Schedule of Rates and Charges Together

With Terms and Conditions Applicable To

Services Provided In The Territories Served By

Frontier Southwest Incorporated
d/b/a Frontier Communications of Texas

Within 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. 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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[1] ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

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SYMBOLS

The following symbols will be utilized for changes of material within the Product Guide.

(I) Increase in Rate

(N) New Rate, Regulation or Text

(R) Reduction in Rate

(C) Change in Regulation

(T) Text Change, but no change in Rate or Regulation

(D) Discontinued Rate, Regulation or Text

(M) Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.

(E) Correction of an error made during a revision and in connection with material previously contained in the product guide.

DEFINITION OF TERMS

ACCESS LINE ARRANGEMENT

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

ACCESS POINTS

The term "Access Point(s)" denotes the "Connecting Apparatus" locations or points to which terminal equipment may be connected forming a "Connection" to the "Access Line Arrangement."

ACCESSORIES

The term "Accessories" denotes devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically connected to, the Conductors in the Communications System.

ADDITIONAL EXCHANGE ACCESS FACILITIES

Additional exchange access facilities is the extending of main line service to other locations for the convenience of the customer.

ADVANCE NONREFUNDABLE PAYMENT

Payment in part of the total excess construction charge due the Telephone Company by the applicant.

ANCILLARY EQUIPMENT

A term applied to a category of terminal equipment which includes automatic dialers, alarm senders, audible signals, call diverters, headsets, key system conferencing devices, loudspeakers, telephone answering and recording equipment, toll restrictors, couplers, and other miscellaneous devices. This category does
not include telephone sets, key systems or PABXs.

DEFINITION OF TERMS

APPLICANT

A person making application for new or additional main line telephone service. A person requesting regrade of service is not considered an applicant.

AUGMENTING

Telephone Company wire or cable placed parallel with, or in replacement of previously existing telephone company wire or cable.

AUTHORIZED PROTECTIVE CONNECTING MODULE

The term "Authorized Protective Connecting Module" denotes a protective unit designed by the Telephone Company and manufactured under the control of Telephone Company quality assurance procedures; which unit is to be incorporated in a Conforming Answering Device.

AUTHORIZED USER

A person, firm or corporation (other than the customer) on whose premise a telephone, Private Branch Exchange, or Private Line Service or Channel is located and who may communicate over such channels in accordance with the terms of this tariff.

AUTOMATIC TRUNK

An "Access Line Arrangement" providing service for a customer provided PBX, PABX, or Hybrid Key System.

AUTOVON - AUTOmatic VOice Network for the Department of Defense of the U. S. Government. The Network is a world-wide switched-communications system with station-to-station dialing features similar to the commercial network.

AUXILIARY LEADS

Terminal equipment leads at the interface, other than telephone connections, which leads are to be connected either to common equipment or to circuits extending to central office equipment.

BASE RATE

A scheduled rate for any class of exchange service available within the base rate area.

DEFINITION OF TERMS

BASE RATE AREA (BRA)

That portion or portions of an exchange area, usually the continuously built-up section surrounding and including the central office or offices, within which any of the regularly offered classes of service, except rural or service station service, are offered. This area may be described by means of a map specifically identifying the area.

BAUD

A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.

BUILDING

The term "same building" or "building" is to be interpreted to mean a structure under one roof or two or more structures which are connected by an enclosed passage way in which the wires or cables of the Telephone Company may be placed without exposure to outside electrical circuits or the weather. In no case can conduit be considered as an enclosed passage way.

CCSA - Common Control Switching Arrangement--These switching arrangements are provided on Telephone Company premises to interconnect channels for (l) private line telephone service, and (2) alternate private line telephone-data service.

CENTRAL OFFICE (CO)

Switching unit in one location for terminating and interconnecting customer's lines and trunks. It has a distinguishing calling code and should not be used interchangeably with "exchange."

CENTRAL OFFICE OPERATOR ACCESS TRUNKS

Central Office Operator Access Trunks are trunks furnished only to hotels, motels and hospitals which terminate on the toll switchboard for the handling of long distance calls from the customer's switch. The number of Central Office Operator Access Trunks furnished to a customer will be determined by the Telephone Company on the basis of average business day long distance message count. Such trunks will be subject to annual review by the Telephone Company and will be furnished subject to availability of central office equipment and facilities.

DEFINITION OF TERMS

COAM

Customer-Owned And -Maintained

CHANGE

The term "Change" denotes the substitution of facilities which does not involve a move of the facility.

CHANNEL

A channel is the electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence. It should not be confused with the term "Pair" and is not necessarily metallic conductors.

CLASS OF SERVICE

A designation given exchange service dependent upon the nature of its use such as business or residence services.

COMMUNICATIONS SYSTEMS

Denotes channels or other facilities which are capable, when not connected to long distance message telecommunications service, of 2-way communications between customer-provided terminal equipment.

DEFINITION OF TERMS

CONFORMANCE NUMBER

The term "Conformance Number" denotes an identifying number assigned by the Telephone Company to a particular model of Conforming Answering Device incorporating an Authorized Protective Connecting Module when that model of device is in conformance with the provisions set forth by the Telephone Company in its Technical Reference for Conforming Answering Devices.

CONFORMING ANSWERING DEVICE

The term "Conforming Answering Device" denotes a customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The Conforming Answering Device may include remote interrogation and/or device function control. A Conforming Answering Device must incorporate an Authorized Protective Connecting Module and must bear a valid Conformance Number.

CONNECTING APPARATUS

The term "Connecting Apparatus" denotes the terminal block or jack to which the single-line station or terminal equipment may be connected.

CONNECTING ARRANGEMENT

The term "Connecting Arrangement" denotes the equipment provided to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

DEFINITION OF TERMS

CONNECTION

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

CONTINUOUS PROPERTY

A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare.

CONTRACT

The term "Contract" refers to the service agreement between a customer and the Telephone Company under which facilities, services and/or equipment for communi- cation between specified locations, for designated periods, and for the use of the customer and the authorized users specifically named in the contract are furnished in accordance with the provisions of the Telephone Company regulations and schedules.

COST

Wherever the words "Cost" or "Actual Cost" are used in this Tariff, they are intended to cover the cost of equipment and materials provided or used plus the cost of installation including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts. This also denotes the actual expense incurred by the Telephone Company relating to the call-out of Telephone Company Personnel.

CPE

Customer-Premises Equipment

CUSTOMER

A person who has contracted for and is receiving telephone service. The person or organization who uses registered terminal equipment and is the subscriber to the telephone service with which the registered terminal equipment will be used. (See Person).

DEFINITION OF TERMS

CUSTOMER-OWNED LINES

Customer-owned lines are lines outside the Base Rate Area that are constructed, owned and maintained by the customer.

CUSTOMER PREMISES WIRING

Customer premises wiring is telephone plant, including materials and labor, excluding station equipment, installed on the customer's side of the demarcation point. Customer premises wiring includes all of the wiring and jacks inside the customer's premises as well as the wiring extending from the Telephone Company-provided network interface device of the protector, if present.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

The term "Customer-Provided Terminal Equipment" denotes devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit, data set or other station equipment furnished by the customer.

DATA ACCESS ARRANGEMENT

The term "Data Access Arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office access line and protective facilities and procedures to determine compliance with criteria set forth in this tariff.

DATE OF PRESENTATION

The date upon which a bill or notice is mailed or otherwise delivered to the customer.

DEMARCATION POINT

The "Demarcation Point" is the point of demarcation and/or interconnection between the Telephone Company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premises. Carrier installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to subpart F of part 68 of the FCC Rules 47 C.F.R. (for a complete definition see Section 8).

"Premises" as used herein generally means a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located, as determined by FrontierSW's reasonable and nondiscriminatory standard operating practices, and approved Tariffs.

Requests to move an existing demarcation point or establish a new demarcation point must be requested by the owner of the property where the demarcation point is located.

DEFINITION OF TERMS

DEMARCATION POINT (Cont'd)

The "minimum point of entry" as used herein shall be either the closest practicable point to where the wiring crosses a property line or the closest practicable point to where the wiring enters a multiunit building or buildings. FrontierSW's reasonable and nondiscriminatory standard operating practices shall determine which shall apply. FrontierSW is not precluded from establishing reasonable classifications of multiunit premises for purposes of determining which shall apply. Multiunit premises include, but are not limited to, residential, commercial, shopping center and campus situations.

Single Unit Installations.

For single unit installations existing as of August 13, 1990, and installations installed after that date the demarcation point shall be a point within twelve

(12) inches of the protector or, where there is no protector, within twelve (12) inches of where the telephone wire enters the customer's premises.

Multiunit Installations.

(1) In multiunit premises existing as of August 13, 1990, the demarcation point shall be determined in accordance with FrontierSW's reasonable and nondiscriminatory standard operating practices. Provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer shall not be further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.

(2) In multiunit premises in which wiring is installed after August 13, 1990, including additions, modifications and rearrangements of FrontierSW's network wiring existing prior to that date, the multiunit premises owner shall determine the location of the demarcation point or points. The multiunit premises owner shall determine whether there shall be a single demarcation point location for all customers or separate locations for each customer. Provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer shall not be further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.

Multiple Demarcation Point Rearrangements

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point. See
Section 8, Demarcation Points, of this Tariff.

DENIAL OF SERVICE

See "Supervision of Service".

DEFINITION OF TERMS

DIRECT ELECTRICAL CONNECTION

Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling, i.e., connected by electrically conductive metallic-paths.

DIRECTORY LISTING

(See Section 12)

EXCHANGE

A telephone system consisting of one or more central office areas which provides for service within a specified area known as the "Exchange Area."

EXCHANGE ACCESS ARRANGEMENT

A telephone facility which permits access to and from the customer's premise and the telephone exchange network point. A telephone exchange network point is also known as a serving central office.

EXCHANGE ACCESS RATE

The monthly rate which applies to the Exchange Access Arrangement.

EXCHANGE AREA

The area within which the Telephone Company will furnish complete telephone service at the exchange rates applicable within that area.

EXISTING FACILITIES

Vacant facilities in place and ready to serve.

EXISTING POLES

Any pole that can be used to string wire on, whether owned by another company; another type utility, i.e., Cable Television, Electric, Western Union, Railroad, etc; or customer-provided.

DEFINITION OF TERMS

EXTENDED AREA SERVICE (EAS)

An arrangement whereby customers in one exchange can call customers in contiguous exchanges without incurring long distance charges.

EXTRA LISTING

Refer to "Directory Listing" section.

FACILITIES

The physical plant necessary in connection with providing service.

FLAT RATE SERVICE

Unlimited exchange service furnished for fixed periodic charge.

FOREIGN CENTRAL OFFICE SERVICE (FCO)

Exchange service furnished to a customer in a multioffice exchange from a central office other than the central office in the area in which the customer is located.

DEFINITION OF TERMS

FOREIGN EXCHANGE SERVICE (FX)

Exchange service furnished by means of a circuit connecting a customer with a central office outside of the exchange area in which the customer is located.

FOUR-WIRE CIRCUIT

Communication path using one channel for each direction of transmission.

GRADE OF SERVICE

The number of parties served on a single telephone line, such as one-party, two-party, four-party, etc.

GRADED RURAL SERVICE

One-party services furnished outside the Base Rate Area at the option of the applicant.

GRANTEE

The person or organization that obtains the Registration Number from the FCC. The Grantee may be a vendor, manufacturer, assembler or customer who applies for and receives an FCC Registration Number for terminal equipment.

HARM

Harm, as defined by the FCC, consists of "electrical hazards to telephone company personnel, damage to telephone company equipment, malfunction of telephone company billing equipment, and degradation of service to persons other than the user of the subject terminal equipment, his calling or called party."

HERTZ

An electrical term meaning one cycle per second.

HOUSEHOLD

Immediate family or group of individuals living together and having its own cooking facilities and living quarters.

INDIVIDUAL LINE

(See Grade of Service)

DEFINITION OF TERMS

INSIDE MOVE

The term "Inside Move" denotes the transfer of telephone wiring from one location to another location within the same building or that portion of the building occupied by the same customer where there is no interruption of the service other than is incidental to the work involved.

INTEREXCHANGE

Telecommunications between two or more exchanges.

INTERFACE

(See Demarcation Point)

INTRAEXCHANGE

Telecommunications confined wholly within a single exchange.

ISLAND BASE RATE AREA (IBRA)

An area outside the Base Rate Area (BRA) of an exchange but not contiguous to the BRA and in which rates and services are the same as that offered in the BRA.

JACK

A fixed socket, designed to permit the establishment of electrical connection by means of a plug inserted into a jack. The standard means of connecting individual line telephone service at the customer premises is by this arrangement.

DEFINITION OF TERMS

KEY LINE SERVICE (See Manual Trunk)

KEY TELEPHONE

A telephone instrument possessing all three of the following characteristics: (1) capable of accessing more than one line, (2) having hold capability, and (3) using common equipment or requiring wiring other than standard housewire or both of these.

KEY TELEPHONE SYSTEM

A service arrangement consisting of multiline telephone sets equipped with either rotary dial or touch call pads and may be self-contained or common equipment systems.

LABELING

Registered terminal equipment and/or registered protective circuitry shall have prominently displayed on an outside surface information providing the registration number, the ringer equivalence number, the grantee's name, model number and serial number or date of manufacture.

LEVEL "A" RATES

Monthly charges which apply for a contract period at the option of the customer and apply for the duration of the contract period at which time the Level "A" rates are discontinued. Level "A" rates are not subject to change.

LEVEL "B" RATES

Monthly charges which apply for as long as the equipment is in service. The rate is subject to change by filed applicable tariff.

DEFINITION OF TERMS

LINE

A circuit or channel extending from a central office to the customers location to provide local exchange service.

LOCAL MESSAGE

A completed call between stations located within the same local calling area.

LOCAL SERVICE

Exchange service available in a particular exchange area for communication throughout that exchange area and to establish toll connections.

