No. 13	Original Sheet No. 39	
1st Revised Sheet No. 14	Original Sheet No. 40	
3rd Revised Sheet No. 15	Original Sheet No. 41	
1st Revised Sheet No. 16	Original Sheet No. 42	
Original Sheet No. 17	Original Sheet No. 43	
3rd Revised Sheet No. 18	Original Sheet No. 44	
Original Sheet No. 19	1st Revised Sheet No. 45	
3rd Revised Sheet No. 20	Original Sheet No. 46	
3rd Revised Sheet No. 21	Original Sheet No. 47	
Original Sheet No. 22	2nd Revised Sheet No. 48	
1st Revised Sheet No. 23	2nd Revised Sheet No. 48A	
1st Revised Sheet No. 24	Original Sheet No. 49	
Original Sheet No. 25	Original Sheet No. 49.1	
3rd Revised Sheet No. 26	2nd Revised Sheet No. 50	
Original Sheet No. 27	2nd Revised Sheet No. 51	

(D)

(N)

Issued: November 20, 2015

Issued by:
Director – State Public Policy and Government Relations

Effective: November 21, 2015

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SCHEDULE NO. B-1

TOLL TELEPHONE SERVICE (continued)

APPLICABILITY

Applicable to message toll telephone service and to message toll mobile telephone service furnished or made available by the utility between its points and between its points and points reached over facilities of connecting companies.

TERRITORY

Between points in the state of where the respective rate centers of such points are located in said state.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS

Frontier of concurs in the Long Distance Message Telecommunications Service PRODUCT GUIDE for intraLATA Toll Service filed (C)
by Frontier Southwest Incorporated. This concurrence includes the rates, charges, rules and regulations governing the intraLATA (C)
Toll Service, including all amendments, revisions or successive issues thereof. Frontier of makes itself a party to such rates,
charges, rules and regulations until this concurrence is revoked or canceled by either company. Subject to the jurisdiction of the (T)
Public Utility Commission of , Frontier of expressly reserves the right to cancel this statement of concurrence when it appears that
such cancellation is appropriate. (T)

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SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE [1] (continued) (T)

APPLICABILITY

Applicable to intrastate wide area telephone service.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the PRODUCT GUIDE schedules.

WIDE AREA TELEPHONE SERVICE CONCURRENCE NOTICE

Frontier Southwest Incorporated TXC concurs in the Wide Area Telecommunications Service PRODUCT GUIDE as filed by Frontier Southwest Incorporated, with the following condition. The rates applicable for the intraLATA portion that is billed to the interexchange carrier under the Non-Joint provided 800 service option will be billed from the Frontier of Facilities for IntraState Access Tariff. Subject to the jurisdiction of the Public Utility Commission, Frontier of expressly reserves the right to cancel this statement of concurrence when it appears that such cancellation is appropriate.

[1] Effective November 3, 2012, Wide Area Telephone Service is no longer available to new customers. Moves, additions or (N)
changes to subscribers existing services are not permitted (N)

(Continued)

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SCHEDULE NO. B-3

ACCESS SERVICE

APPLICABILITY

Applicable to the provision of Access Services for access to toll facilities and to the local exchange furnished or made available by the Frontier Southwest Incorporated between its points, and points reached over facilities of connecting companies.

TERRITORY

Within the exchange areas as said areas are defined on maps filed as part of the PRODUCT GUIDE.

ACCESS SERVICE ADOPTION NOTICE

Frontier Southwest Incorporated (TXC) is an issuing carrier of the Exchange Carriers Access Service Tariff that is on file with the Public Utility Commission of for providing Special Access Services within the state of . This issuing carrier statement includes the (C) rates, charges, rules and regulations applicable for each service expressly listed in Section 5 of the PRODUCT GUIDE. Frontier Southwest Incorporated (TXC) makes itself subject to such rates, charges, rules and regulations until this issuing carrier status is (T) revoked or canceled. Frontier Southwest Incorporated (TXC) expressly reserves the right to cancel this issuing carrier status when it appears that such cancellation is appropriate.

PROVISION OF SERVICES

Frontier of , Inc., to the extent that such services are or can be made available with reasonable effort, and after provision has been made for local exchange services, will provide to the Intrastate Customer (IC) upon reasonable notice services offered in other applicable sections of this PRODUCT GUIDE at rates and charges specified therein.

Exception:
A bill credit of 9.58% will be applied to the monthly carrier access bill for special access services provided from the above- (C) referenced PRODUCT GUIDE. The monthly credit will be applied until such time as the access rates of Frontier specifically or local exchange carriers as a group are modified so that the effects of the Tax Reform Act and the gross receipts tax are reflected in a final order of the Public Utility Commission.

(continued)

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SCHEDULE NO. B-3

ACCESS SERVICE (continued)

The rates, charges, rules and regulations previously shown on this page can now be located in Section 8 of the Exchange Carriers Access Service Tariff. (D)

(D)

(Continued)

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SCHEDULE NO. B-3

ACCESS SERVICE (continued)

* Cancels Sheet Nos. B3-6.1 through B3-129 (T)(D)

(D)

(L) Material omitted now shown on Original Sheet No. 6.1.
(K) Material formerly shown on Original Sheet No. 5.

(Continued)

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SCHEDULE NO. E-1

SPECIAL ASSEMBLIES OF EQUIPMENT

GENERAL

Special assemblies consists of modifications of service arrangements for which provision is not otherwise made in this PRODUCT GUIDE.

Special assemblies will be furnished, when practical, by the Telephone Company at charges equivalent to the cost of furnishing such arrangements if in connection with and not detrimental to any of the services furnished under the Telephone Company's PRODUCT GUIDEs.

The services contained herein are intended to be installed for the specific customer named and are not applicable for nonspecified customers.

(Continued)

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SCHEDULE NO. E-1

SPECIAL ASSEMBLIES OF EQUIPMENT

CUSTOMER

Andrews ISD - Andrews,

ITEM

Fiber optic transport to various customer locations providing a 10 Mb Local Area Network, within the same serving exchange and central office service area.

RATES	Nonrecurring Charge	Monthly Rate	
5 Year Term Commitment	$178,000.00	$391.00	(C)

(Continued)

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SCHEDULE NO. E-1

SPECIAL ASSEMBLIES OF EQUIPMENT

CUSTOMER

Whitehouse ISD - Whitehouse,

DESCRIPTION

Fiber and associated material to connect Cain Elementary School to an existing 10 Megabit Fiber Network connecting schools in the Whitehouse ISD. No electronics are required.

RATES	Nonrecurring Charge(1)	Monthly Rate	Termination Liability (2)	
3 Year Term Commitment	-0-	$270.00	$8,933.00	(C)

NOTES:

1. Above does not include applicable charges from Schedule A-5 of this PRODUCT GUIDE.

2. The termination liability as reduced by months in service applies if the customer orders removal of this service within three (3) years from the date such service is established. In addition, billing of the MRC continues for the life of the service.

Issued: May 17, 2001 Issued by: President - Southwest Region Effective: May 30, 2001

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SCHEDULE NO. E-1

SPECIAL ASSEMBLIES OF EQUIPMENT

Customer: Capital Area Planning Commission

Serving Exchange: Burnet

Description of Service: Automatic Number Identification (ANI) Mini Telepak system with two consoles. The system is equipped for a capacity of four incoming trunks and three Emergency Response Agency (ERA) trunks. The maximum capacity is for two operator consoles, fifteen incoming trunks and eight ERA trunks.

Nonrecurring Charge	Monthly Rate
$48,000.00	$384.00

(Continued)

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SCHEDULE NO. E-2

HIGH SPEED PRIVATE LINE SERVICES

APPLICABILITY

Applicable to intraexchange high speed private line services (1.544 megabits or greater) for specific customers. The rates for services contained herein are intended to be installed and billed for the specifically named customer and are not applicable for nonspecific customers.

The rates in this section do not include basic local exchange service, message telecommunications service, switched access for interexchange carriers or wide area telecommunications services.

CONDITIONS

Before providing any customer specific High Speed Private Line services, the Company will file a customer specific PRODUCT GUIDE with the Public Utility Commission of . The PRODUCT GUIDE shall include the following:

- Public Utility Commission Notification

  The Telephone Company will file a PRODUCT GUIDE for each high speed private line arrangement with the Public Utility Commission when awarded the bid for service. The PRODUCT GUIDE will include the following:

  - Customer name and location(s)
  - Type service being provided
  - Payment Option selected
  - Rate elements - recurring and nonrecurring

- Rate for the High Speed Private Line arrangements will be based on the costs, payment plan and term commitment option selected. These factors will vary with each arrangement and reflect varying rates for individual arrangements. (C)

- Cost Studies

  A cost study will be performed for each Customer Specific High Speed Private Line Arrangement. These studies will be filed with the associated PRODUCT GUIDE.

- Customer Affidavit

  A signed customer affidavit as required in 16 TAC # 23.27(c)(4)(I)

Continued

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SCHEDULE NO. E-2

SPECIAL ASSEMBLIES OF EQUIPMENT

CUSTOMER

Andrews ISD - Andrews,

ITEM

Fiber optic transport to various customer locations providing a 10 Mb Wide Area Network (WAN), within the same serving exchange and central office service area.

	Nonrecurring Charge	Monthly Rate	
5 Year Term Commitment	$178,000.00	$391.00	(C)

ITEM

Additional 10 Mb link from the Administration Building to the existing 10 Mb fiber optic Wide Area Network.

	Nonrecurring Charge	Monthly Rate	
	PLTX93076E-1	PLTX93076E	
4 Year Term Commitment	$ 11,230.00	$150.00	(C)

(Continued)

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SCHEDULE NO. E-2

CUSTOMER:

Whitehouse Independent School District
Whitehouse, TX

DESCRIPTION OF SERVICE

Multi-Media Digital Services (MMDS), a combination of multiple types of media for the communication of information. MMDS enables the customer to communicate within the exchange, among the various schools and administration offices within the ISD, using audio, video, text, graphics, fax and audio telephone.

TERM COMMITMENT: 60 MONTHS (C)

MONTHLY RATE: $ 698.73

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SCHEDULE NO. E-2

HIGH SPEED PRIVATE LINE SERVICES

CUSTOMER

The Boeing Company - Nausau Bay

ICB No.: TX971388

ITEM

Fiber Distributed Data Interface (FDDI) - is a 100 Mbps fiber optic Local Area

Network (LAN). An FDDI LAN is typically known as a "backbone" LAN. It is used for joining file servers together and for joining other LANs together. FRONTIER will provide the customer, The Boeing Company, with a 100 Mb FDDI dual attached meet point circuit that will connect with an FDDI circuit provided by Southwestern Bell. (C)

	Nonrecurring Charge	IOSC	Monthly Rate	IOSC	
36 MONTH TERM COMMITMENT	$2,000.00	00563-NRC	$2,000.00	00563	(C)

(Continued)

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SCHEDULE NO. E-3

CUSTOMER SPECIFIC CONTRACT

APPLICABILITY

Applicable to intraexchange modifications of service arrangements for which provision is not otherwise made in this PRODUCT GUIDE. The rates for services contained herein are intended to be installed and billed for the specifically named customer and are not applicable for non-specific customers.

The rates in this section do not include basic local exchange service, message telecommunications service, switched access for interexchange carriers, wide area telecommunications service, or high speed private line services (1.544 megabits or greater).*

CONDITIONS

Before providing any customer specific services, the Company will file a customer specific PRODUCT GUIDE with the Public Utility Commission of . The PRODUCT GUIDE shall include the following:

- Public Utility Commission Notification

  The Telephone Company will file a PRODUCT GUIDE for each high speed private line arrangement with the Public Utility Commission when awarded the bid for service. The PRODUCT GUIDE will include the following:

  - Customer name and location(s)
  - Type service being provided
  - Payment Option selected
  - Rate elements - recurring and nonrecurring

- Rate for the Custom Assemblies arrangements will be based on the costs, payment plan and term commitment option selected. These factors will vary with each arrangement and reflect varying rates for individual arrangements. (C)

- Cost Studies

  A cost study will be performed for each Customer Specific High Speed Private Line Arrangement. These studies will be filed with the associated PRODUCT GUIDE.

- Customer Affidavit

  A signed customer affidavit as required in 16 TAC # 23.27(c)(4)(I)

* Customer Specific contracts for High Speed Private Line Services are in Schedule No. E-2.

(Continued)

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SCHEDULE NO. E-3

CUSTOMER ASSEMBLIES

CUSTOMER

GTECH Corporation - Austin

TERM COMMITMENT PERIOD - 96 months (C)

TYPE OF SERVICE

Lottery Circuit Drop

Provides synchronous, full duplex, 2.4 kbps, four-wire digital transmission or voice-grade analog transmission. Minimum billing quantity under contract is

1700 (TXC and TXG combined). (C)

Nonrecurring Charge(1)	GSEC	Monthly Rate	GSEC
$180.00	PLTX94030E-2	$ 65.00	PLTX94030E

Interbridge Lottery Connection

Provides an intraLATA circuit connection between a Frontier TXC central office and the central office of another LEC. The rate below includes all charges for carrier bridging and carrier interoffice mileage. (C)

Nonrecurring Charge(1)	GSEC	Monthly Rate	GSEC
--		$107.00	PLTX94030E-1

(1) In addition to Service Charges from Schedule No. A-5.

(Continued)

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SCHEDULE NO. F-1

NETWORK SERVICES

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest Incorporated (TXG) General Exchange PRODUCT GUIDE Section 48 for Network Services.

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SCHEDULE NO. G-1
PRIVATE LINE SERVICES AND CHANNELS (continued)

APPLICABILITY

Applicable to private line services and channels furnished or made available by Frontier Southwest Incorporated TXC between its points or between its points and points reached over facilities of connecting utility.

TERRITORY

Within the service territory of the utility as defined on maps filed as part of the PRODUCT GUIDE schedules.

In all fiber exchanges, as noted in Schedule No. A-1 of this PRODUCT GUIDE, or in areas within an exchange where only fiber access is provided, B1 Metallic Service[1] and B3 Wideband Data Services[2] are not available.