LONGITUDINAL VOLTAGE

One half the sum of the potential difference between the tip connection and earth ground, and the ring connection and earth ground.

LOOP SIMULATOR CIRCUIT LABELING

A source of dc power and a load of impedance for connection, in lieu of a telephone loop, to terminal equipment loop and ground start circuits and reverse battery circuits during testing.

MANUAL TRUNK

A Central Office line providing service to a key telephone or key telephone system.

MEMBER OF A FIRM OR CORPORATION

Individuals, firms, companies, or associations engaged in the same business or profession on one premises, receiving service from the same facilities, are considered as members of a firm or business if the individuals or members of the firm, company, or association file a joint income tax return and also if any individual member of a firm, company, or association substantially participates in the earnings of his fellow members of such firm, company, or association.

DEFINITION OF TERMS

MESSAGE

A telephone conversation of any length between two telephone access lines.

METALLIC VOLTAGE

The potential difference between the tip and ring connections.

MINIMUM TERMINATION LIABILITY

In the event of termination of all or part of the service prior to the expiration of the Level A initial term, the customer agrees, binds, and obligates itself to pay the unpaid balance of the Level A charges. (See Section 5)

MOBILE TELEPHONE SERVICE

Mobile telephone service is a communication service furnished through a mobile telephone base station between a mobile telephone unit and wire line telephone or between two mobile telephone units.

NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP) SERVICES

The term "National Security Emergency Preparedness (NSEP) Services" denotes telecommunications services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

NETWORK CONTROL SIGNALING

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

NETWORK PORT

An equipment port of registered protective circuitry which port faces the telephone network.

NEW CONSTRUCTION

Telephone Company new poles and line facilities and labor necessary to provide facilities in order to serve applicant.

DEFINITION OF TERMS

NONRECURRING CHARGE (NRC)

The one time charge associated with miscellaneous service offerings which are in addition to the applicable service charge for work performed at the customer's request.

NSEP TREATMENT

The term "NSEP Treatment" denotes the provisioning and/or restoration of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

PARTY LINE SERVICE

(See Grade of Service)

PAY TELEPHONE SERVICE

A telecommunications service utilizing any coin, coinless, credit card reader, or cordless instrument that is accessible by members of the general public, or business patrons, employees, and/or visitors of the premises' owner or lessee where pay telephone service is installed, provided that the end user pays for local or toll calls from such instrument on a per call basis. For purposes of this section, coinless telephones provided in guest rooms by a hotel/motel are not pay telephones. A telephone that is primarily used by business patrons, employees, and/or visitor of the premise's owner is not a pay telephone if:

- the primary use of such telephone is for local calls or toll-free "1-800" or "1-888" calls;
- all local calls and "1-800" and "1-888" type calls from such telephone are free to the end user; and
- the telephone is not accessible by members of the general public.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PCA

Protective Connecting Arrangement

PERSON

A natural person and any partnership, corporation, agency of government, association, trust or other legal entity.

DEFINITION OF TERMS

POINT OF CONNECTION

Denotes the location on a customer premise where facilities, provided by the Tele- phone Company, terminate at which point transmitting or receiving terminal equipment or switching equipment used for communications with terminal equipment on the premise, may be connected. Also see demarcation point.

POWER CONNECTIONS

The connections between commercial power and any transformer, power supply rectifier, converter or other circuitry associated with registered terminal equipment on registered protective circuitry. The following are not power connections:

Connections between registered terminal equipment or registered protective circuitry and sources of nonhazardous voltages.

Conductors which distribute any power within registered terminal equipment or within registered protective circuitry.

Green wire ground (the grounded conductor of a commercial power circuit which is UL-identified by a continuous green color.

PREASSIGNED TELEPHONE NUMBER

A telephone number preassigned in the "Telephone Number Space" of the service order with a specific (predetermined) in-service date.

DEFINITION OF TERMS

PREINSTALLED WIRING

The term "Preinstalled Wiring" denotes telephone wiring which is placed in a building during the construction of that building and prior to the installation of exchange service.

DEFINITIONS

PREMISES

I. All portions of the building occupied by same customer. Provided that:

(l) The portions are not separated from each other by intervening offices, rooms, or suites not occupied by the customer.

(2) The portions of different floors are contiguous and that the portion of the upper floor is directly above the portion occupied on the lower floor.

II. All of the buildings occupied by the same customer. Provided that:

(1) All of the buildings are located on continuous property, which is owned and/or leased by the same customer which is not separated by a public highway.

(2) In the case of rural all buildings are within 500' of the main service location.

Note: A public highway is considered to mean vehicular thoroughfare which is governmentally owned.

PRIMARY SERVICE

That portion of the facilities necessary to communicate with a customer including central office equipment and circuit equipment, excluding customer equipment. This includes PBX/PABX trunks and key lines.

PRIVATE BRANCH EXCHANGE (PBX/PABX)

A communication system consisting of various stations, equipment and facilities to connect these stations to central office lines of to other stations in the system either manually or automatically.

DEFINITION OF TERMS

PRIVATE LINE

A circuit provided to furnish communication only between the two or more telephones directly connected to it, and not having connection with either central office or PBX switching apparatus.

PRIVATE RADIO

The transmission of voice messages from a privately owned and operated radio transmitter to selected individuals or business firms.

PUBLIC RADIO

The transmission of voice messages, tones or signals to general public.

PUBLIC THOROUGHFARE

A road, street, highway, way, lane or alley under the control of and kept by the public.

REARRANGEMENTS OF EXISTING PLANT

When the Telephone Company is requested to move or change existing plant.

REGISTRATION

A program whereby the FCC grants a Registration Number to a particular terminal device which meets particular criteria prescribed by the FCC. Registration may be granted for terminal equipment or protective circuitry. A registration number will appear on all equipment so certified.

DEFINITION OF TERMS

REGISTRATION NUMBER

The registration number must be affixed to all registered terminal equipment or protective circuitry and consist of 17 characters.

REGISTERED PROTECTIVE CIRCUITRY

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with Part 68 or FCC Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with the Rules and Regulations of the FCC.

REGRADE

An application for a different class and/or grade of service.

RESALE

Resale is an activity wherein one entity subscribes to the communications services and facilities of another entity and then reoffers communications service and facilities to the public (with or without 'adding value') for profit.

RESERVED TELEPHONE NUMBER

A telephone number reserved for use by the customer at some undetermined future date. Usually so noted in the "Remarks Space" of the service order.

RETURNED CHECK CHARGE

Returned Check Charge is the charge associated with checks returned by the bank for insufficient funds; unable to locate account; account closed; balance held, drawn against uncollected funds; two signatures required; account garnisheed; endorsement incorrect; or payment stopped.

ROTARY HUNTING LINE

Rotary Hunting Lines are grouping of Exchange Access services 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 and all lines in the group must have the same calling scope.

RURAL LINE SERVICE

A type of service furnished the customers outside the Base Rate Area, the facilities being owned and maintained by the Telephone Company, except that in some cases the customer may be required to bear a part of the excessive construction cost of providing the service.

DEFINITION OF TERMS

SERVICE CHARGE

The one time charge intended to cover, in part, the expense incurred by the Telephone Company for work performed at the customer's request.

SERVICE LINE

Those facilities owned and maintained by a customer or group of customers, which lines are connected with the facilities of a telephone utility for communication service.

SERVICE DROP

Facilities used to connect the circuits of an open-wire lead, aerial-cable or underground-cable terminal to the point of entrance to the building where connection is made with the inside wires of a customer's telephone.

SERVICE POINT

See Demarcation Point

SHARING

Sharing - "sharing is a non-profit arrangement in which several users, perhaps having no community of interest other than to communicate between the same two geographic points or to communicate with each other, collectively use communications services and facilities obtained from an underlying carrier or a resale carrier, with each user paying the communications-related costs associated with subscription to and collective use of communications services and facilities according to its prorata usage of such communications services and facilities."

SPECIAL RATE AREA (SRA)

An area outside the Base Rate Area (BRA) of an exchange, but not contiguous to the BRA in which rates for exchange access arrangements are offered at the applicable rate for the exchange in which they are located plus an incremental zone additive. These rates are listed in Section 6 as Special Rate Area flat rates. Rural service is not offered within the Special Rate Area boundary.

SPECULATIVE PROJECTS

Projects that experience shows are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and which present more than the usual liability of loss.

STANDARD TRANSMISSION LIMITS

Standard transmission limits as used herein means an airline distance of one-half mile measured from the primary station or private branch exchange switch-board.

DEFINITION OF TERMS

SUBDIVISION

Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more nontemporary main telephones and/or PBX trunk line terminations at a density of at least one per acre.

SUBURBAN AREA

That portion of the exchange area located outside the base rate area.

SUBURBAN SERVICE

Rural service furnished within a suburban area or a special rate area without application of mileage charges.

SUPERSEDURE

A supersedure of a service means the transfer of total service, including the telephone number, from one party to another.

SUPPLIER

The person or organization from which the customer obtains the Registered Device. The supplier may or may not be the Grantee.

SUSPENSION OF SERVICE

A temporary discontinuance of service without terminating the contract or removing the telephone equipment from the customer's premises. Suspension of service may be divided into two general classifications as follows:

At Customer's Request: Temporary suspension of service at customer's request. (Vacation Rate Service)

Initiated by Telephone Company: Temporary suspension (denial) for nonpayment of service charges either local and/or toll.

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The term "Telecommunications Service Priority (TSP) System" or "TSP System" refers to the system for priority treatment (i.e., the provisioning and restoration) of National Security Emergency Preparedness (NSEP) services.

TELEPHONE CONNECTION

Connection to telephone tip and ring and all connections derived from telephone tip and ring. The term "derived" as used here means that the connections are not separated from telephone tip and ring by a sufficiently protective dielectric barrier.

DEFINITION OF TERMS

TELEPHONE NETWORK

The public switched telephone network.

TELEPHONE SERVICE

A service including both exchange and toll service.

TEMPORARY DISCONNECT

A service is temporarily disconnected when service is denied or suspended by the Telephone Company, but the telephone facilities are held available for the customer of the service.

TEMPORARY SERVICE

Service definitely known to be required for a short period (in general less than twelve consecutive months), such as that furnished to contractors for use during construction of a building, service to a convention, circus, resort, guests at resorts, election service or other services of a similar nature where it is definitely known that service will be of a temporary nature.

TERMINAL EQUIPMENT

Customer-provided devices utilized for transmission or reception of communications when attached to the telecommunications line network and includes but not limited to main telephones, extension telephones, answering devices, dialers, computer terminals, etc.

TERMINAL PORT

An equipment port of registered protective circuitry which port faces remotely-located terminal equipment.

TERMINATION CHARGE

A charge made to a customer upon termination of contract for service before the expiration of the contract period.

TIE LINE

A circuit connecting two PBX systems for the purpose of intercommunicating between the stations connected with such PBX switching apparatus.

DEFINITION OF TERMS

TRACT OR SUBDIVISION

Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more main telephones at a density of at least one per acre.

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and replacing pavement and of restoring landscaping.

TRUNK

(See Automatic Trunk)

UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes, and pull boxes, where and as required, plus trenching costs as defined above.

URBAN AREA

That portion of the exchange located inside the base rate area.

USOC - UNIVERSAL (UNIFORM) SERVICE ORDER CODE

There are a number of wiring configurations available in the series of FCC Standard Jacks, and a separate Universal (Uniform) Service Order Code (USOC) is used to identify each jack configuration in the series.

VACATION RATE SERVICE

(See Suspension of Service)

VERTICAL & HORIZONTAL COORDINATE (V&H)

Method used to measure interexchange and intraexchange mileage. The distance is measured in airline miles.

GENERAL RULES AND REGULATIONS

APPLICATION OF TARIFF

This product guide contains regulations and charges applicable to the provision of intra-state service and facilities within its operating territory in the state of Texas (including Texarkana, U.S.A.) by Frontier Southwest Incorporated d/b/a Frontier Communications of Texas hereinafter referred to as the Telephone Company. The regulations specified herein are in addition to the regulations contained in other sections of this product guide. Frontier Communications of Texas adopts all tariff references in effect at the time of its acquisition on April 1, 2016, under the names Verizon Southwest and Frontier Southwest Incorporated until such time those tariff references are revised by Frontier Communications of Texas.

Some services or features of services can not 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 Section 6, following.

Regulations and charges contained in tariffs or product guides in which this company concurs apply in connection with specific service and facilities furnished under such tariffs/product guides.

The regulations covering the connection of equipment, accessories, or facilities provided and maintained by the customer are contained in other sections of this product guide.

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)

ADVANCE PAYMENTS

When making application for service, the applicant may be required to pay at the time application is accepted, the service charge and/or construction charge, if applicable, and the first month's charges for exchange service.

APPLICATIONS FOR SERVICE

Application for service or requests from customers for additional service or changes in the grade or class of service become contracts when received by the Company and are subject to the minimum contract term. The Telephone Company reserves the right to require application for service made in writing or forms supplied by the Company. Unless otherwise specified in other sections of this tariff the minimum period is one month.

Any change in rates, rules, or regulations lawfully made effective by the Telephone Company shall, to that extent, act as a modification of all contracts without further notice.

GENERAL RULES AND REGULATIONS

APPLICATION OF BUSINESS OR RESIDENCE RATES

Business rates apply at the following locations:

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

In boarding houses, offices or hotels, halls, and offices of apartment buildings; quarters occupied by clubs; public, private or parochial schools or colleges; hospitals; libraries; and other similar institutions where the principal usage indicated is for administrative purposes. In churches except when the telephone is located in the pastor's study and not accessible for public use.

At residence locations when the customer has no regular business telephone, and the use of the service either by the customer, members of the customer's household, their guests, or persons calling any of them is of a business nature. Any advertising (such as business cards, newspaper advertisements, handbills, billboards, circulars, radio or television commercials, signs on vehicles, or any other advertising material) that contains a business name or describes a service for hire and also contains the telephone number will create a rebuttable presumption that the telephone is being used for business purposes.