RATES	Monthly Rate*	S&E Code	Non-recurring Charge	S&E Code	(T)
A1 Intraexchange Service					(D)
B1 Metallic Service[1]					
C1 Circuit Termination					
D1 First 1/4 mile or fraction thereof, air line measurement, per point of termination	$5.60	GMZY	$293.47	GNCM	
D2 Each additional 1/4 mile or fraction thereof, air line measurement, per point of termination	1.40	GMPI	-		(T)
C2 Optional Features and Functions					
Bridging - per port					
D1 Three premises	4.64	GMZV	-		
D2 Series	4.64	GMZ4	-		
B2 Voice Grade Service					
C1 Circuit Termination - 2-Wire					
D1 First 1/4 mile or fraction thereof, air line measurement, per point of termination	5.60	GZZ2	334.33	GNV2	
D2 Each additional 1/4 mile or fraction thereof, air line measurement, per point of termination	1.40	GZP2	-		

[1] Effective October 31, 2014, Metallic Service is grandfathered and no longer available to new customers. Term commitment plans will not be renewed. Moves, adds or changes to subscribers' existing service is permitted. (N)

[2] Effective October 31, 2014, Wideband Data Service is hereby cancelled and withdrawn and not available for purchase. (N)

Issued: October 30, 2014 Issued by: President – Southwest Regions Effective: October 31, 2014

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

RATES	Monthly	S&E Rate*	Code	Non-recurring S&E Charge	Code	
A1	Intraexchange Service (continued)					
B2	Voice Grade Service (continued)					
C2	Circuit Termination - 4-Wire					
D1	First 1/4 mile or fraction thereof, air line measurement, per point of termination.	$ 8.92	GZZ4	$334.33	GNV4	
D2	Each additional 1/4 mile or fraction thereof, air line measurement, per point of termination.	2.23	GZP4	-		
C3	Optional Features and Functions					
D1	Voice Bridging - per port					
E1	Two-wire	4.64	GZV2	-		
E2	Four-wire	4.64	GZV4	-		
D2	Data Bridging - per port					
E1	Two-wire	4.64	GZD2	-		
E2	Four-wire	4.64	GZD4	-		
D3	Conditioning - per point of termination					
E1	C-type	11.12	GZCD	-		
E2	Sealing Current	None	GZSC	-		
E3	D Conditioning	11.40	GZDC			(N)

(N)

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

RATES*	Monthly Rate	S&E Code	Non-recurring Charge	S&E Code	
A1 Intraexchange Service (continued)					
B3 Wideband Data Services[1]					(T)
C1 Circuit Termination					
D1 First 1/4 mile or fraction thereof, air line measurement, per point of termination, 50.0 or 40.8 Kbps	$121.80	GUT2	$534.86	GNCW	
D2 Each additional 1/4 mile or fraction thereof, air line measurement, per point of termination, 50.0 or 40.8 Kbps	30.45	GUB1	-		

B4 Digital Data Services

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest Incorporated (TXG) IntraLATA Interexchange Services PRODUCT GUIDE for the provision of Intraexchange Digital Data Services Facilities.

* In addition to applicable service charges in Schedule No. A-5.

[1] Effective October 31,, 2014, Wideband Data Service is hereby cancelled and withdrawn and not available for purchase

(N)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

RATES* (T)

A1 Intraexchange Service (continued)

B5 DS1 (1.544 Mbps) Service

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest Incorporated (TXG) IntraLATA Interexchange Services PRODUCT GUIDE for the provision of Intraexchange of DS1 (1.544 Mbps) Services Facilities.

(D)
(D)

* In addition to applicable service charges in Schedule No. A-5.

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

RATES	Monthly	S&E Rate*	recurring Code	Non-recurring S&E Charge	Code
A1	Intraexchange Service (continued)				
B6	Interoffice Channel - each 1/4 mile or fraction thereof	$ 1.40		-	
A2	Interexchange Service				

Interexchange private line channels between this utility's exchanges or between this utility's exchanges and connecting utility's exchanges will be provided at rates, charges, and conditions as set forth in Southwestern Bell Telephone Company's General Private Line Service and Channels Tariff.

Except Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest Incorporated (TXG) IntraLATA Interexchange Services PRODUCT GUIDE for the provision of intrastate intraLATA Interexchange Digital Data Services, DS1 (1.544 Mbps) Services, and Video Connect_ Services. (N)

(K) Material formerly appeared on 1st Revised Sheet No. 2.
* In addition to applicable service charges in Schedule no. A-5.

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS

A1 Private line circuits provided wholly within an exchange (intraexchange) may terminate on telephone instruments, but not between private branch exchange system console or switchboards, for the purpose of voice or signal communication. Customer-provided equipment meeting the requirements of the Federal Communications Commission's Rules, Regulations, and Decisions may be connected to corresponding private line services. (T)

A2 Private line circuits provided between two different exchanges (inter-exchange) of this utility or between this utility's exchanges and connecting utility's exchanges (interexchange) will be provided the same services described in Condition A1 preceding, at rates and charges as shown in the private line tariffs of the Southwestern Bell Telephone Company. (T)

A3 Mileage measurement

B1 Point of termination is the termination of the private line circuits at the point of demarcation on the customer's premises. (N) (N)

B2 Intraexchange private line circuits (T)

C1 Two-point service

D1 Same building - the channel mileage is the direct air line distance determined in quarter mile multiples (fractional quarters being considered full quarter miles) between terminals.

D2 Different buildings on continuous property - the channel mileage is the direct air line distance determined in quarter mile multiples (fractional quarters being considered as full quarter miles) between buildings.

D3 Buildings on noncontinuous property - the channel mileage is the direct air line distances determined in quarter mile multiples (fractional quarters being considered as full quarter miles) between each building and the central office.

D4 Buildings on noncontinuous property in different central office areas - the channel mileage is the sum of the air line distance determined in quarter mile multiples (fractional quarters being considered as full quarter miles) between each terminal and the serving central office and between each central office.

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued

A3 Mileage measurement (continued)

B2 Intraexchange private line circuits (continued) (T)

C2 Multipoint service

D1 Same building - the channel mileage is the direct air line distance between all terminals on the circuit, measured so as to produce the lowest intraexchange mileage charge. The mileage charge is computed separately in quarter mile multiples (fractional quarters being considered as full quarter miles) between terminals on the circuit.

D2 Different buildings on continuous property

The channel mileage is the air line distance between all buildings on the circuit, measured so as to produce the lowest intraexchange mileage charge. The mileage charge is computed separately in quarter mile multiples (fractional quarter miles being considered as full quarter miles) between buildings on the circuit. Additional terminations, on the same circuit, located within buildings connected to the channel, will be provided at the applicable termination charge as shown in Rates above.

D3 Buildings on noncontinuous property

The intraexchange mileage is the air line distance between the central office and each building connected to the circuit. The mileage charge is computed separately in quarter mile multiples (fractional quarters being considered as full quarter miles) between the central office and each building on the circuit. Additional terminations on the same circuit located within buildings connected to the channel will be provided at the applicable channel termination charge as shown in Rates above.

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A3 Mileage measurement (continued)

B2 Intraexchange private line circuits (continued) (T)

C2 Multipoint service (continued)

D4 Buildings on noncontinuous property in different central office areas

The channel mileage is the air line distance determined in quarter mile multiples between the serving central office and each building and between central offices. The mileage charge is computed separately in quarter mile multiples (fractional quarters being considered as full quarter miles) between the serving central office and each building and between central offices. Additional terminations on the same circuit, located within buildings connected to the channel, will be provided at the applicable channel termination charge as shown in Rates above.

B3 A maximum of one first quarter mileage charge applies for each private line channel requested by the customer. (T)

A4 If unusual conditions are involved in the provisions of private line service, such as the construction of channel facilities, additional charges may be applied based upon the cost incurred.

A5 The magnitude and character of the voltages and currents impressed on the utility private line circuits by customer-provided station equipment and the operation and maintenance of such equipment shall be such as not to interfere with any services offered (T) by the utility. The characteristics of specialized equipment shall be such that its connection to utility private line circuits does not interfere with services over other utilitycircuits or channels or impair privacy of conversations over such circuits or channels. In cases in which additional protective equipment is required, such equipment shall be specified by the utility and provided by the (T) customer or by the utility at the customer's expense. Such equipment shall be suitable to avoid hazard or damage to utility plant or of injury to utility employees or to the public because of the character or location of privately or customer-provided station equipment and of sources of power to which it is connected.

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A6 The utility may, upon suitable notification to the customer, make tests and inspections as may be required to determine that the above requirements are being complied within the installation, operation, and maintenance of customer-provided equipment. The utility may disconnect the private line channel if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.

A7 Rates and charges shown in this schedule apply to private line services and channels furnished wholly by this utility.

A8 Private line services and channels, when reasonably available, are furnished suitable for specified purposes and are arranged in such manner as the utility may elect. A private line service and/or channel furnished at the rates and charges in this schedule may be used only for the specified purpose primarily intended and may not be used for a combination of services nor may it be superimposed on one of a different kind.

A9 Allowances for interruptions

B1 For interruptions in service, the utility shall make allowances as set forth in Rule No. 23.

A10 The above rates for private lines, circuits or channels are applicable when used in connection with private line telephone, private teletypewriter*, program transmission*, sound recording*, loudspeaker*, speech networks and signaling services*. (T)
The rates apply to each physical, nonphysical, metallic* or grounded circuit or channel. (T)

A11 Rates shown in this schedule apply to leased line and private line telephone service furnished between points on lines owned or operated by this utility.

(*) Effective October 31, 2014, teletypewriter, program transmission, sound recording, loudspeaker, signaling and Metallic Service are grandfathered and no longer available to new customers. Term commitment plans will not be renewed. Moves, adds or changes to subscribers' existing service is permitted. (N)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A12 Moves (N)

A move involves a change in the physical location of either the customer's premises or a point of termination at the customer's premises. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

B1 Moves within the same building

When the move is to a new location within the same building, the charge for the move will be the applicable Service Charges in Schedule No. A-5.

B2 Moves to a different building

Moves to a different building will be treated as a discontinuance and a start of service and all associated Service Charges in Schedule No. A-5 will apply.

A13 Service Rearrangements

Service rearrangements are changes to existing (installed) services which may be administrative only in nature, or that
involve actual physical change to the service. (N)

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A13 Service Rearrangements (continued) (N)

B1 A charge will not apply to administrative changes as follows:

- Change of customer name,
- Change of customer or customer's end-user premises address when the change of address is not a result of a physical relocation of equipment,
- Change in billing data (name, address, or contact name or telephone number),
- Change of agency authorization,
- Change of customer circuit identification,
- Change of billing account number,
- Change of customer test line number,
- Change of customer or customer's end-user contact name or telephone number, and
- Change of jurisdiction.

B2 All other service rearrangements will be charged for as follows:

- If the change involves the addition of other customer-designated premises to an existing multipoint service, the applicable Service Charges in Schedule No. A-5 will apply. The charge(s) will apply only for the location(s) that is being added. (N)

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A14 Description of services

B1 Metallic Service[1] (T)

C1 Metallic Circuit - A metallic circuit is an unconditioned two-wire circuit capable of transmitting low speed varying signals at rates up to 30 baud. Metallic circuits are provided between customer designated premises or between a customer designated premises and a Telephone Company hub where bridging functions are performed. Interoffice metallic facilities will be limited in length to a total of five miles per circuit.

Metallic Service will be provided only where facilities are available, as determined by Frontier in its sole discretion.

C2 Three Premises Bridging - Provision of tip-to-tip and ring-to-ring connection in a central office of a metallic pair to a third customer premises.

C3 Series Bridging of up to 26 customer premises.

B2 Voice Grade Service

C1 A voice grade circuit is a circuit which provides voice frequency transmission capability in the nominal frequency range of 300 to 3000 Hz and may be terminated two-wire or four-wire. Voice Grade circuits are provided between customer designated premises or between a customer designated premises and a Telephone Company hub.

[1] Effective October 31, 2014, Metallic Service is grandfathered and no longer available to new customers. Term (N)
commitment plans will not be renewed. Moves, adds or changes to subscribers' existing service is permitted. (N)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A14 Description of services (continued) (N)

B2 Voice Grade Service (continued)

C2 C-Type Conditioning is provided for the additional control of attenuation distortion and envelope delay distortion on data services. The attenuation distortion and envelope delay distortion specifications for C-Type Conditioning are:

Attenuation Distortion

(Frequency Response) Relative to 1004 Hz

Frequency Range (Hz)	Variation (dB)
400-2800	-1.0 to +2.0
300-3000	-1.0 to +3.0
3000-3200	-2.0 to +6.0

Envelope Delay Distortion

Frequency Range (Hz)	Variation (micro-seconds)
1000-2600	100
800-2600	200
600-2600	300
500-2800	600
500-3000	3000

C3 Sealing Current Conditioning is provided to help maintain continuity on dry metallic loops. It is usually associated with four-wire DA or NO type channel interfaces.

C4 D Conditioning (Data Capability)

D Conditioning provides transmission characteristics suitable for data communications. Specifically, D Conditioning provides for the control of Signal to C-Notched Noise Ratio and intermodulation distortion. It is available for two-point services or multipoint services. (N)

(Continued)

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A14 Description of services (continued)

B2 Voice Grade Service (continued)

C4 D Conditioning (Data Capability) (continued)

The Signal to C-Notched Noise Ratio and intermodulation distortion parameter for D Conditioning are:

- Signal to C-Notched Noise Ratio is greater than or equal to 32dB intermodulation distortion
- Signal to second order modulation products (R2) is greater than or equal to 38dB
- Signal to third order modulation products (R3) is greater than or equal to 42 dB

When a service equipped with D Conditioning is used for voice communications, the quality of the voice transmission may not be satisfactory.

B3 Wideband Service* (T)

A Wideband Data circuit is an analog circuit for the transmission of synchronous serial data at the rate of 19.2, 50.0, or 230.4 kbps or of asynchronous serial data at rates of up to 19.2, 50.0, or 230.4 kbps. Optional arrangements are available for transmission of synchronous serial data at 18.75 or 40.8 kbps. The actual bit rate is a function of the channel interface selected by the customer. This service requires a 303 Data Station(s). The 303 Data Station provides coupling between the customers' business machine and the wideband data transmission medium. A voice band coordinating channel is also provided. Wideband Data circuits are provided between customer designated premises.

(N)

(*) Effective October 31, 2014, Wideband Data Service is hereby cancelled and withdrawn and not available for purchase.

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SCHEDULE NO. G-1

PRIVATE LINE SERVICES AND CHANNELS (continued)

CONDITIONS (continued)

A14 Description of services (continued)

(T)

B4 Digital Data Service

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest (TXG) IntraLATA Interexchange Services PRODUCT GUIDE for the provision of Digital Data Services Facilities. (T)

B5 DS1 (1.544 Mbps) Service Facilities

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest (TXG) IntraLATA Interexchange Services PRODUCT GUIDE for the provision of DS1 (1.544 Mbps) Services Facilities. (T)

B6 Fractional T1 Service

(N)

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest (TXG) IntraLATA Interexchange Services PRODUCT GUIDE for the provision of Fractional T1 Service.

(N)

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SCHEDULE NO. H-1

CONTROLINK DIGITAL CHANNEL SERVICE

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest Incorporated (TXG) General Exchange PRODUCT GUIDE for provisioning and rates for Controlink Digital Channel Services.

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SCHEDULE NO. I-1

INTEGRATED SERVICES DIGITAL NETWORK SERVICES (ISDN)

Frontier Southwest Incorporated (TXC) concurs in the Frontier Southwest Incorporated (TXG) General Exchange PRODUCT GUIDE for the provisioning and rates for the following ISDN/Services:

Centrex/Digital (ISDN) Centrex Service
Digital (ISDN) Single Line Services
ISDN - Primary Rate Interface (PRI)

(Continued)

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SCHEDULE NO. I-1

INTEGRATED SERVICES DIGITAL NETWORK SERVICES (ISDN)

PROMOTIONS

A promotion is requested from October 1, 2000 through December 29, 2000, during which time the Company will waive the following nonrecurring charges for customers subscribing to Digital ISDN – Single Line Services:

Nonrecurring Charges in Schedule No. A-5, on Sheet 2.