When a customer has a regular business telephone and uses the residence telephone for business purposes during intervals when in compliance with the law or established custom, business places are ordinarily closed, such usage will not subject the residence telephone to business rates.

Where the place of business and the residence of a customer are on the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence. At residence locations, when an additional station or extension bell is located in a shop, office, or other place of business.

In any location where such location and expected usage of the service indicates a business, trade, or profession or business use.

GENERAL RULES AND REGULATIONS

APPLICATION OF BUSINESS OR RESIDENCE RATES (Cont'd)

Residence rates apply at the following locations: (Cont'd)

In private residences where business listings are not provided.

A. "Business listing" is defined as:

(1) A listing in the business section, where the white pages of the telephone directory are divided into a separate section for residence listings and a separate section for business listings; or

(2) A listing using a name other than the personal name of the subscriber or a member of the subscriber's household, where the white pages are combined into a unified alphabetical business and residence section; or

(3) A listing in the yellow pages of the telephone directory.

In private apartments of hotels, rooming houses, or boarding houses where service is confined to the use of the family unit, and which are not advertised as business telephones.

In the place of residence of a clergyman, or the clergyman's study where the telephone is not accessible for public use.

In quarters occupied by lodges, clubs and civic organizations where there is only an occasional use for the service, where the principle use is not for administrative purposes and the telephone is not available for use by the general public.

In Fire Department dormitories or sleeping quarters where the telephone number is not published and the telephone is not available for use by the general public.

GENERAL RULES AND REGULATIONS

ALTERATIONS

The customer agrees to notify the Telephone Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Telephone Company's wiring and facilities; and the customer agrees to pay the Telephone Company's current charges, if any, for such changes.

AUTOMATIC DIALING - ANNOUNCING DEVICE

Automatic dialing-announcement devices used for solicitation purposes to the public which cannot be terminated at will from the called station are not permitted to be operated over the telephone network.

AVAILABILITY OF FACILITIES

The Telephone Company's obligation to furnish telephone service is dependent upon its ability to secure and retain without unreasonable expense, suitable facilities and the rights for the construction and maintenance of such facilities.

BILLING

Bills for telephone service shall normally be rendered monthly; shall show the period of time covered by the billings; and shall show a clear listing of all charges due and payable. The Company shall provide the customer with a break-down of local service charges upon written request. Itemized toll statements shall be included in each bill. Customer billing sent through the United States mail shall be sent in an envelope.

If billings for telephone services are found to differ from the lawful rates for services being purchased by the customer, a billing adjustment shall be calculated by the Telephone Company. If the customer is due a refund, an adjustment shall be made for the entire period of overcharge. If an overcharge is not adjusted within three billing cycles of the bill in error, interest shall be applied to the amount of the overcharge in accordance with PUC SUBST.R. 26.27(a)(3)(B). The rates of interest are established annually on December 1 for the subsequent calendar year by the commission. If the customer was undercharged, the Telephone Company may back bill the customer for a period not to exceed six (6) months from the date the Company initially notifies the customer of the amount of the undercharge and the total additional amount that will be due. The Telephone Company may back bill for a period exceeding six months on interstate charges, but may not disconnect for failure to pay interstate charges incurred six months prior to the current billing. Said amount shall be added to the next regular billing. If the underbilling is twenty-five dollars or more, the company shall offer to such customer a deferred payment plan option for the same length of time as that of the underbilling.

GENERAL RULES AND REGULATIONS

BILLING (Cont'd)

In the event of a disputed bill between a customer and the Telephone Company regarding any bill for telephone service, the Telephone Company shall forthwith make such investigation as shall be required by the particular case and report the results to the customer and in the event the dispute is not resolved, shall inform the customer of the complaint procedures of the commission.

Notwithstanding any other section of these rules, a telephone utility customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed 60 days. The customer is obligated to pay any billing not disputed as established in PUC SUBST.R. 26.28 (relating to Suspension or Disconnection of Service).

BELLS - (RINGERS)

The number of bells/ringers connected to an exchange access lines may not exceed the limits of central office ringing capability. Additional rates and charges will apply based upon equipment used when:

More than six bells/ringers (REN-1) are to be used on single loop;

Two local loops are bridged in the central office and more than four bells/ringers (REN-1) are to be used;

Three or more loops are bridged in the central office and more than two bells/ringers (REN-1) are to be used;

Note: No more than 4 loops can be bridged in the central office unless a conference bridge is used.

Five or more bells/ringers (REN-1) are used or for arrangements requiring numerous moves and changes, a central office conference bridge will be provided. Customer will be billed for common equipment wired for 20 lines (one input and nineteen outputs) and for each line used.

Division T&P Engineering or in some instances Customer Services Engineering will advise as to what equipment is used when the above arrangements are used.

Existing customers exceeding limits of central office ringing capability are grandfathered to the existing installation. At such time as the grandfathered service is moved, changed, and/or rearranged applicable rates for equipment used will apply.

CANCELLATION OF APPLICATION FOR SERVICE

Where the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

GENERAL RULES AND REGULATIONS

CANCELLATION OF APPLICATION FOR SERVICE (Cont'd)

Where installation of service has been started prior to the cancellation, a cancellation charge equal to the applicable charges in Section l3 shall apply.

Where special construction has been started prior to the cancellation, a charge equal to the costs incurred in the special construction, less net salvage, applies.

Installation or special construction for a customer is considered to have started when the Telephone Company incurs any expense in connection therewith or in preparation therefor which would not otherwise have been incurred.

CANCELLATION FOR CAUSE (SEE DISCONTINUANCE OF SERVICE)

COMMISSIONS

(See Hotel/Motel Commissions, Section 5)

CUSTOMER COMPLAINTS

Upon complaint to the Company by a customer either at its office, by letter or by telephone, the Company shall promptly within 21 days of receipt of the complaint, make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint and the adjustment or disposition thereof for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges which require no further action by the Company need not be recorded.

In the event the complainant is dissatisfied with the telephone company's report, the telephone company must advise the complainant of the Public Utility Commission complaint process.

Company Response

Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of a customer, the Company shall make a suitable investigation and advise the Commission of the results thereof. Initial response to the Commission must be made within twenty-one (21) days. All customer complaint responses are to be made in writing to the Commission.

GENERAL RULES AND REGULATIONS

CUSTOMER PREMISES WIRE AND CABLE (CPWC) PROVIDED BY THE CUSTOMER

When the customer provides multi-line CPWC, the Telephone Company will not be liable for damages to property, bodily injury, and loss of life caused by the customer's acts, or those of anyone acting on his behalf, while the customer is installing or maintaining customer-provided CPWC. Additionally, the customer is responsible for any loss of telephone service facilities caused by customer-provided CPWC. The Telephone Company will own and maintain and is responsible for provision of network services up to and including the multi-line jack or its equivalent (entrance facility, which includes protector or its equivalent, multi-line access cable, which includes the multi-line jack or its equivalent).

GENERAL RULES AND REGULATIONS

DEFACEMENT OF PREMISES

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

DEFERRED PAYMENT PLAN

The Company is encouraged to offer a deferred payment plan to residential accounts.

Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid. A payment of not more than one-third of the total deferred amount may be required as a reasonable amount.

For purposes of determining reasonableness under these rules, the following shall be considered:

Size of the delinquent account;

Customer's ability to pay;

Customer's payment history;

Time that the debt has been outstanding;

Reasons why debt has been outstanding; and

Any other relevant factors concerning the circumstances of the customer.

A deferred payment plan offered by the Company, if reduced to writing, shall state immediately preceding the space provided for the customer's signature and in bold- face print at least two sizes larger than any other used thereon, that "If you are not satisfied with this agreement, do not sign. If you do sign this agreement, you give up your right to dispute the amount due under the agreement except for the company's failure or refusal to comply with the terms of this agreement."

A deferred payment may be made in person or by telephone. If the customer visits the Company's office(s), the Company may ask the customer to sign the deferred payment plan. The Company must provide the customer with a copy of the signed plan. If the agreement is made over the telephone, the Company shall send a copy of the plan to the customer.

A deferred payment plan may include a five percent (5%) penalty for late payment but shall not include a finance charge.

GENERAL RULES AND REGULATIONS

DEFERRED PAYMENT PLAN (Cont'd)

If a customer for telephone service has not fulfilled terms of a deferred payment agreement, the Company shall have the right to disconnect pursuant to disconnection rules herein and under such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.

Any Company shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, or marital status.

DEPOSITS

Credit Requirements for Permanent Residential Applicants

The Telephone Company may require a residential applicant for service to satisfactorily establish and maintain satisfactory credit. Such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared the service. Credit history maintained by one must be applied equally to the other without modification and without additional qualifications not required of the other. Subject to these rules, a residential applicant shall not be required to pay a deposit:

If the residential applicant has been a customer of any telephone company for the same kind of service within the last two years and is not delinquent in payment of any such telephone service account and during the last twelve (l2) consecutive months of service did not have more than one occasion in which a bill for such telephone service was paid after becoming delinquent and never had service disconnected for nonpayment; or

If the residential applicant furnishes in writing a satisfactory guarantee to
secure payment of bills for the service required; or

If the residential applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of generally acceptable credit history, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity; or

If the residential applicant has been determined to be a victim of family violence. This determination shall be evidenced by submission of a certification letter developed by The Texas Council on Family Violence.

All applicants for permanent residential service who are sixty-five (65) years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Telephone Company or another telephone company for the same telephone service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

Reestablishment of Credit

Every applicant who previously has been a customer of the Telephone Company and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due the Company or execute a deferred payment agreement, if offered, and reestablish credit.

GENERAL RULES AND REGULATIONS

DEPOSITS (Cont'd)

Credit Requirements for Non-Residential Applicants

In the case of non-residential applicants, if the credit of an applicant for service has not been established satisfactorily to the Telephone Company, the applicant may be required to make a deposit.

Amount of Deposit and Interest for Permanent Residential and Non-Residential Applicants

The required deposit shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billings, except no deposit shall be required from any residential applicant for Prepaid Local Telephone Service. The estimated annual billings shall not include charges that are not in the Company's tariffs. InterLATA and IntraLATA Toll may be included in the estimate only if the Company or its affiliate is providing the toll service to the customer. At the time a deposit is required, the Company shall provide written information about deposits. Additional deposits may be required as follows:

During the first 12 months of service, if actual usage is three times estimated usage (or three times average usage of most recent three bills) and current usage exceeds $150 and 150% of the security held, the new deposit requirement may be calculated and an additional deposit may be required to be made within 10 days after issuance of written notice of termination and requested additional deposit, or, in lieu of additional deposit, the customer may elect to pay the current usage within 10 days after issuance of written notice of termination and requested additional deposits; or,

If actual billings of a non-residential customer are at least twice the amount of the estimated billings, and a suspension notice has been issued on a bill within the previous 12-month period, a new deposit may be required to be made within 10 days after issuance of written notice of termination and requested additional deposit. If actual billings of a residential customer are at least twice the amount of the estimated billings after two billing periods, and a suspension notice has been issued on a bill within the previous 12-month period, a new deposit may be required to be made within 10 days after issuance of written notice of termination and requested additional deposit. In lieu of additional deposit, the customer may elect to pay the current bill by the due date of the bill, provided the customer has not exercised this option in the previous 12 months.

Charges for calls placed by American military personnel from combat or war zones designated by the federal government may not be used in determining a deposit.

GENERAL RULES AND REGULATIONS

DEPOSITS (Cont'd)

Amount of Deposit and Interest for Permanent Residential and Non-Residential Applicants (Cont'd)

Each Telephone Company which requires deposits to be made by its customers shall pay interest compounded annually on such deposits. The rates of interest to be paid on customer deposits in accordance with PUC SUBST.R. 26.24(a)(7), and overbillings in accordance with PUC SUBST.R. 26.27(a)(3)(B), are established annually on December 1 for the subsequent calendar year by the Commission, pursuant to Texas Utilities Code Annotated §183.003 (Vernon 1998) (Relating to Rate of Interest). If a deposit is refunded within 30 days of receipt, no interest payment is required. If the Company keeps the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

Payment of the interest to the customer shall be annually, if requested by the customer, or at the time the deposit is returned or credited to the customer's account.

The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

Directory advertising revenue will not be used in determining the amount of a deposit.

Deposits for Temporary or Seasonal Service and for Weekend or Seasonal Residences

The Company may require a deposit sufficient to reasonably protect it against the assumed risk, provided such policy is applied in a uniform and nondiscriminatory manner.

GENERAL RULES AND REGULATIONS

DEPOSITS (Cont'd)

Records of Deposits

The Telephone Company shall keep records to show:

The name and address of each depositor;

The amount and date of the deposit; and

Each transaction concerning the deposit.

The Company shall keep deposit records for one year after a deposit is refunded.

The Company shall issue a receipt of deposit to each applicant from whom a deposit is received, and shall provide means whereby a depositor may establish claim if the receipt is lost.

A record of each unclaimed deposit must be maintained for at least four years, during which time the Company shall make a reasonable effort to return the deposit.

The Company shall safeguard customer credit and deposit information in accordance with PUC SUBST.R. 26.122.

Refund of Deposit

If service is not connected or after disconnection of service, the Company shall promptly and automatically refund the customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the Company shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

When the customer has paid bills for service for twelve (l2) consecutive residential billings or for twenty-four (24) consecutive non-residential billings without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent, and when the customer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill. If the customer does not meet these refund criteria the deposit and interest may be retained by the telephone company.

Upon Sale or Transfer of Company

Upon the sale or transfer of the Telephone Company or operating units thereof, the seller shall provide the buyer with all deposit records.

GENERAL RULES AND REGULATIONS

DEPOSITS (Cont'd)

Complaint by Applicant or Customer

The Telephone Company shall direct its personnel engaged in initial contact with an applicant or customer for service, seeking to establish or reestablish credit under the provisions of these rules, to inform the customer, if dissatisfaction is expressed with the Company's decision, of the customer's right to file a complaint with the Commission thereon.