	Business	Residence
Customer request charge, per order		
Primary	$30.00	$20.00
Line access charge, per line		
Local exchange network access line	20.00	20.00
Premises visit charge, per visit	20.00	20.00

Termination Liability Charge in Section 33, on Sheet 4 of Frontier Southwest Incorporated (TXG) General Exchange PRODUCT GUIDE .

Also, a customer who subscribes to the 12 month term option, during this promotion, will have the Termination Liability Charge waived if the customer regrades or upgrades to another of the Telephone Company's Data Access Products within the 12 month term option.

(Continued)

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SCHEDULE NO. R-1

RESALE OF LOCAL EXCHANGE SERVICES

(D)

GENERAL

The services, rates and conditions in this PRODUCT GUIDE are available only to holders of a Service Provider Certificate of Operating Authority (SPCOA) or a Certificate of Operating Authority (COA) granted by the Public Utility Commission of in the provisioning of their authorized local exchange telephone service within the certificated territory of Frontier of Incorporated (hereafter referred to as the Telephone Company).

REGULATIONS

The regulations in this schedule of the PRODUCT GUIDE are in addition to the Rules and Regulations found elsewhere in this PRODUCT GUIDE.

When ordering from this schedule of the PRODUCT GUIDE, a customer must state that he/she holds an SPCOA or COA granted by the Public Utility Commission of . A copy of said certificate will be requested by the Telephone Company.

Both flat rate local services from this schedule of the PRODUCT GUIDE and local measured facilities (as provided in Schedule R-2 of this PRODUCT GUIDE) may not terminate on the same customer's premises.

The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this PRODUCT GUIDE. With respect to any other claim or suit by an SPCOA or COA holder for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission or service occurring in the course of furnishing service hereunder, the Telephone Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the SPCOA or COA holder for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the SPCOA or COA holder under this PRODUCT GUIDE as an allowance for interruptions. However, any such mistake, omission, interruption, delay, error, or defect in transmission or service which is caused by, or contributed to, the SPCOA or COA holder and which arises from the use of the facilities or equipment provided by the SPCOA or COA holder shall not result in the imposition of any liability whatsoever on the Telephone Company.

(Continued)

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SCHEDULE NO. R-1

RESALE OF LOCAL EXCHANGE SERVICES

REGULATIONS (Continued)

The Telephone Company shall be indemnified and held harmless by an SPCOA or COA holder against claims and damages asserted by the SPCOA or COA holder's end-users arising from the provisioning of the SPCOA or COA holder's services or equipment except those claims and damages directly associated with the provisioning of local access service to the SPCOA or COA holder, which service is governed by other schedules of the PRODUCT GUIDE.

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

SPCOA or COA holders ordering from this PRODUCT GUIDE may not use resold flat rate local exchange telephone services to provide access services to other interexchange carriers, cellular carriers, competitive access providers, or other retail telecommunications providers, but such SPCOA or COA holders may permit their customers to use resold local exchange telephone services to access interexchange carriers, cellular carriers, competitive access providers or other retail telecommunications providers.

(N)

As an SPCOA or COA holder ordering services out of this PRODUCT GUIDE for resale purposes, you are required to comply with Chapter 283 of the Local Government Code and the reporting and compensation requirements of the Public Utility Commission of Substantive Rules 26.465 and 26.467. Purchases of services under this PRODUCT GUIDE for resale are conditioned on the acceptance of responsibility to directly report the number of access lines to the PUC of (Rule 26.467(k)(3)(A)), remit proper compensation to the appropriate municipality (Rule 26.467(k)(3)(B)), and provide an attestation (Adequate Proof Attestation), signed by proper authority of the reseller, that such is being done (Rule 26.467(k)(4)). (N)

Resold local exchange telephone services are provisioned from the demarcation point at the end user's location where the end user's terminal equipment is located and through the Telephone Company's end office that serves the end user's location.

Services provided under this Section shall not be shared, except as provided in the Telephone Company's PRODUCT GUIDEs.

Services provided under this section of the PRODUCT GUIDE shall not be used to avoid the rates, terms and conditions of the Telephone Company's other PRODUCT GUIDEs.

Flat rate local exchange services from this PRODUCT GUIDE may be resold only to the same class of service customers to which the Telephone Company sells flat rate local exchange telephone service (e.g., residential service may not be resold to business customers).

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SCHEDULE NO. R-1

RESALE OF LOCAL EXCHANGE SERVICES

REGULATIONS (Continued)

Pursuant to PURA Section 60.044(c)(1), the resale of local exchange or directory assistance flat rate services as a substitute for usage sensitive services is prohibited.

The Telephone Company will make changes to the end user's or its agent's selection of local service provider pursuant to the SPCOA or COA holder's provided list of customers accepted by the Telephone Company.

The Telephone Company will accept an SPCOA or COA holder's customer lists

identifying end users and their agents who have made individual arrangements with the SPCOA or COA holder as their local service provider. The list should be in the form a paper print out. (C)

The SPCOA or COA holder is required to certify, at the time it submits its end user and/or their agent lists to the Telephone Company, that it has on file or has instituted steps to obtain confirmations of choice from the end user or their agent. The SPCOA or COA holder is not required to submit the confirmation when submitting end user or their agent lists to the Telephone Company, but should maintain the confirmations on file for use in dispute resolution. The SPCOA or COA holder should request confirmation of choice from its customers pursuant to PUC Substantive Rule §23.97. An authorization form will be accepted as valid if it meets the specifications stated in PUC Substantive Rule §23.97.

Should an end user or its agent dispute the authorization for an SPCOA or COA holder's submitted change within 90 days of local service provider change to the SPCOA or COA holder and if the SPCOA or COA holder cannot produce a confirmation of choice from the agent within 30 days of a request by the Telephone Company to do so, the previous local service provider will be reestablished as the end user's local service provider.

Any telecommunications carrier that violates the verification procedures prescribed by the Commission and collects charges for local telephone exchange service from a subscriber must reimburse the customer's authorized carrier in an amount equal to all charges paid by such subscriber after such violation. In addition, a charge of $12.83 will be assessed to the SPCOA or COA holder violating said procedures and the end user will be reassigned to the previous local service provider.

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SCHEDULE NO. R-1

RESALE OF LOCAL EXCHANGE SERVICES

REGULATIONS (Continued)

If the SPCOA or COA holder produces a confirmation of choice within 30 days of the Telephone Company request, the end user or its agent will be liable for all charges. The Telephone Company will promptly notify the SPCOA or COA holder whenever it receives an order to disconnect service of its end user customer.

The Telephone Company will provide notification to the affected SPCOA or COA holder within 24 hours of receiving a request to change the SPCOA or COA holder's end user's local service provider.

The Telephone Company will provide repair and maintenance service on its local facilities that are resold. It will not, however, initiate a maintenance call or take action in response to a trouble report until such time as requested by the SPCOA or COA holder.

The Telephone Company will extend its service guarantees to SPCOA or COA holders, under the same terms and conditions and at the same credit amounts that are made available to the Company's end users for the same services or underlying service components. The SPCOA or COA holder will be treated like any other customer with regard to service guarantees; no more no less. (D)

Lifeline and Link Up Services are not available for resale effective February 9, 2016.

RATE REGULATIONS

Category A services are available to SPCOA or COA holders for resale at 95 percent of the monthly and nonrecurring PRODUCT GUIDE rates. Category B services are available for resale at 100 percent of the monthly and nonrecurring PRODUCT GUIDE rates.