DIRECTORIES

It is the policy of the Telephone Company to publish a telephone directory periodically. The Telephone Company issues directories to assist in furnishing prompt and efficient service and it does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Telephone Company's liability for damages arising from errors or omissions in making up or printing of its directories or in accepting listings as presented by its customers or prospective customers shall be limited to the actual impairment of the customer's service. In no event shall it exceed the amount paid for local main line service, during the period covered by the directory in which the error or omission occurs. The Telephone Company will not be a party to controversies arising between customers or others as a result of listings published in its directories. (T)

The Telephone Company will furnish without charge one copy of the telephone directory for each exchange access arrangement served by that directory and upon request an extra copy per exchange access arrangement. Other directories will be furnished by the Telephone Company at a reasonable charge.

Directories furnished without charge to customers are the property of the Telephone Company, and are made available to customers only as an aid to the use of the telephone service. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in the possession of the customer.

GENERAL RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE

The due date of the bill for telephone service shall not be less than sixteen (16) days after issuance. A bill for telephone service is delinquent if unpaid by the due date. The postmark, if any, on the envelope of the bill, or an issuance date on the bill if there is no postmark on the envelope, shall constitute proof of date of issuance. If the due date falls on a holiday or weekend, the due date for payment purposes shall be the next workday after the due date.

A telecommunications utility providing any service to the state, including service to an agency in any branch of government, shall not assess a fee, penalty, interest, or other charge to the state for delinquent payment of a bill for that service.

A customer's telephone service may be disconnected if the bill has not been paid or a deferred payment agreement entered into within twenty-six (26) days from the date of issuance and if proper notice has been given. Proper notice shall consist of a separate mailing or hand delivery at least ten days prior to a stated date of disconnection with the words "termination notice" or similar language prominently displayed on the notice. The information included in the notice shall be provided in English and Spanish as necessary to adequately inform the customer. If mailed, the cut-off day may not fall on a holiday or weekend, but shall fall on the next working day after the seventh day. Payment at the Telephone Company's authorized payment agency is considered payment to the Telephone Company. The Telephone Company shall not issue late notices or disconnect notices to the customer earlier than the first day the bill becomes delinquent so that a reasonable length of time is allowed to ascertain receipt of payment by mail or at the Telephone Company's authorized payment agency.

Telephone service may be disconnected after proper notice for any of the following reasons:

Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement;

Violation of the Company's rules pertaining to the use of service in a manner 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 with a reasonable opportunity to remedy the situation;

Failure to comply with deposit or guarantee arrangements where required;

Without notice where a known dangerous condition exists for as long as the condition exists; and Tampering with the company's equipment.

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

The Telephone Company may elect not to provide service if it determines that (i) the customer has called or permitted others to call Telephone Company personnel so frequently or at such times of the day or in such a manner as to harass, frighten, abuse or torment such personnel; (ii) the customer has called or permitted others to call Telephone Company personnel using profane or obscene language; or (iii) the customer has spoken to Telephone Company personnel using abusive, threatening, coercive, profane or obscene language or threatened physical harm to or assaulted Telephone Company personnel.

GENERAL RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE (Cont'd)

Telephone service may not be disconnected for any of the following reasons:

Delinquency in payment for service by a previous occupant of the premises;

Failure to pay for merchandise, or charges for non-telephone service provided by the Telephone Company;

Failure to pay for a different type or class of Company service unless fee for such service is included on the same bill;

Failure to pay the account of another customer as guarantor thereof, unless the Company has in writing the guarantee as a condition precedent to service;

Failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billing;

Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service;

No public utility may abandon a customer or a certified service area without written notice to its customers therein and all similar neighboring utilities, and approval from the Commission.

Residential telephone service will not be disconnected for failure to pay any charges for calls placed by American military personnel from combat or war zones designated by the federal government subject to the following:

The Telephone Company will offer a deferred payment plan to any residential customer who expresses an inability to pay that portion of a bill associated with calls placed by American military personnel from a combat or war zone designated by the federal government.

The deferred payment plan must, at the customer's choice, provide either:

- that the customer pays current charges other than current charges for calls placed from such combat or war zones, plus 1/12th each month of the outstanding balance of all charges for calls placed from such combat or war zone; or

- that the customer pays current charges other than current charges for calls placed from such combat or war zones, and upon the return of the calling party or parties from any such combat or war zone or upon conclusion of any such combat or war, whichever occurs later, the customer pays no more than 1/12th each month of the outstanding balance of all charges for calls placed from any such combat or war zones.

GENERAL RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE (Cont'd)

DISCONNECTION OF SERVICE BY CUSTOMER

Subscribers of services based on packet, optical and wave technology, including Frame Relay Service, Transparent LAN Services, Asynchronous Transfer Mode Cell Relay Service (ATMCRS), and data services in bandwidths greater than 1.5 Mbps may disconnect such services by giving 30 days' notice, either written or electronic. Subscriber requests to disconnect services should be submitted via the Telephone Company's online account management tool, at https://enterprisecenter.verizon.com. Notice is deemed effective only if the subscriber receives confirmation of receipt from the Telephone Company; subscriber should contact its account representative or Telephone Company's customer service if it does not receive such confirmation within two business days.

HOTEL/MOTEL COMMISSIONS

The Company does not pay commissions on interstate or intrastate originated or terminated long distance message calls to or from hotel/motel guest rooms.

HYBRID SYSTEMS

The method in which the hybrid system is arranged for operation determines if it is a PABX or Key System. The following guidelines are used when determining if key line rates or trunk rates apply:

If the customer has the ability to individually select a specific central office trunk or line by either dialing or pulsing a preprogrammed digit or by pressing a button such as on a K6 instrument, then the "Key Line" ("Manual Trunk") rates will be applied for network access purposes.

If the customer dials or pulses a digit, eg. "9" or pushes a trunk selection button and the system selects a trunk from the system group of trunks, then the system is performing a switching function and the "PBX Trunk" ("Automatic Trunk") rate will be applied for network access.

If the system at the option of the user has the capability of both system and specific trunk selection, then the PBX Trunk (Automatic Trunk) will be applied.

LATE PAYMENT CHARGE

Residential – A Late Payment Charge of 5 percent or $9.00 (whichever is greater) of the unpaid balance is applicable after 30 days from the customer's billing cycle date.

Business – A Late Payment Charge of 5 percent or $14.00 (whichever is greater) of the unpaid balance is applicable after 30 days from the customer's billing cycle date. (I)

GENERAL RULES AND REGULATIONS

PUBLIC SERVICE MULTIMEDIA COMMUNICATIONS

Upon submission of an affidavit that complies with the requirements of the Public Utility Commission of Texas Substantive Rule 26.141 and HB 2128, an educational institution or library may obtain a 25 percent discount on the tariffed rate for any tariffed service that is used predominantly for distance learning or information sharing programs.

"Distance learning" means instruction, learning and training that is transmitted from one site to one or more sites by telecommunications services that are used by an educational institution predominantly for such instruction learning or training, including video, data, voice and electronic information.

"Educational institution" means and includes: (a) accredited primary or secondary schools owned or operated by state and local governmental entities or private entities; (b) institutions of higher education as defined by Section 61.003, Education Code; (c) private institutions of higher education accredited by a recognized accrediting agency as defined by Section 61.003(13), Education Code; (d) the Central Education Agency, its successors and assigns; (e) regional education service centers established and operated pursuant to Sections 11.32 and 11.33, Education Code; and (f) the Texas Higher Education Coordinating Board, its successors and assigns.

"Library" means a "public library" or "regional library system" as those terms are defined by Section 441.122, Government Code, or a library operated by an institution of higher education or a school district.

GENERAL RULES AND REGULATIONS

EDUCATIONAL PERCENTAGE DISCOUNT RATES (E-Rates)

Educational percentage discount rates (E-Rates) are allowed for intrastate telecommunications services, Internet access, and internal connections that are equivalent to those adopted for interstate services by the Federal Communications Commission (FCC) in Code 47 of Federal Regulations part 54, subpart F (relating to Universal Service Support for Schools and Libraries). Schools and libraries are eligible for federal universal service support for both interstate and intrastate services.

The percentage discount rates available pursuant to the FCC Code cited above, eligible schools, libraries and consortia shall apply to the following intrastate services:

- all commercially available telecommunications services provided by

telecommunications carriers;
- Internet access; and
- installation and maintenance of internal connections

Eligible schools, libraries and consortia eligible for E-Rates shall comply with the provisions of Code 47 of Federal Regulations part 54, subpart F in order to receive the intrastate E-Rates.

Matrix below indicates the level of discount for eligible schools and libraries.

SCHOOLS & LIBRARIES DISCOUNT MATRIX	DISCOUNT LEVEL	
HOW DISADVANTAGED?	Urban	Rural
% of students eligible for national school lunch program	Discount	Discount
>1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

GENERAL RULES AND REGULATIONS

TELECOMMUNICATIONS RELAY SERVICE SURCHARGE

Telecommunications Relay Service (TRS) is a statewide service that provides individuals, who are hearing-impaired or speech-impaired using specialized telecommunications devices and operator translations, with access to the telecommunications network in Texas that is equal to that provided to other customers. The costs associated with the service are included in the Texas Universal Service Fund and the recovery of the cost is a part of the Texas Universal Service Fund Charge.

TEXAS UNIVERSAL SERVICE FUND (TEXAS USF) CHARGE

The purpose of the Texas Universal Service Fund (Texas USF) is to implement a competitively neutral mechanism that enables all residents of the state to obtain basic telecommunications services. Because targeted financial support may be needed in order to provide and price basic telecommunications services in a manner to allow accessibility by consumers, the Texas USF will assist local exchange companies (LECs) in providing basic local telecommunications service at reasonable rates in high cost rural areas. In addition, the Texas USF will reimburse qualifying entities for revenues lost as a result of providing Lifeline, Link Up and Tel-Assistance services to qualifying low-income consumers under the Public Utility Regulatory Act (PURA); reimburse telecommunications carriers providing statewide telecommunications relay access service and qualified vendors providing specialized telecommunications device distribution service for the hearing-impaired and speech-impaired; and reimburse the Texas Department of Human Services, the Texas Department for the Deaf and Hard of Hearing, the Texas USF administrator, and the Public Utility Commission for costs incurred in implementing the provisions of PURA Chapter 56 (relating to Telecommunications Assistance and Universal Service Fund).

The Texas USF Charge is for the recovery of the Company's Texas USF assessment. The charge is assessed as a percentage applied against intrastate telecommunications services receipts and applies to all retail customers except Lifeline, Link Up and Tel-Assistance customers.

The charge will be identified on the retail customer's bill as "Texas Universal Service".

The Texas USF Charge will change periodically due to assessment fund and revenue changes. The percent as of the date of this Tariff is 3.3%.

GENERAL RULES AND REGULATIONS

IMPAIRMENT OF SERVICE DUE TO CUSTOMER-CONNECTED EQUIPMENT

Customers will be billed the charge specified in Section 30 of this tariff for each service call to the customer's premises when service is impaired due to the connection of customer-provided equipment or facilities.

INDEMNIFICATION

The customer indemnifies and saves harmless the Telephone Company against claims, losses, suits for injury to or death of any persons, or damage to any property which arises from the use, placement or presence of Telephone Company equipment, facilities and associated wiring on the customer's premises. The customer indemnifies and saves harmless the Telephone Company against claims for libel, slander or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the Telephone Company or the use thereof by the customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Telephone Company, and apparatus, equipment and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Telephone Company.

INFORMATION TO CUSTOMERS

The Telephone Company shall:

Maintain a current set of maps showing the physical locations of its facilities. All facilities shall be labeled to indicate any pertinent information which will accurately describe the Company's facilities. These maps, or such other maps as may be required by the Commission, shall be kept by the Company in a central location and will be available for Commission inspection during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants, and others entitled to the information, as to the facilities available for serving that locality;

GENERAL RULES AND REGULATIONS

INFORMATION TO CUSTOMERS (Cont'd)

Assist the customer or applicant in selecting the most economical rate schedule;

In compliance with the Commission's Rules of Practice and Procedure, notify customers affected by a change in rates or schedule of classification;

Post a notice in a conspicuous place in each business office of the Telephone Company where applications for service are received, informing the public that copies of the rate schedules and rules relating to the service of the Telephone Company, as filed with the Commission, are available for inspection; and

Furnish such additional information on rates and services as the customer may reasonably request.

Upon request for service by a residential customer or for a transfer of service by a customer, such customer shall be informed of the telephone company's lowest-priced alternatives available at the customer's location, giving full consideration, to equipment options and installation charges, if any, incident thereto.

INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

All customer-provided interconnections are subject to full compliance with all requirements of Part 68 of the FCC Rules and those contained in this tariff.

This tariff does not provide for interconnection of Miscellaneous Common Carriers. Interconnection of Miscellaneous Common Carrier Systems to the exchange and toll lines of the Company requires execution of a Miscellaneous Common Carrier Interconnection Agreement.

Customer-provided telephones, data and ancillary devices may be connected directly to telephone company lines (except coin telephone lines), without couplers if the devices are registered by the FCC or the devices are listed on the FCC Grandfathered List. Devices not registered or grandfathered by the FCC will be allowed connection to the network only through registered or grandfathered couplers.

In all instances, including party line situations, the customer will, at his expense, be responsible for assuring that his equipment is compatible with the telephone company network. Repair visits which result from incompatibility of customer provided equipment will result in application of the appropriate service charges.

GENERAL RULES AND REGULATIONS

INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (Cont'd)

In those instances when customer provided instruments or ancillary equipment actually cause trouble which requires telephone company disconnection of service, the appropriate service charges from Section 13 of this tariff will apply.

To minimize invasions of privacy to customers on the same party line, only CPE with the appropriate frequency selective ringer or signaling device may be used.

The Telephone Company will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line.

The quantity of CPE on a line may be limited or a customer may be forced to use ringer isolation devices to avoid interference with other parties on the line.

Automatic equipment (i.e. alarm dialers) incapable of relinquishing the line in an emergency cannot be used in party line applications. All new connections will be made by industry standard plug and jack.