The Telephone Company will retain all access service and all "1+" intraLATA toll service originated over the flat rate local exchange service offered for resale.

If the PRODUCT GUIDE rates change for the Category A or B services being resold, the rate change also is applicable to the resold services.

The Telephone Company will provide thirty (30) days advance written notice of discounts or promotions to SPCOA or COA holders.

(Continued)

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SCHEDULE NO. R-1

RESALE OF LOCAL EXCHANGE SERVICES

(D)

RATE REGULATIONS (Continued)

The Telephone Company will make available to an SPCOA or COA holder at an additional 5 percent discount any discounts made available to the customers of the Telephone Company who are similarly situated to the customers of the holder of the SPCOA or COA.

A charge applies for the record change when converting the end user from the Telephone Company's account to an SPCOA or COA holder. The rate for this record change is the Business Subsequent Order Charge as found in Schedule No. A-5 of this PRODUCT GUIDE.

The End User Common Line (EUCL) charge, as found in Section 4 of the Frontier System Telephone Companies Tariff FCC No. 1, will continue to apply for each local exchange line resold under this section of the Tariff. All federal rules and regulations associated with the EUCL charges, as found in that FCC tariff will also apply.

(Continued)

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SCHEDULE NO. R-1

RESALE OF LOCAL EXCHANGE SERVICES

CATEGORY A SERVICES

Residence - One Party
Residence - Manual Trunk
Residence - Measured Service
Business - One Party
Business - Manual Trunk
Business - Automatic Trunk
Business - Measured Service
Extended Area Service – Mandatory
Expanded Local Calling
Outside Base Rate Area Additive
Non-Pub/Non-List Services
Additional Listing Services
Hunt Line Service
Call Restriction Services
900/976 Call Restriction
Touch Call Service
Custom Calling Services
Custom Calling Local Area Signaling Service
Remote Call Forward
DID Service
Dial DataLink
Conference Fire Reporting
Personalized Telephone Number Service
Reserved Telephone Number Service
Private Pay Telephone Access Lines
Private Line Services and Channels
Custom Routing
DS1 Service
Centrex/Centrex Service

Digital Data Service
Video Connect Service
Customer Request Charges
Special Services
Directory Listing Charges/
Additions
Line Access Charges
Premises Visit Charges

Business Traffic Study Service (C)

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SCHEDULE NO. R-1

RESALE OF LOCAL EXCHANGE SERVICES

CATEGORY B SERVICES

Optional Extended Metropolitan Service (EMS)
Optional Local Calling Plans
Optional Extended Area Calling
Expanded Local Calling Surcharge

911 Emergency Telephone Service
Private Switch Emergency Service
E911 Alternate Network Routing
DS-1 Public Service (PS) Service
(D)

Tel-Assistance

(Continued)

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SCHEDULE NO. R-2

LOCAL MEASURED FACILITIES

GENERAL

Local Measured Facilities are available only to holders of a certificate of convenience and necessity (CCN), a holder of a certificate of operating authority (COA) or a holder of a service provider certificate of operating authority (SPCOA), granted by the Public Utility Commission of , under the terms, conditions and rates as set forth in this section of the PRODUCT GUIDE.

DESCRIPTION OF SERVICE

Local Measured Facility (LMF) service is defined as the offering of a local distribution channel or "loop" facility on a usage sensitive basis. The "loop" facility includes the protector and the point of demarcation on the customer's end user's premises, the drop wire, outside plant loop facilities, measuring equipment and the point of interconnection in the Frontier serving wire center.

The local loop facility does not include any local or toll service access, any extended area services (EAS), expanded local calling (ELC), extended metro services (EMS) or other local calling plans (LCPs) as may be provided by Frontier.

Two-wire analog voice grade loops, and "dry" loops that are conditioned to transport digital signals of a minimum transmission speed of the Integrated Services Digital Network (ISDN) shall be provided for resale by the Telephone Company at this time.

REGULATIONS

When ordering from this section of the PRODUCT GUIDE, the LMF customer must state that it holds a certificate of convenience and necessity, a certificate of operating authority or a service provider certificate of operating authority. The LMF customer is required to provide the Telephone Company with a copy of its approved certificate granted by the PUC authorizing the LMF customer as a telecommunications utility and doing business as a CCN, COA or SPCOA.

An interconnection agreement between the LMF customer and the company is required before the service can be provisioned.

The LMF customer may not terminate, on the end user's premises, both flat rate local exchange telephone service (see Schedule R-1 of this PRODUCT GUIDE) and services ordered from this section of the PRODUCT GUIDE.

(Continued)

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SCHEDULE NO. R-2

LOCAL MEASURED FACILITIES

REGULATIONS (Cont'd)

Frontier Southwest Incorporated shall be indemnified and held harmless by the Local Measured Facility (LMF) customer against claims and damages by the LMF customers' end-users arising from the provisioning of the LMF customer's services or equipment except those directly associated with the provisioning of local access service to the LMF customer, which is governed by other sections of the PRODUCT GUIDE. (T)

Facilities for transport service to transport usage-sensitive local connection (USLC) loops to an LMF customer's switch location will be provided by the Telephone Company at the rates, terms and conditions in Section 5 of the Access Service Tariff. (T)

Multiplexing will provided by the company at the rates, terms and conditions in Section 5 of the Access Service Tariff. (T)

An LMF customer shall not order multiplexing from this tariff as a means to avoid payment of appropriate usage charges from any Access or Toll Tariffs. (T)

If the LMF customer's request for service requires construction of special facilities, the LMF customer will be assessed Special Construction charges as specified in Schedule AC of this PRODUCT GUIDE.

For Special Service Arrangements not covered under this PRODUCT GUIDE, special charges shall apply as provided in Schedule E-1 of this PRODUCT GUIDE.

The Telephone Company will make changes to the end user's or their agent's selection of local service provider pursuant to the LMF customer's list of end-users provided to the Telephone Company.

The Telephone Company will accept an LMF customer lists identifying end users and/or their agents who have made individual arrangements with the LMF as their local service provider. The list should be in the form of a paper print out.

An LMF customer is required to certify at the time it submits its end user and/or their agent lists to the Telephone Company that it has on file, or has instituted steps to obtain, signed letters of agency or confirmations of choice from the end user or their agent. The LMF customer is not required to submit the letters of agency when submitting end user or their agent lists to the Telephone Company, but should maintain the confirmations or letters on file for use in dispute resolution. The LMF customer should request written confirmation of choice from its customers no later than the date of submission of its first bill to the customer. (C)

(Continued)

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SCHEDULE NO. R-2

LOCAL MEASURED FACILITIES

REGULATIONS (Cont'd)

Should an end user or its agent dispute the authorization for an LMF customer's submitted change within 90 days of local service provider change to the LMF customer and if the LMF customer cannot produce a letter of agency or confirmation of choice from the agent within 30 days of a request by the Telephone Company to do so, the previous local service provider will be reestablished as the end user's local service provider.

Any telecommunications carrier that violates the verification procedures prescribed by the Commission, and collects charges for local telephone

exchange service from a subscriber must reimburse the customer's authorized carrier in an amount equal to all charges paid by such subscriber after such violation. Appropriate service charges in Schedule A-5 of this PRODUCT GUIDE will also be assessed to the LMF customer violating said procedures.

If the LMF customer produces the letter of agency or confirmation of choice within 30 days of the Telephone Company request, the end user or its agent will be liable for all charges. The Telephone Company will promptly notify the LMF customer whenever it receives an order to disconnect service of its end user customer.

The Telephone Company will provide notification to the affected LMF customer within 24 hours of receiving a request to change the LMF customer's end user's local service provider.