GENERAL RULES AND REGULATIONS

INTERRUPTIONS OF SERVICE

In the event a customer's service is interrupted other than by a disaster, trouble caused by customer-provided equipment, or by the negligence or willful act of the customer, and it remains out of order for twenty-four (24) hours or longer after access to the premises is made available after being reported to be out of order, appropriate adjustments or refunds shall be made to the customer. In the event the customer's service is interrupted by natural or other disaster beyond the control of the utility, adjustment or refunds shall be made to customers affected, if service is not restored within 24 hours after access to the premises is made available. 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 customer shall be the pro rata part of the month's charges for the period of days and that portion of the service and facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service.

LIABILITY OF THE TELEPHONE COMPANY

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

DATA SPEED LIMITATION

While Local Exchange Access Line Service may be used by the customer for dial-up access, the company makes no guarantee as to the maximum obtainable data transmission speed beyond the minimum standards as specified in the PUC SUBST.R. 26.54(b)(3). Therefore, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the telephone company.

GENERAL RULES AND REGULATIONS

MAINTENANCE, REPAIR, AND LOSS

The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer is assessed the actual cost of facilities of lines destroyed due to malicious, willful and negligent damage and loss due to theft. If facilities are rearranged, disconnected or removed, the Telephone Company shall have the right to make a charge sufficient to recover any losses experienced as a result of such unauthorized tampering. Any work done by the Telephone Company as a result of rearrangements, disconnect or removal of wire or facilities by other than the Telephone Company will be billed at the appropriate charges specified in the Service charge section of this tariff. The customer may be billed based upon the applicable service charge contained in the service charge section of this tariff for each service call to the customer's premises where off-hook condition is found.

The Telephone Company does not undertake to maintain or repair customer-provided equipment. The customer will be billed a service charge as specified in Section 30 of this tariff where trouble is determined to be caused by customer-provided equipment or facilities.

GENERAL RULES AND REGULATIONS

NEUTRALIZING TRANSFORMERS

In the event neutralizing transformers or other protective equipment is required at customer's locations where excessive ground potential exists, the following conditions shall apply:

Charges will apply for all future installations based on special assembly of facilities per location.

The customer may purchase his own equipment to be interconnected with Telephone Company lines.

OWNERSHIP OF FACILITIES

Ownership of telephone system, including but not limited to wires, cables, telephone number or numbers, facilities and equipment furnished by the Telephone Company, and associated appurtenances shall be in and shall remain with the Telephone Company.

OBLIGATION OF CUSTOMER

The customer shall permit employees of the Telephone Company to enter his premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the facilities; making collections from coin boxes, or upon termination of the service, removing such facilities.

If service is requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, the Telephone Company may refuse to furnish such service. If such service is furnished by the customer, he may be required to indemnify and hold the Telephone Company harmless from any claims, loss, or damage by reason of his furnishing of such service.

Unless specifically provided otherwise in this tariff, when commercial power is used for the operation of Telephone Company facilities, the customer will provide the necessary power wiring, power outlets, and commercial power. The customer assumes all responsibility for the safe condition of the power wiring, power outlets, and commercial power. Where the Telephone Company provides the customer a battery back up for the commercial power, the battery will support only the Company's non-IP Telephone service and associated 9-1-1 capability for a limited period of time in a power outage. (The battery provided is designed for up to 8 hours of use but actual use may vary depending on battery age and/or charge status.) The customer assumes all responsibility for maintaining the battery back up, including periodically replacing the battery.

GENERAL RULES AND REGULATIONS

ORDER OF PRECEDENCE FOR ESTABLISHING SERVICE

Applications for service in a particular exchange will be completed in accordance with the chronological order of their receipt depending upon the availability of facilities. Where facilities are limited, the following order of precedence shall apply.

The emergency provisioning and restoration of service shall be in accordance with Part 64, Subpart D, Paragraph 64.401, of the FCC's Rules and Regulations. Section 14 of this tariff describes the service arrangement.

Application for new business service shall be given priority over applications for residence service.

All others.

PAYMENT FOR SERVICE

The customer is responsible for payment of all charges for services furnished the customer, including charges for services originated and/or charges accepted at the customer's telephone and including any charges transferred to the customer's account where the customer has executed a Contract of Guaranty. The services and/or facilities furnished by the Telephone Company may be suspended for failure of the customer to pay any sum due.

PREEMPTION OF SERVICE

In certain instances, i.e., when spare facilities and/or equipment are not available, it may be necessary to preempt existing services to provision or restore National Security Emergency Preparedness (NSEP) services. If, in its best judgement, the Telephone Company deems it necessary to preempt, then the Telephone Company will ensure that:

(1) A sufficient number of public switched services are available for public use if preemption of such services is necessary to provision or restore NSEP service.

(2) The service(s) preempted have a lower or do not contain NSEP assigned priority levels.

(3) A reasonable effort is made to notify the preempted service customer of the action to be taken.

(4) A credit allowance for any preempted service shall be made in accordance with the provisions set forth in this tariff.

GENERAL RULES AND REGULATIONS

PROVISION OF FACILITIES

The standard method of provision will be "exchange" facilities which will be routed through the central office. In the instance of customer requests for "direct route" facilities between two customer locations, the Division Manager can approve construction if he/she determines it is economically beneficial to the Company.

REFUSAL OF APPLICATION

Compliance by Applicant

The Company may decline to serve an applicant until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the Commission governing the service applied for or for the following reasons:

Applicant's facilities inadequate: If the applicant's installation or equipmentis known to be hazardous or of such character that satisfactory service cannot be given; or

For indebtedness: If the applicant is indebted to any utility for the same kind of service as that applied for; provided however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the deposit requirement; or

Refusal to make deposit: For refusal to make a deposit if applicant is required to make a deposit under these rules.

Applicant's Recourse

In the event that the Company shall refuse to serve an applicant under the provisions of these rules, the Company must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Commission thereon.

GENERAL RULES AND REGULATIONS

REFUSAL OF APPLICATION (Cont'd)

Insufficient Grounds for Refusal to Serve

The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

Delinquency in payment for service by a previous occupant of the premises to be served:

Failure to pay for merchandise, or charges for nontelephone service purchased from the Telephone Company;

Failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

Violation of the Company's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interferes with the service of others, or other services such as communication services, unless the customer has first been notified and been afforded reasonable opportunity to comply with said rules;

Failure to pay a bill of another customer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service; and

Failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a Company bill.

RESALE

Services provided by the Telephone Company, other than Customer Premises Equipment (CPE), shall not be shared except as provided elsewhere in The Telephone Company's Tariffs.

Pursuant to PURA95, certain services are available for resale. For a listing of those services and regulations governing resale of these services, see Section 26 of this Tariff.

GENERAL RULES AND REGULATIONS

RIGHTS-OF-WAY (SPECIAL OR PRIVATE)

The Telephone Company shall not be liable for failure to furnish service, unless the purchase price and costs expended by the Telephone Company in acquiring such special or private rights-of-way by purchase or condemnation be paid or guaranteed to the Telephone Company by the customer. The rights-of-way here referred to are only those rights-of-way leading from the main line to the premises of the customer.

ROAD WORK RECOVERY SURCHARGE

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

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

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

	Monthly Rate Per Account	
Business	$4.50	(I)
Residence	$4.50	(I)

GENERAL RULES AND REGULATIONS

SECRECY OF COMMUNICATIONS

The customer has the right to absolute privacy of his communications and the Telephone Company shall at all times safeguard this right in dealing with the customer's conversations, communications, or records. Secrecy of communications is a fundamental policy of the Company and is protected by federal and state laws.

SPECIAL ARRANGEMENTS

For special arrangements furnished in connection with service, charges equivalent to the estimated cost of furnishing such arrangements apply. Estimated cost consists of an estimate of the cost of maintenance; cost of operation; depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage; administration, taxes and uncollectible revenue on the basis of reasonable average charges for these items; any other specific items of expense associated with the particular situation; and a reasonable amount, computed on the estimated cost installed of any facilities provided for return and contingencies.

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

TELEPHONE NUMBERS

The customer has no property right in the telephone number and the Telephone Company may change any number or central office name associated with such number at any time the Telephone Company deems it advisable in the conduct of its business. Telephone numbers reserved for future use by the customer will be billed a charge as specified in this tariff. No charge applies in connection with preassigned telephone numbers.

When two or more persons are shown on Telephone Company records as "responsible persons" for a specific telephone number and those persons cannot agree on the disposition of that number in the event of a divorce, partnership split, corporation dissolution, or any other divisive occurrence, the following action may be taken. The Telephone Company may, in its sole discretion, take the disputed number out of service for a period of ninety (90) days, or the life of

GENERAL RULES AND REGULATIONS

TELEPHONE NUMBERS (Cont'd)

the directory, whichever is longer, unless no other telephone numbers are available to provide service to new customers. When the disputed number is taken out of service, the Telephone Company will, upon request of the current occupant at the location of the disputed number, issue a new number at that location, and service connection charges will not be assessed for this number change. Normal service connection charges will apply to establish service at any other location for the other party/parties involved in the dispute. No referral will be made from the out-of-service number to the new number or to any other number. If the dispute is settled prior to the disputed number being reassigned by the Telephone Company, and written proof of such settlement is presented to the Telephone Company, signed by all parties involved in the dispute, the disputed number may be reestablished upon payment of the normal service connection charges.

TAX ADJUSTMENTS FOR CERTAIN RENTALS, TAXES OR CHARGES

All street rentals, gross receipts or franchise taxes or other similar charges imposed upon the Telephone Company by any municipality or municipal taxing authority, whether by statute, ordinance, franchise or otherwise, will be passed through to customers residing in the municipality levying such rental, tax or other similar charge.

All rentals, taxes or charges passed through to customers as described above, except ad valorem and income taxes, will be increased or decreased in proportion to the amount said charges are increased or decreased by the levying municipality. The amount and manner of recovery of the charges passed through to the customers shall be the same as are incurred by the Telephone Company.

The Emergency Number Act, Senate Bill 606, passed by the Legislature of the State of Texas, effective as specified in Section 26 of the Act, authorized an Emergency Service Fee as specified under Section 10 to be collected as specified in Section 13 of the Act. The Act applies only to territory as specified in Section 4 of the Act. The Telephone Company, as the service provider, is required by the Act to bill and collect the Emergency Service Fee from customers residing within the territory being provided such Emergency Number Service.

There shall be added to the customer's bill for service, an additional monthly charge equal to the House Bill 11 tax adjustment factor times the total intrastate service charges appearing on the customer's prior month's bill. The factor may be imposed on the current bill where the billing system allows.

GENERAL RULES AND REGULATIONS

TAX ADJUSTMENTS FOR CERTAIN RENTALS, TAXES OR CHARGES (Cont'd)

The House Bill 11 adjustment factor shall be determined by calculating the change on Frontier Southwest Incorporated's state franchise taxes for the next calendar year pursuant to House Bill 11 based on the revenues generated from services subject to this tariff.

The House Bill 11 tax adjustment factor is 0.001759.

The charge applicable to each customer shall appear on a separate line of the customer's regular monthly bill. The charge will be labeled "Cost of Service Surcharge" if the adjustment is an increase or "Cost of Service Credit" if the adjustment is a decrease.

The amount of the charge will be rounded to the nearest cent.

The surcharge will be applied to all Frontier Southwest Incorporated customers, except local coin service paid at the time service is rendered. Charges for service from a pay telephone which is billed to a calling card will be subject to the surcharge.

Where this Company concurs in another company's tariff, the Frontier Southwest Incorporated House Bill 11 tax adjustments factor will apply. See Section 41, Sheet No. 1, Concurring Tariffs - Intrastate, of this tariff.

In the fourth quarter 1995, a one-time, per-line surcharge will be applied as a true-up surcharge for the 1994 House Bill 11 tax adjustment factor. This charge will be $0.33 per residence line and $0.86 per business line.

TEMPORARY FACILITIES

The Telephone Company may require the customer to execute a contract agreeing that facilities be retained for a period longer than one month.

GENERAL RULES AND REGULATIONS

TERMINATION LIABILITY

1. In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

   25% X MRC X # of Lines/Channels/Paths X Remainder of Term = Termination Charge.

2. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.

3. End of Term Options

   a. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

      1) Renew their term commitment,

      2) Commit to a new term period,

      3) Arrange for a change of service, or

      4) Arrange for termination of the service.

   b. In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under tariff (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.

4. Early termination charges will not be assessed under the following circumstances:

   a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;

   b. Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;

   c. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

   d. Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

      1) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,

      2) The Company or its affiliates, provides the new service via tariff, similar documents, commercial agreements, or on an individual case basis (ICB), and

      3) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company or its affiliates at the same time.

GENERAL RULES AND REGULATIONS

TRACING OF HARASSING CALLS

The Telephone Company will install equipment for the purpose of tracing harassing telephone calls to a customer, provided that before such tracing shall be undertaken the customer presents a court order finding that probable cause exists to believe that harassing telephone calls have been made. The Telephone Company shall leave the equipment in place for a period no longer than seven days. Should a harassing call be made during this period, the Telephone Company shall trace the call and report the results to the proper authorities for legal handling.

TRANSFER OF SERVICE (SUPERSEDURE)

An applicant who otherwise qualifies for the immediate establishment of service under General Rules and Regulations may supersede the service of a customer discontinuing that service:

- when the applicant is to take service on the permises where that service is being rendered; and

- when an arrangement acceptable to the utility is made to pay outstanding charges against that service.

TRANSMITTING MESSAGES

The Telephone Company does not transmit messages but offers the use of its facilities for communications between its customers.

UNAUTHORIZED ATTACHMENTS OR CONNECTIONS

Except as provided for in Part 68 of the FCC Rules, the Telephone Company shall not be required to attach its facilities to facilities not owned and installed by it. Facilities not furnished by the Telephone Company may not be attached to or connected with facilities furnished by the Telephone Company, whether physically, acoustically, by induction, or otherwise, unless provided elsewhere in the tariff or unless written permission is obtained from the Telephone Company. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect the same or to suspend service during the continuance of said attachment or connection or to terminate the service.