The Telephone Company will provide the following, according to the regulations specified in Schedule A-6 of this PRODUCT GUIDE:

- a directory listing, in the appropriate local exchange alphabetical section of the Frontier directory, for end user LMF customers,
- a directory listing, in the appropriate local exchange classified section of the Frontier directory for end user LMF business customers.
- the LMF customer must provide the Telephone Company with the necessary end user information to ensure accurate and timely inclusion of listing information into the directory.

The Telephone Company will provide, each month, a bill to the customer for all usage. Any amount owed is due and payable on the date specified on the bill. Detail call recording information is available at the PRODUCT GUIDE rate specified in Schedule AC of this PRODUCT GUIDE. If billing for Frontier's utility services is found to differ from its PRODUCT GUIDE rates, billing adjustments will be calculated as described in Schedule AC of this PRODUCT GUIDE.

(Continued)

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SCHEDULE NO. R-2

LOCAL MEASURED FACILITIES

REGULATIONS (Cont'd)

The LMF customer will be responsible to provide its end user's access to:

- 9-1-1 Service
- Operator Services
- Directory Assistance
- Interexchange Carrier (IC) of choice
- all local and toll calling

The Telephone Company will provide routine outside plant maintenance, testing and repair of the LMF services. The Telephone Company will not, however, initiate a maintenance call or take action in response to a trouble report until such time as requested by the Local Measured Facility customer.

In the event an LMF customer's service, provided under this PRODUCT GUIDE, is interrupted other than by the negligence or willful act of the LMF or its end user customer, and it remains out of order for eight normal working hours or longer after access to the end user customer's premises, appropriate adjustments or refunds shall be made to the LMF customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the LMF customer shall be the pro-rata part of the assumed minute-of-use charge for the period of days and that portion of the service facilities rendered useless or inoperative. The refund is accomplished by a credit on a subsequent bill for service. When a service includes more than one communications path, the interruption allowance applies to the path interrupted.

For calculating credit allowances, every month is considered to have 30 days.

(A) The amount of credit to the LMF customer shall be an amount equal to a proration of assumed minute-of-use charges specified in this PRODUCT GUIDE for the period during which the facility affected by the interruption is out of service.

(B) A credit shall not be applicable for any period during which the LMF fails to afford access to the facilities furnished by the Telephone Company for the purpose of investigating and clearing troubles.

(Continued)

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SCHEDULE NO. R-2

LOCAL MEASURED FACILITIES

REGULATIONS (Cont'd)

The Telephone Company will extend its service guarantees to LMF customers, under the same terms and conditions and at the same credit amounts which are made available for various end user access services. The LMF will be treated like any customer with regard to service guarantees; no more no less. (D)
(D)

The Telephone Company shall be indemnified and held harmless from all claims and damages arising from the discontinuance of service for nonpayment to the Telephone Company by the LMF customer. Notice of discontinuance shall be as specified in the Substantive Rules of the Public Utility Commission of .

When making application for service, the LMF customer may be required to pay, at the time an application is accepted, an advance payment equal to the installation charges and one month's charges for the services provided. The amount of the advance payment will be credited to the LMF customer's account and applied to any indebtedness.

An LMF customer which has proven history of late payments to the Telephone Company or does not have established credit must make a deposit prior to or at any time after the provision of a service to the LMF customer to be held by the Telephone Company as a guarantee of payment of rates and charges. The deposit requirement may be waived for an LMF customer which is a successor of a company which has established credit and has no history of late payments to the Telephone Company or the LMF customer has established credit under other Frontier services (e.g. Access Services). The deposit may not exceed the actual or estimated rates and charges for the service for a two-month period plus the amount of any termination charges that may be attributable to the service. That a deposit has been paid in no way relieves the LMF customer from complying with the Telephone Company's regulations as to the prompt payment of bills. Simple interest set annually by the Commission will be paid on deposits. Payment of interest to the LMF customer shall be paid annually or at the time the deposit is returned or credited to the LMF customer's account. The deposit will cease to draw interest on the date it is returned or credited to the LMF customer's account.

If service is not connected or after disconnection of service, the Telephone Company shall promptly and automatically refund the LMF customer's deposit plus accrued interest of the balance, if any, in excess of the unpaid bills for the service furnished.
A one-time late payment penalty will apply to any unpaid balance as described in Schedule AC of this PRODUCT GUIDE.

(Continued)

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SCHEDULE NO. R-2

LOCAL MEASURED FACILITIES

REGULATIONS (Cont'd)

Upon nonpayment of any sum due the Telephone Company, or upon violation of any conditions governing the furnishing of service, the Telephone Company may by notice to the LMF customer, without incurring any liability, discontinue the furnishing of said service. Proper notice shall consist of notice sent by certified mail, return receipt requested, at least 30 days prior to a stated date of disconnection.

Municipal fees, where applicable, will be assessed on the resold flat rate local exchange telephone service in this PRODUCT GUIDE. The same fee will be applied to the Telephone Company's sold services as is applied to the Telephone Company's services terminating at the end suer premises within the municipality of the municipal taxing body.

State/local tax and federal excise tax will be applied to LMF services until the Telephone Company has received two completed exemption certificates from the LMF. An exemption certificate is required for state/local sales tax exemption and a separate certificate for federal excise tax exemption.

(Continued)

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SCHEDULE NO. R-2

LOCAL MEASURED FACILITIES

RATES AND CHARGES

Applicable service charges, as specified in Section 13 of this PRODUCT GUIDE, apply for the ordering and provisioning of LMF service.

	Monthly Rate	
LMF Service		
2 Wire	$30.00	(I)
2 Wire Dry Loop	$30.00	(I)

(Continued)

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SCHEDULE NO. R-3

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

GENERAL

Pursuant to HB 2128, Telephone Number Portability is provisioned on an interim basis in this PRODUCT GUIDE and provides the ability of a user of telecommunications services, to the extent technically feasible, to retain an existing telephone number when changing from one provider of telecommunications service to another provider. Services offered in this PRODUCT GUIDE are provided only within the Frontier of exchange serving areas as approved by the Public Utility Commission of

Service Provider Number Portability (SPNP) is only available to Competitive Local Carriers. Competitive Local Carriers are defined PRODUCT GUIDE as a holder of a Service Provider Certificate of Operating Authority, a holder of a Certificate of Operating Author holder of a Certificate of Convenience and Necessity granted by the Public Utility Commission of

DESCRIPTION OF SERVICE

Service Provider Number Portability is a local exchange telecommunications service whereby a call dialed to a telephone number assigned by the Telephone Company is automatically forwarded to a dialable local telephone number provided by a Competitive Local Carrier (CLC).

CONDITIONS

SPNP described in this PRODUCT GUIDE is to be used only as an interim solution for number portability.

The CLC must have a local interconnection agreement with the Telephone Company in order to purchase SPNP from the Telephone Company. When SPNP is purchased from the Telephone Company, the ownership of the telephone number is NOT transferred to the CLC. The Telephone Company reserves the reasonable right to assign, designate or change telephone (N)
numbers to accommodate the end-user's request to change the telephone number, to prevent fraudulant use of the customer's |
number, or change occasioned by a change in the customer's number, or change occasioned by a change in the customer's NPA |
or area code. Should it become necessary to make a change in such number(s), the Telephone Company will furnish the CLC (N)
six (6) months notice of the effective date and an explanation of the reason(s) for such change(s).

INTERIM APPROVAL GRANTED PENDING FINAL ORDER IN DOCKET NO. 14943.

(continued)

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SCHEDULE NO. R-3

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

CONDITIONS (Continued)

SPNP will not be provided in conjunction with Coin, Private Pay Telephone, ISDN or any other technically limited services.