USE OF CONNECTING COMPANY LINES

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

GENERAL RULES AND REGULATIONS

USE OF CUSTOMER TELEPHONE SERVICE

Customer telephone service, as distinguished from public and semipublic coin telephone service, is furnished only for use by the customer, his family, employees, or persons residing in the customer's household as a member of the family unit. The Telephone Company has the right to refuse to install customer telephone service (or permit such service to remain) on the premises of a public or semipublic coin location or business establishment when the instrument is so located so that the public in general or patrons of the customer may make use of the service.

When the telephone service to the public is impaired by a customer's use of telephone service, the Telephone Company shall have the right to require the customer to contract for additional service and facilities adequate to serve the customer's requirements, or with proper notice, discontinue the service of the customer in question.

The Telephone Company may disconnect, without advance notice, the telephone service used by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer or the telephone of any designated customer at or about the same time, resulting in preventing, obstructing or delaying the telephone service of others.

Separate households in the same building or in different buildings on the same premises, except for hotels, motels or apartments with PBX service, are required to have main station service.

GENERAL RULES AND REGULATIONS

USE OF PARTY LINE SERVICE

Applications for party line service are accepted by the Telephone Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by other customers on the same line. When the duration or number of local calls sent or received by a party-line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Telephone Company shall have the right to require the customer to contract for a higher grade of service. The Telephone Company reserves the right to limit the continuous use of a party line for a local message to five minutes.

EMERGENCY CALLS ON PARTY LINES--WARNING: State law requires a telephone user to hang up the receiver of a party-line telephone immediately when told the line is needed for an emergency, fire, or police call or for medical aid or ambulance service. It is also unlawful to take over a party line by stating falsely that the line is needed for an emergency.

The law defines an "emergency" as a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential.

GENERAL RULES AND REGULATIONS

USE OF PROFANE LANGUAGE, IMPERSONATION OF ANOTHER, NUISANCE CALLS, AND INTERFERENCE WITH THE SERVICE OF OTHER CUSTOMERS

The Telephone Company may refuse to furnish or may deny telephone service to any person who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent; or calls or permits others to call another person or persons so frequently or at such times of the day or in any manner to harrass such other person or persons or uses the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls over their telephone service.

VOICE BAND DATA

All switched voice circuits shall be adequately designed and maintained to allow transmission of at least 14,400 bits of data per second when connected through an industry standard modem (ITU-T V.32bis or equivalent) or a facsimile machine (ITU-T V.17 or equivalent) by the end of 2002 unless a waiver is received from the Public Utility Commission pursuant to Substantive Rule 26.54 (b)(4).

Beginning on January 1, 2003, except in those exchanges for which the waiver has been received pursuant to Substantive Rule 26.54 (b)(4), and upon request of an individual customer, that customer's individual switched voice circuits will be upgraded to allow transmission of at least 14,400 bits per second when connected through an industry standard modem (ITU-T V.32bis or equivalent) of a facsimile machine (ITU-T V.17 or equivalent). An exception is that customers in the Ozona exchange served by BETRS technology will be exempted from this requirement until December 31, 2003. This upgrade will be provided at no charge to the individual customer. Another exception is that customers in the Sonora exchange served by BETRS technology will be exempted from this requirement until September 30, 2003. This upgrade will be provided at no charge to the individual customer.

The upgrade request shall be completed within the time period allowed for a service order for regular service installation pursuant to Substantive Rule 26.54 (c)(1)(B).

WORK INTERRUPTIONS

The charges specified in this tariff do not contemplate work once begun being interrupted by the customer. If the customer interrupts work once begun, an additional charge, based on additional costs involved, applies.

WORK PERFORMED ON AN OVERTIME BASIS

The charges specified in the tariff do not contemplate work being performed by the Telephone Company employees involved at a time when overtime wages apply, due to the request of the customer. If the customer requests that overtime labor be performed, an additional charge, based on the additional costs involved, applies.

GENERAL RULES AND REGULATIONS

MINIMUM TERMINATION LIABILITY

In the event of termination of all or part of the service prior to the expiration of the Level A initial term, the customer agrees, binds, and obligates itself to pay the unpaid balance of the Level A charges.

For Contracts signed prior to March 15, 1979.

The amount of payment shall be computed by multiplying the Level A monthly price by the number of months remaining in the Level A contract period.

For Contracts signed after March 15, 1979:

The amount of the minimum termination liability will be developed as follows:

Level B ÷ 125% = True Level B
Level B - True Level B + Level A = Base for determining Minimum Termination Liability
$(P/A)^{\overline{i}}_{n}$ of Base

i = discount rate to be supplied by Rates & Tariff department.
n = number of months remaining under original contract.

GENERAL RULES AND REGULATIONS

MINIMUM TERMINATION LIABILITY (Cont'd)

Example:
Level A = $300
Level B = $150
3-Year Contract
1 Year Left
10.3% interest

$150 ÷ 125% = $120
$150 - $120 + $300 = 330
$330 (P/A) 10.3 = $3,748
1

Prior to the expiration of the initial contract period, service may be terminated upon reasonable advance notice to the Telephone Company and upon payment of the unexpired Minimum Termination Liability, in addition to all charges for the period service has been rendered. When equipment is replaced for reason of increasing or decreasing the size or changing from one series to another series system, payment in full of any unexpired Minimum Termination Liability will be required. The unexpired Minimum Termination Liability will not be added to the new contract. Where the system provides for expandable systems, the addition will require a separate Minimum Termination Liability with any existing Minimum Termination Liability remaining unchanged.

Where like items of equipment have been installed at different time periods for which there are separate Minimum Termination Liability Contracts and one is dis-connected, the Minimum Termination Liability for the items of equipment discon- nected will be computed on the basis that the equipment disconnected was the last installed.

The amount of the Minimum Termination Liability billed will be based on the number of full months of the unexpired Minimum Termination Liability.

LOCAL EXCHANGE SCHEDULES

1. GENERAL

This section applies to local exchange telephone service offered by Frontier Southwest Incorporated d/b/a Frontier Communications of Texas in the State of Texas and is governed by the Rules and Regulations as contained in other sections of this product guide.

2. APPLICATION

The rates, charges, terms, conditions and services denoted in this product guide apply to all residential and business customers located within the exchange boundaries of the exchanges listed in 8 following.

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

The rates shown in this section are for Exchange Access Service only and do not include Telephone Sets except in the case of Coin Line Service where the rate includes a Telephone Company provided Coin Telephone Set.

LOCAL EXCHANGE SCHEDULES

3. EXCHANGE ACCESS SERVICE

3.1 Exchange Access Service includes Access to the Network local calling between all customers within the 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 8. following.

Exchange Access Service includes access to a long distance carrier of choice, state and interstate, operator services provider including directory assistance, and 911. Also included is one directory listing in the local directory and one local directory.

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

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

3.4 Optional Extended Metropolitan Service (EMS) – Optional two way toll free service from an exchange to a metropolitan area. Metropolitan areas are; Austin, Corpus Christi, Dallas, Fort Worth, Houston, San Antonio and Waco. The Metropolitan areas local calling that affect Verizon exchanges are shown in 5. following.

3.5 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.

LOCAL EXCHANGE SCHEDULES

3. EXCHANGE ACCESS SERVICE

3.6 Metro Exchanges – The following list of Exchanges are considered Metro Exchanges:

Arcola	Grapevine	Odem
Azle	Highlands	Plano
Bacliff	Huffman	Portland
Baytown	Irving	Robstown
Carrollton	Keller	Rowlett
Crosby	Kemah	Stafford
DFW Airport	League City	Wylie
Dickinson	Lewisville	
Garland	Nassau Bay (TXC)	

3.7 Deregulated Exchanges – The following exchanges are deregulated:

Aransas Pass	Giddings	Odem
Arcola	Gilmer	Palacios
Argyle	Gladewater	Pilot Point
Azle	Goldthwaite	Plano
Bacliff	Gonzales	Point Comfort
Ballinger	Gordonville	Port Lavaca
Bangs	Grand Saline	Port O'Connor
Bartonville	Granite Shoals	Portland
Baytown	Grapevine	Premont
Beach City	Hallsville	Quitman
Bishop	Henderson	Raymondville
Blanco	Highlands	Rio Grande City
Boerne	Hitchcock-Santa Fe	Robstown
Bonham	Howe	Roma
Brady	Huffman	Rosharon
Bryan/College Station	Ingleside	Rowlett
Brownwood	Irving	Rusk
Buda	Jacksonville	San Angelo
Caldwell	Jarrell	Schulenburg
Canton	Jourdanton	Seadrift
Carrollton	Justin	Shepherd
Coleman	Keller	Sherman
Collinsville	Kemah	Somerset
Comanche	Kyle	Sonora
Crosby	La Feria	Stafford
Dallas/Fort Worth Airport	La Grange	Trenton
Del Rio	La Vernia	Van
Denton	Lake Brownwood	Van Alstyne
Dickinson	League City	Weimar
Dripping Springs	Leonard	Weslaco
East Bernard	Lewisville	Whitesboro
Falfurrias	Lyford	Willis
Fredericksburg	Marble Falls	Wimberley
Garland	Mont Belvieu	Winnsboro
George West	Mount Vernon	Winters
Georgetown	New Waverly	Wylie

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

LOCAL EXCHANGE SCHEDULES

4. RATES

4.1 Business – Exchange Access Service

4.1.1 Business Line/Trunk

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 area are shown in 8. following. For exchanges with ELC, the ELC Rate is in addition to the Business Line/Trunk monthly rate as shown below and is applied as a surcharge.

For Centrex Service, if a customer subscribes to Network Access Registers (NARs) that exceed the standard number as reflected in Section 34 of this Tariff, the applicable trunk rate (Manual or Automatic by Exchange Group) plus applicable Business ELC Rate as shown in 8. following applies. The ELC Rate is applied as a surcharge, one for each additional NAR.

BUSINESS (1)

	Exchange Groups Monthly Rates					
Service	1	2	3	4	5	6
B1 Single Line	$114.00 (I)	$118.00 (I)	$118.00 (I)	$118.00 (I)	$123.00 (I)	$128.99 (I)
Manual Trunk (D)	$43.00	$43.00	$43.00	$43.00	$48.00	$53.99
Automatic Trunk (2)	$205.10	$205.10	$212.10	$212.10	$212.10	$212.10
Fire Reporting Lines	$43.00	$43.00	$43.00	$43.00	$48.00	$53.99

OUTSIDE BASE RATE AREA ADDITIVES	MONTHLY RATE
One Party, each (3)	$2.00

(1) Outside Base Rate Area Additive may apply.
(2) Rotary Hunt is included at no additional cost.
(3) Applies to all One Party, Manual and Automatic Trunks, and Coin Line Services outside the Base Rate Area with the exception of Special Rate Areas and those within three-quarters (¾) mile of the Base Rate Area.

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.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.1 Business – Exchange Access Service (Cont'd)

4.1.1 TERM PRICING (1)

Applicable to All Business Customers in Metro Exchanges (See 3.6 preceding) for Singleline (One-party and Manual Trunk) and Multiline (Automatic Trunk) services, Calling scopes are as shown in 8. following. (D)

	Exchange Monthly Rate			
Singleline*	(1)	(2)	(3)	(4)
1-Year Term	$34.00	$35.00	$36.00	$37.00
3-Year Term	29.00	30.00	31.00	32.00
Multiline (includes Rotary Hunt) **				
1-Year Term	$37.00	$38.00	$39.00	$92.95 (I)
3-Year Term	42.00	93.00 (I)	44.00	95.00 (I)

The Outside Base Rate Area Additive on Sheet 3 if applicable is in addition to the rates above.

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

The Line Connection Charge in Section 13 does not apply to the installation of lines offered on a one-year or three-year term commitment basis in this section of the tariff.

(1) Rates shown apply in the following exchanges: Carrollton, Garland, Irving, Lewisville and Plano.
(2) Rates shown apply in the following exchanges: Baytown, DFW Airport, Grapevine, Keller, Kemah, League City, Robstown, Rowlett and Stafford.
(3) Rates shown apply in the following exchanges: Arcola, Azle, Baycliff, Crosby, Dickinson, Highlands, Huffman, Portland and Wylie.
(4) Rates shown apply in the following exchange: Odem

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

* Service for any manual trunk for the line hunting function, Rotary Hunt is required, found in Section 14, at an additional charge. (D)

** Service for any automatic trunk. Rotary Hunt, found in Section 14, is included at no additional charge.

(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 UNTIL EXPIRATION OF THE TERM PERIOD.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.1 Business – Exchange Access Service (Cont'd)

4.1.1 TERM PRICING (3) (Cont'd)

Applicable to all Business customers for Singleline (One-party and Manual Trunk) and Automatic Trunk services. Calling scopes are shown in 8. following.

	Exchange Groups Monthly Rate						
	1	2	3	4	5	6	
Singleline [1][(4)(5)]							
1-Year Term	$98.00	$100.00	$102.50	$103.50	$106.50	$115.00	(I)
2-Year Term[(5)]	$96.50	$102.50	$104.50	$105.50	$108.50	$114.00	(I)
3-Year Term	$96.50	$98.50	$100.50	$101.50	$104.50	$110.00	(I)
Automatic Trunk EAS (includes Rotary Hunt) [2(4)(5)]							
1-Year Term	$34.00	$36.00	$39.00	$89.75 (I)	$43.00	$44.00	
2-Year Term[(5)]	$31.00	$33.00	$36.00	$89.50 (I)	$39.50	$40.00	
3-Year Term	$31.00	$33.00	$36.00	$86.50 (I)	$39.50	$40.00	

The Outside Base Rate Area Additive on Sheet 3 if applicable is in addition to the rates above.

Termination liability is applicable if service is terminated prior to completion of the term commitment period, except for customers who terminate service within the first 30 days.

The Line Connection Charge in Section 13 does not apply to the installation of lines offered on a 1-year, 2-year, or 3-year term commitment basis in this section of the tariff.