SPNP service may only be ordered at the time the CLC is converting the end-users local service from Company provided local service to the CLC's local service.

Service interactions with SPNP may limit the functionality of some services and/or features rending them non-functional to calls sent to the CLC's end-users.

Busy verify and interrupt services will not be provided for telephone numbers with SPNP.

Frontier of Calling Cards will not be provided to a CLC end-user line for which SPNP is purchased.

The CLC is required to certify, at the time it submits its end user and/or their agent lists to the Telephone Company, that it has on file or has instituted steps to obtain confirmations of choice from the end user or their agent. The CLC is not required to submit the confirmation when submitting end user or their agent lists to the Telephone Company, but should maintain the confirmations on file for use in dispute resolution. The CLC should request confirmation of choice from its customers pursuant to PUC Substantive Rule §23.97. An authorization form will be accepted as valid if it meets the specifications stated in PUC Substantive Rule §23.97. (C) (C)

(L)

Should an end user or its agent dispute the authorization for a CLC's submitted change within 90 days of local service provider change to the CLC and if the CLC cannot produce a confirmation of choice from the agent within 30 days of a request by the Telephone Company to do so, the previous local service provider will be reestablished as the end user's local service provider. (N)

Any telecommunications carrier that violates the verification procedures prescribed by the Commission and collects charges for local telephone exchange service from a subscriber must reimburse the customer's authorized carrier in an amount equal to all charges paid by such subscriber after such violation. In addition, a charge of $12.83 will be assessed to the CLC violating said procedures and the end user will be reassigned to the previous local service provider.

INTERIM APPROVAL GRANTED PENDING FINAL ORDER IN DOCKET NO. 14943. (N)

(L) Text previously shown moved to Sheet No. 2A

(continued)

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SCHEDULE NO. R-3

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

CONDITIONS (Continued)

If the CLC holder produces a confirmation of choice within 30 days of the Telephone Company request, the end user of its agent will be liable for all charges. The Telephone Company will promptly notify the CLC whenever it receives an order to disconnect service of its end user customer. (N) (N)

The CLC is responsible for coordinating the provisioning of the SPNP service with the Telephone Company. (K)

The CLC is responsible for all charges for canceling SPNP service for any telephone numbers subscribed to SPNP services for which it is not presently providing local exchange service.

The CLC is responsible for all charges for the provisioning of SPNP services as set forth in this PRODUCT GUIDE.

Some applications (i.e., hunt lines) may require the ability to terminate multiple simultaneous calls for a single SPNP number. In these instances, the SPNP charge is applied for each simultaneous call capability per number forwarded. For example, a CLC end-user may want the capability to terminate five (5) simultaneous calls to a single SPNP number; the SPNP charge and four additional paths are required. (K)

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(K) Moved from Sheet 2.

(continued)

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SCHEDULE NO. R-3

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

CONDITIONS (Continued)

The CLC is responsible for designating to the Telephone Company, at the time of its initial service request for SPNP services, the appropriate Line Information DataBase (LIDB) indicator for the correct handling of collect, third party, and other operator handled calls to SPNP assigned telephone numbers. The CLC may request that an indicator be included in the Telephone Company's (C)
database that all such calls be denied, however, the Telephone Company will not guarantee such denial. The indicator default (C)
will be set to deny all collect, third party, and operator handled calls in instances where the CLC does not designate a preference
when service is initially established. In any case, the CLC's end user is responsible for payment of all collect, third number, and (N)
other operator handled charges terminated on the SPNP telephone number. The Telephone Company will provide the necessary
information to allow the CLC to collect from its end user the appropriate operator charges and forward such collections, less
negotiated collections expense to the Telephone Company. (N)

Each Local Service Provider shall provide for the Automatic Location Identification (ALI) record retrieval of the directory number, a (C)
five character Telephone Company Identification (TCI) of the company that provides service to the calling line, and any other
standards consistent with the National Emergency Number Association (NENA) standards. Each Local Service Provider is
responsible for any 9-1-1 interactions on behalf of its subscribers. The Telephone Company shall provide and enable all the
above consistent with NENA standards. The Telephone Company with the Local Service Providers will cooperate and coordinate
with the 9-1-1 entities to the fullest extent possible regarding implementation of the above and educating Public Safety Answering
Point (PSAP) personnel on the changes to the ALI screen and ALI information. Pursuant to Proposed Interim Order and Order on
Remand in PUC Docket No. 14943, the Telephone Company and the Local Service Providers shall negotiate interconnection
arrangements for the implementation of all the above, the implementation will not be delayed pending such negotiations.
(C)

RATES AND CHARGES

SPNP	Nonrecurring Charge	Monthly Rate		
Each Forwarded Number	$13.20(1)	$ 3.40		
Each Additional Simultaneous Path			--	(R)
				(R)

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SCHEDULE NO. R-3

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

DIRECT INWARD DIAL (DID) SERVICE

Pursuant to HB 2128, Direct Inward Dial (DID) Service is provisioned on an interim basis in this PRODUCT GUIDE and provides the ability of a user of telecommunications services, to the extent technically feasible, to retain an existing telephone number when changing from one provider of telecommunications service to another provider. Services offered in this PRODUCT GUIDE are provided only within the Frontier of Incorporated exchange serving areas as approved by the Public Utility Commission of .

DID Service, from this PRODUCT GUIDE, is only available to Competitive Local Carriers. Competitive Local Carriers are defined in this PRODUCT GUIDE as a holder of a Service Provider Certificate of Operating Authority, a holder of a Certificate of Operating Authority or a holder of a Certificate of Convenience and Necessity granted by the Public Utility Commission of . Other conditions as specified for SPNP services also apply.

The service includes the central office switching equipment necessary for direct inward dialing from the exchange and toll network directly to the virtual colocation of the Competitive Local Carriers in the DID serving Central Office.

The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated. The Competitive Local Carriers must provide full period dedicated facilities to the point of virtual colocation for each circuit (trunk) connected.

The operational characteristics of the interface signals between the Telephone Company provided connecting arrangements and the Competitive Local Carrier's switching equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.

The Telephone Company shall not be responsible to the customer if changes in protection criteria or changes in any of its facilities, operations or procedures render any facilities provided by the customer obsolete.

The Competitive Local Carrier's equipment or the equipment of the end user must be arranged to provide for the intercepting of calls to unused numbers.

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SCHEDULE NO. R-3

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

DIRECT INWARD DIAL (DID) SERVICE (Continued)

RATES AND CHARGES

	Nonrecurring Charge	Monthly Rate	
DID Trunk Terminations, per trunk	--	$ 1.70	(R)
DID Station Numbers Block of 20 numbers(1)	--	0.03	

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(1) Available only from Digital Central Offices.

(continued)

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SCHEDULE NO. X-1

DISCONTINUED EQUIPMENT AND SERVICES

LIFELINE SERVICE

GENERAL

As a result of HB 2156 eliminating Tel-Assistance, the following rates are applicable only to those customers who had Tel-Assistance prior to September 1, 2001. These rates are grandfathered until such time as the customer moves or disconnects existing service. Former Tel-Assistance customers who receive a greater reduced local rate with Lifeline will automatically be transitioned to that program.

A1 This service offering will reduce the residence local exchange service by 65% for those customers who qualify.

A2 Application of Credit

- Each eligible customer will receive a credit of 65% applied to his local network access line rate. In addition a 65% credit will be applied to local measured service usage.

- Those eligible customers subscribing to a measured service, the usage will be limited to an amount that together with the reduction for local access service does not exceed the comparable reduction applicable to flat rate service.

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