[1] Service for any manual trunk. Rotary Hunt is required, found in Section 14, for line hunting function at an additional charge.

[2] Service for any automatic trunk. Rotary Hunt, found in Section 14, is included at no additional charge.

[(3)] See Term Commitment Pricing in this Section for application of connection charges.

(4) 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.

(5) 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.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.1 Business – Exchange Access Service (Cont'd)

4.1.1 TERM PRICING (Cont'd)

TERMINATION LIABILITY

In the event service is terminated by the customer who subscribed to a 1 or 3-year term plan, 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 plan 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 tariffed 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 Multiline.
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.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.1 Business – Exchange Access Service (Cont'd)

4.1.1 TERM PRICING (Cont'd)

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 Section 13 of this Tariff 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 Verizon within 30 days.
In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section 5 of the Texas General Exchange Tariff 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 Verizon's serving area, termination charges will not apply.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.1 Business – Exchange Access Service (Cont'd)

4.1.2 CENTRAL OFFICE OPERATOR ACCESS TRUNKS	Monthly Rate
Central Office trunks used exclusively for handling of originating long distance for Hospitals and Hotel/Motel customers, each	$ 35.00

LOCAL EXCHANGE SCHEDULES

4. EXCHANGE RATES (Cont'd)

4.2 Residence – Exchange Access Service

4.2.1 Residence Line/Trunk

The rate as specified by Exchange Group allow for Network Access and unlimited local calling between customers within the exchange and between the exchanges and any applicable EAS and ELC locations. A listing of the exchanges, The Exchange Groups and The Exchange Calling Area are shown in 8. following. The residential ELC rate as shown in 8. by Exchange only applies to residential packages as contained in Section 16 of this Tariff as may be offered in an exchange and is applied as a surcharge.

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 – all residential local exchange access line/trunk in deregulated (competitive) exchanges. Deregulated exchanges are listed in 3.7 preceding.

RESIDENCE (1) – Basic Line	Exchange Groups
Bands	1
R1	$25.00
R2	$29.00 (I)
R4-Rural	$25.00
Manual Trunk	$25.00

OUTSIDE BASE RATE AREA ADDITIVES	MONTHLY RATE
One Party, each (2)	$2.00
Multiparty, each (3)	.95

FOOTNOTES

(1) Outside Base Rate Area Additive, may apply.
(2) Applies to all one party, manual trunks outside the Base Rate Area with the exception of Special Rate Areas and those within three-quarters (¾) mile of the Base Rate Area.
(3) Applies to all Two- and Four-Party Rural Services outside the Base Rate Area with the exception of Special Rate Areas and those within three-quarters (¾) mile of the Base Rate Area.

(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.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.2 Residence – Exchange Access Service (Cont'd)

Residence – Primary Line (Deregulated Exchanges)

Service	Exchange Groups	
	1	
R1	$35.00	(I)
Manual Trunk	$25.00 *	

Deregulated Exchanges – Refer to Section 3.7

* This service has been discontinued and is no longer offered as of October 22, 2004. The service is limited to existing customers, at their current quantities and at their existing locations.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE

GENERAL

Optional Measured Service (OMS) is an exchange service for which a regular monthly charge is billed to the customer for incoming service and for access to the local network. Local usage charges will apply in addition to the monthly charge for local calls originated and completed.

OMS is available for residence and business customers on an individual local exchange access arrangement basis where central office capabilities exist. This service is offered in the exchanges listed on Sheet 4D. Customers will have 60 days from the date OMS service becomes available to convert to OMS without a service charge.

Applicable service charges, specified in Section 13 for changing a central office line, will apply to each line changed to or from OMS after the initial 60 day conversion grace period. Service charges, as specified in Section 13, will apply for establishing or adding additional services.

Regular flat rate service and measured rate service will not be terminated in the same key or PBX/PABX system.

The monthly rates for OMS do not include the provision of monthly billing detail. When billing detail is furnished, an additional charge of $1.00 per month plus $.20 per bill page will be assessed. A one time "service order" charge will apply.

	Rate Per Month	Charge Per Bill Page
Measured Service Detail Billing		
Furnishes the customer with a detail printout of local calls made each month.		
Detail Billing Measured Service (1)	$ 1.00	$ .20

When two or more Optional Measured Services are combined billed, usage for all OMS lines or trunks is aggregated to the main billing number. When non-aggregated usage for each associate number is furnished, a monthly charge of $1.00 per associate number will be assessed.

	Rate Per Month
Associate Number Non-Aggregation	
Furnishes the customer with usage for each associate number, per associate number (2)	$ 1.00

(1) See Section 13 for applicable service charges.
(2) Applicable only in exchanges converted to Universal Measured Service (UMS) billing.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE (Cont'd)

Measured Service Components

Frequency - A set up charge will be applied to each completed call. Rates for set ups are given in the rate table which follows.

Duration - Monthly billing is based on monthly cumulative minutes of use by distance bands with fraction of minutes rounded to the next higher minute.

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

Time-of-Day - Discount rates for time-of-day and day-of-week apply as outlined in this section of the tariff.

Optional Measured Service is offered to customers in the exchanges listed below, subject to availability of facilities up to 11 percent of the total residential network access lines in each exchange and 17 percent of the total business network access lines in each exchange.

Arcola
Azle
Bacliff
Baytown
Beach City
Carrollton
Crosby
Dickinson
Garland
Grapevine
Highlands
Huffman
Irving
Keller
Kemah
League City
(City of Webster)
Lewisville
Plano
Rowlett
Stafford
Wylie

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE (Cont'd)

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.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE (Cont'd)

Discount

The discount for the reduced rate period given in the Rate Discount and Application Period table following is expressed as a percent reduction of the sum of the Set Up and Per Minute charges calculated at the rates published in the usage rate table and is applied to message connections established during the period indicated in the Rate Discount and Application Period table.

The time when a connection is established determines whether full rate or discount rates apply.

In cases where a message begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.

Determining a Rate

Refer to the usage rate table. Select the applicable Band according to the appropriate mileage. Follow across the table to select the rate for the Set Up charge and Per Minute charge for OMS use between the calling and called exchange areas.

If the call is placed during a discount period as defined in the Rate Discount and Application Period table, apply the percent discount.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE (Cont'd)

Exchange Access		Monthly Rate
Optional Measured Service Local Exchange Access Arrangement		
Business	B1	$92.45 (I)
	B1	92.45 (I)
	BKL	92.45 (I)
	TRK	92.45 (I)
Residence	R1	25.00
	R1	25.00
	RKL	25.00

Usage Rates for Originated, Completed Calls

			Full Rate Period	
		Band	Set Up	Each Minute
Over	Up to and Including			
0	7 miles	A	$ .025	$ .015
7	14 miles	B	.035	.021
14	21 miles	C	.050	.030
21	28 miles	D	.070	.042
28		E	.090	.054

Mileages associated with the Inter Wire Center usage rates are measured wire center to wire center using the V & H Coordinates procedure.

Rate Discount and Application Period

11 P.M. - 8 A.M.(2) Monday through Friday ……40% Discount
11 P.M. Friday - 8 A.M.(2) Monday……..…… .40% Discount
All Day Jan. 1, July 4, Labor Day, Thanksgiving, and Christmas……..…… … 0% Discount

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.4 OPTIONAL EXTENDED METRO SERVICE

Optional Extended Metro Service (EMS) is offered in the following exchanges. For calling scope see Exchange Calling Scopes, 8. following.

The rates shown are in lieu of The Business Exchange Access Service Rates shown in 4.1.1 preceding.

	BUSINESS		
	B1	Manual Trunk	(1) Coin Line
Bartonville	$ 81.10	$ 97.70 **(D)**	--
Baytown	81.10	97.70 **(D)**	--
Beach City	81.10	97.70 **(D)**	--
Dallas/Fort Worth Airport	81.10	97.70 **(D)**	--
Grapevine	81.10	97.70 **(D)**	--
Highlands	81.10	97.70 **(D)**	--
Hitchcock/Santa Fe*	81.10	97.70 **(D)**	--
Irving	81.10	97.70 **(D)**	--
Keller	81.10	97.70 **(D)**	--
Lewisville	81.10	97.70 **(D)**	--
Mont Belvieu	81.10	97.70 **(D)**	--
Rosharon*	81.10	97.70 **(D)**	--
Willis*	81.10	97.70 **(D)**	--

* ELC Rate of $7.00 per B1, Manual Trunk or Coin Line, per month applies in addition to the rate shown.

(1) Rate includes Telephone Company-provided coin telephone.

(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.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.4 OPTIONAL EXTENDED METRO SERVICE (Cont'd)

Optional Extended Metro Service (EMS) is offered in the following exchanges. For calling scope see Exchange Calling Scopes, 8. following.

Rates shown are in lieu of The Business Exchange Access Rates shown in 4.1.1 preceding.

	BUSINESS	
	Automatic Trunk	DID Automatic Trunk
Bartonville	$ 140.35	$ 120.35
Baytown	140.35	120.35
Beach City	140.35	120.35
Dallas/Fort Worth Airport	140.35	120.35
Grapevine	140.35	120.35
Highlands	140.35	120.35
Hitchcock/Santa Fe*	140.35	120.35
Irving	140.35	120.35
Keller	140.35	120.35
Lewisville	140.35	120.35
Mont Belvieu	140.35	120.35
Rosharon*	140.35	120.35
Willis*	140.35	120.35

* ELC Rate of $7.00 per Trunk, per month applies in addition to the rate shown.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.4 OPTIONAL EXTENDED METRO SERVICE (Cont'd)

Optional Extended Metro Service (EMS) is offered in the following exchanges. For calling scope see Exchange Calling Scopes, 8. following.

The rates shown are in lieu of The Residence Exchange Access Service rates shown in 4.2.1 preceding.

	RESIDENCE
	R1
Bartonville	$ 41.50
Baytown	41.50
Beach City	41.50
Dallas/Fort Worth Airport	41.50
Grapevine	41.50
Highlands	41.50
Hitchcock/Santa Fe	41.50
Irving	41.50
Keller	41.50
Lewisville	41.50
Mont Belvieu	41.50
Rosharon	41.50
Willis	41.50

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.5 SPECIAL RATE AREA SERVICE (Cont'd)

Special Rate Area exchange access arrangement is offered in the following exchanges.

The rates shown are in lieu of the Business Exchange Access Service Rate shown in 4.1.1, preceding.

	BUSINESS (1)			
	B1	Manual Trunk **(D)**	Automatic Trunk	Coin-Line
AC&W (Ozona - Rural Zone 3) (2)	$ 28.95	$ 28.95 **(D)**	$ 38.95	--
Alamo Beach (Port Lavaca - Rural Zone 2)(2)	30.60	30.60	43.95	--
Bailey (Bonham - Rural Zone 4)(2)	29.95	29.95	39.95	--
Banquete (Robstown - Rural Zone 3)	42.95	42.95	46.95	--
Cape Caranchua (Palacios - Rural Zone 4)(2)	29.95	29.95	39.95	--
City By The Sea (Aransas Pass - Rural Zone 2)(2)	27.95	27.95	37.95	--
Corinthian Point (Willis - Rural Zone 3)(2)	31.60	31.60	44.95	--
Country Estates (Buda - Rural Zone 2)	27.95	27.95	37.95	--
Dodd City (Bonham - Rural Zone 3)(2)	28.95	28.95	38.95	--
Driscoll (Robstown - Rural Zone 3)	42.95	42.95 **(D)**	46.95	--
Ellinger (Fayetteville - Rural Zone 3)	31.60	31.60 **(D)**	44.10	--
Gallatin (Rusk - Rural Zone 3)(2)	31.60	31.60	44.10	--
Goldenwood (Dripping Springs - Rural Zone 4)	29.95	29.95	39.95	$ 25.90
Greenwood Acres (Tow-Rural Zone 3)(3)	31.60	32.35	45.35	--
Harmon Hills (Dripping Springs - Rural Zone 2)	27.95	27.95	44.10	--
La Grulla (Rio Grande City - Rural Zone 4)(2)	29.95	29.95	39.95	--
Lake Conroe (Willis - Rural Zone 3)(2)	31.60	31.60	44.10	--
Liberty City (Kilgore - Rural Zone 3)	35.95	35.95	45.95	--
Little Otey (Rosharon-Rural Zone 1)(2)	30.60	30.60	43.10	--
Luella (Sherman - Rural Zone 3)	35.95	35.95	45.95	--
Magnolia Beach (Port Lavaca - Rural Zone 3)(2)	31.60	31.60	44.10	--
Mountain City Oaks (Kyle - Rural Zone 2)(2)	27.95	27.95	37.95	--
Orchard (Wallis - Rural Zone 3)(2)	28.95	28.95	38.95	--
Sebastian (Lyford - Rural Zone 3)	31.60 (I)	31.60 **(D)**	44.10	--

(1) Rates include Zone Mileage Charges.
(2) ELC Rate of $7.00 per B1/Trunk/Coin Line, per month applies in addition to the rate shown.
(3) ELC Rate of $2.88 per B1/Trunk/Coin Line, per month applies in addition to the rate shown.

(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.

LOCAL EXCHANGE SCHEDULES

4. RATES (Cont'd)

4.5 SPECIAL RATE AREA SERVICE (Cont'd)

Special Rate Area exchange access arrangement is offered in the following exchanges.

The rates shown are in lieu of The Business Exchange Access Service Rates shown in 4.1.1 preceding.

	BUSINESS (1)			
	B1	Manual Trunk	Automatic Trunk	Coin Line
Sherwood Shores (Gordonville-Rural Zone 3)(2)	$ 28.95	$ 28.95 **(D)**	$ 38.95 **(D)**	--
Southmayd (Sherman - Rural Zone 3)	35.95	35.95	45.95	--
Steele Store (Bryan - Rural Zone 4)	32.60	32.60	45.10	--
Val Verde Estates (Del Rio - Rural Zone 2)	27.95	27.95 **(D)**	37.95 **(D)**	--

(1) Rates include Zone Mileage Charges.
(2) ELC Rate of $7.00 per B1/Trunk per month applies in addition to the rate shown.

(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.

LOCAL EXCHANGE SCHEDULES

5. METROPOLITAN CALLING AREAS

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

5.1 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 Texas exchange of Hutto and EMS customers in the Frontier Southwest exchange of Dale-Lytton Springs and those customers in the Frontier 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.

5.2 CORPUS CHRISTI METRO

Corpus Christi Calallen Clarkwood Flour Bluff Padre Island	The Local Calling Area of the Corpus Christi Metropolitan exchanges also consists of the Frontier Southwest Exchange of Odem. In addition, the Frontier Southwest Exchange of Robstown has local calling to only the Corpus Christi, Calallen and Clarkwood zones of the Corpus Christi Metro Area. Unlimited local flat-rate calling is provided between all telephones within the local calling area.

LOCAL EXCHANGE SCHEDULES

5. METROPOLITAN CALLING AREAS (Cont'd)

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

5.3 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 Frontier 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 Frontier 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.

5.4 FORT WORTH METRO

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

The Local Calling Area of the Fort Worth Metropolitan Exchange also consists of the Frontier 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 customers subscribing to EACS in the Allen and Rockwall exchanges of AT&T. It also includes those customers subscribing to EMS in the Frontier Southwest exchanges of Irving, Lewisville, D/FW Airport Reno and Springtown. EMS customers of the Rhome exchanges of Central Telephone Company of Texas and EMS customers of the Tolar, Godley, Acton and Cresson exchanges of Texas Windstream. 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.

LOCAL EXCHANGE SCHEDULES

5. METROPOLITAN CALLING AREAS (Cont'd)

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

5.5 HOUSTON METRO

AT&T Principle and First Zone	AT&T Second Zone	Frontier, Embarq & Windstream Second Zone	Frontier & Embarq Third Zone
Houston	Apollo	Arcola (Frontier)	Crosby (Frontier)
Airline	Bammel	Atascocita (Embarq)	Huffman (Frontier)
Aldine	Barker	Humble-S. Humble (Embarq)	Porter (Embarq)
Alief	Friendswood	Kingwood (Embarq)	League City (Frontier)
Blue Ridge	Lake Houston	Stafford (Frontier)	Kemah (Frontier)
Buffalo	Langham Creek	Sugarland (Windstream)	Bacliff (Frontier)
Channelview	La Porte		Dickinson (Frontier)
Deer Park	Manvel		
East Houston	Satsuma	Nassau Bay (Frontier TXC)	
Ellington	Seabrook		
Jersey Village	Sheldon		
Pearland	Westfield		

Mandatory Houston Metropolitan Exchange (Houston ME) Calling Scope (EAS) -
The following exchanges have mandatory EAS to ALL exchanges in the Houston Metropolitan Exchange (as listed above) in addition to exchanges listed in the "Schedule of Exchanges" section of the tariff (were applicable):
Arcola, Bacliff, Crosby, Dickinson, Huffman, Kemah, League City and Stafford.

Optional Houston Extended Metro Service (Houston EMS) Calling Scope:
Houston Metropolitan Exchange (Houston ME) and Other Contiguous Exchanges (See Schedule of Exchanges for additional EAS calling points) –
Baytown – Opt. EMS – Houston ME Calling Area less Embarq's Second Zone Exchanges, Nassau Bay and all of the Third Zone Exchanges.

Beach City – Opt. EMS – Houston ME Calling Area less Nassau Bay and all of the Third Zone Exchanges.

Highlands – Opt. EMS – Houston ME Calling Area less Embarq's Second Zone Exchanges, Nassau Bay, and all of the Third Zone Exchanges.

Hitchcock/Sante Fe – Opt. EMS – Houston ME Calling Area less all Third Zone Exchanges, plus the AT&T Exchanges of Alvin and Liverpool and the Verizon Exchanges of Bacliff, Kemah, and League City.

Mount Belvieu – Opt. EMS – Houston ME Calling Area less Embarq's Second Zone Exchanges, Nassau Bay, and all of the Third Zone Exchanges.

Rosharon – Opt. EMS – Houston ME Calling Area less Embarq's Second Zone Exchanges and all of the Third Zone Exchanges, plus the exchanges of Alvin, Liverpool and Smithers Lake.

Willis – Opt. EMS – Spring plus Houston ME Calling Area less Embarq's Second Zone Exchanges, Nassau Bay, and Embarq's Third Zone Exchanges.

5. METROPOLITAN CALLING AREAS (Cont'd)

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

5.6 SAN ANTONIO METRO

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
Sayers

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 Frontier Southwest. Unlimited local flat-rate calling is provided between all telephones within the local calling area.

LOCAL EXCHANGE SCHEDULES

5. METROPOLITAN CALLING AREAS (Cont'd)

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

5.7 WACO METRO

Waco
Axtell
China Spring
Eddy
Gholson
Hallsburg
Leroy
Lorena
Mart
McGregor
Moody
Rosenthal
South Bosque
West

The Local Calling Area of the Waco Metropolitan Exchange also consists of those customers subscribing to EACS in the Oglesby and Marlin exchange of AT&T and those customers subscribing to EACS in the Valley Mills exchange of Texas Windstream, Inc., and those customers subscribing to EMS in the Riesel exchange of Windstream. Unlimited local flat-rate calling is provided between all telephones within the local calling area.

Unlimited local flat-rate calling is also provided between: McGregor Zone and Oglesby exchange of AT&T.

LOCAL EXCHANGE SCHEDULES

6. 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 Texas 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. 14)	$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.

* 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).

6. LIFELINE SERVICE (Cont'd)

General (Cont'd)

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 and wish to change to Lifeline Service.

6. LIFELINE SERVICE (Cont'd)

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.

LOCAL EXCHANGE SCHEDULES

6. LIFELINE SERVICE (Cont'd)

Toll Restriction

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

LOCAL EXCHANGE SCHEDULES

6. LIFELINE SERVICE (Cont'd)

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.

(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

(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:

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

(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.

(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.

(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.

LOCAL EXCHANGE SCHEDULES

6. LIFELINE SERVICE (Cont'd)

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 provide a list of customers to the LIDA. LIDA will match the names with the Texas 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.

Local Exchange Schedules

7. LOCAL CALLING PLANS

General

Local Calling Plans (LCP) are designed to expand the calling scope of specific exchanges to include certain other exchanges or calling areas. Rates charged for Local Calling Plans are in addition to Local Exchange Access rates and any applicable ELC rates as specified in Section 8. of this tariff. ELC rates only apply to LCPs for Business with rates shown under the Business column, ELC rates, of Section 8. following.

Service Description

Local Calling Plans providing extended calling to designated calling areas are available to single and multi-line business and residence customers in the following exchanges:

LCP Exchange	Designated Calling Area
Buda[1]	Austin Metropolitan Exchange
Dripping Springs[1]	Austin Metropolitan Exchange
Denton[2]	Dallas Metropolitan Exchanges Bartonville, DFW Airport, Grapevine, Keller, Lake Dallas
Argyle[2] Justin[2]	Argyle, Bartonville, Carrollton, D/FW Airport, Garland, Grapevine, Irving, Justin, Keller, Lewisville, Plano, Rowlett and Wylie
Boerne[1]	San Antonio Metropolitan Exchange
Georgetown[1]	Austin Metropolitan Exchange
Somerset[1]	San Antonio Metropolitan Exchange
Kyle[1]	Austin Metropolitan Exchange
Wimberley[1]	Dripping Springs and Austin Metropolitan Exchange
LaVernia[1]	San Antonio Metropolitan Exchange

[1] CCP, PCP and PPCP available
[2] Only Premium Plus Calling Plan (PPCP) offered

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Service Description (Cont'd)

LCP Exchange	Designated Calling Area
LaFeria[3] Lyford (see Exception below)[3] Raymondville[3] Santa Rosa[3] Weslaco[3]	Brownsville, Donna, Edcouch, Edinburg, Harlingen, LaFeria, Los Fresnos, Lyford, McAllen, Mercedes, Mission, Pharr, Port Isabel, Raymondville, Rio Hondo, San Benito, Santa Rosa, Sullivan City and Weslaco
Charlotte[1]	San Antonio Metropolitan Exchange
Jourdanton[1]	San Antonio Metropolitan Exchange

[1]CCP, PCP and PPCP available

[3]Only Premium Calling Plan (PCP) offered.

EXCEPTION: LYFORD customers subscribing to this service will dial the Area Code and the seven-digit telephone number in order to call customers in the designated calling area.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Service Description (Cont'd)

LCP Exchanges	Designated Calling Area
DFW Calling Plan[1] Argyle, Azle, Bartonville, Carrollton DFW Airport, Denton, Garland, Grapevine, Irving, Justin, Keller, Lewisville, Pilot Point, Plano, Rowlett, Wylie	(DFW Calling Plan) Includes each of the exchanges to the left and Acton, Allen, Alvarado, Anna, Aubrey, Avalon, Bardwell, Bristol, Blue Ridge, Caddo Mills, Cash, Celina, Cleburne, Combine, Crandall, Cresson, Dallas, Ennis, Farmersville, Ferris, Forney, Fort Worth, Frisco, Glen Rose, Granbury, Godley, Greenville, Kaufman, Italy, Lake Dallas, Maypearl, Mckinney, Merit, Milford, Midlothian, Nevada/Josephine, Palmer, Princeton, Prosper, Quinlan, Red Oak, Reno, Rhome, Rockwall, Royce City, Springtown, Tawakoni, Terrell, Venus, Waxahachie, Weatherford, Wilmer, Wills Point

[1] PCP only.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Service Description (Cont'd)

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.

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.

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.

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 tariff.

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.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Regulations (Cont'd)

Minimum contract period for Local Calling Plans is 30 days.

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 Local Calling Plans, all lines in the hunt line arrangement must subscribe to the same Calling Plan option.

Vacation service is only available to the flat-rated Local Calling Plans.

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 Section 13 of this tariff 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.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Community Calling Plan (CCP)*

The following monthly charge applies to all customer accounts subscribing to CCP.	Monthly Rate
	$ 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.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Rates

MESSAGE RECORDING

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

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

(1) See Section 13 for applicable charges.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Rates (Cont'd)

UNLIMITED SERVICE

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

The rates are applicable on a per line or per trunk basis.

Monthly Rates

	PREMIUM CALLING PLAN	PREMIUM PLUS CALLING PLAN
BUDA AND DRIPPING 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
ARGYLE, DENTON AND JUSTIN		
Business - One Party	N/A	52.50
Key Line	N/A	52.50 **(D)**
Automatic Trunk	N/A	52.50
Centrex and CustoPAK (per line)	N/A	20.00
Residence		
R1	N/A	22.50

(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.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Rates (Cont'd)

UNLIMITED SERVICE (Cont'd)

	Monthly Rates	
	PREMIUM CALLING PLAN	PREMIUM PLUS CALLING PLAN
BOERNE		
Business - One Party	36.70	73.35
Key Line*	87.75 (I)	85.80
PBX	59.95	119.85
Centrex and CustoPAK (per line)	10.00	20.00
Residence		
R1	16.75	33.45

(*) 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.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Rates (Cont'd)

	Monthly Rates	
	PREMIUM CALLING PLAN	PREMIUM PLUS CALLING PLAN
GEORGETOWN		
Business -One Party	$33.35	$66.65
Key Line*	87.75 (I)	78.00
PBX	54.50	108.95
Centrex and CustoPAK (per line)	10.00	20.00
Residence		
R1	15.20	30.40
SOMERSET		
Business - One Party	33.35	66.65
Key Line*	39.00	78.00
PBX	54.50	108.95
Centrex and CustoPAK (per line)	10.00	20.00
Residence		
R1	15.20	30.40
KYLE		
Business -One Party	36.70	73.35
Key Line*	42.90	85.80
PBX)	59.95	119.85
Centrex and CustoPAK (per line)	10.00	20.00
Residence		
R1	16.75	33.45
WIMBERLEY		
Business - One Party	36.70	73.35
Key Line*	42.90	85.80
PBX	59.95	119.85
Centrex and CustoPAK (per line)	10.00	20.00
Residence		
R1	16.75	33.45

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LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Rates (Cont'd)

	Monthly Rates	
	PREMIUM CALLING PLAN	PREMIUM PLUS CALLING PLAN
LAVERNIA		
Business - One Party	$ 33.35	$ 66.65
Key Line*	39.00	78.00
PBX	54.50	108.95
Centrex and CustoPAK (per line)	10.00	20.00
Residence		
R1	15.20	30.40
LAFERIA, LYFORD, RAYMONDVILLE, SANTA ROSA, AND WESLACO		
Business - One Party	50.00	N/A
Key Line*	87.75 (I)	N/A
PBX	50.00	N/A
Centrex and CustoPAK (per line)	10.00	N/A
Residence		
R1	25.00	
CHARLOTTE		
Business - One Party	36.70	73.35
Key Line*	42.90	85.80
PBX	59.95	119.85
Residence		
R1	16.75	33.45
JOURDANTON		
Business - One Party	36.70	73.35
Key Line*	87.75 (I)	85.80
PBX	59.95	119.85
Residence		
R1	16.75	33.45

(*) 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.

LOCAL EXCHANGE SCHEDULES

7. LOCAL CALLING PLANS (Cont'd)

Rates (Cont'd)

	Monthly Rates		
	PREMIUM CALLING PLAN		PREMIUM PLUS CALLING PLAN
DFW CALLING PLAN			
Business	$ 99.10	(I)	N/A
Residence	30.00		N/A
Existing Optional Extended Metro Service and PPCP Customers[1]			
Business	30.00		N/A
Residence	15.00		N/A

[1] For these reduced rates customers must continue to subscribe to Optional Extended Metro Service or PPCP.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area
Agua Dulce	1	2	$3.50	$7.00	Alice (ATT), Robstown (VZ), Bishop (VZ), Orange Grove (VZ)
Aransas Pass *	1	2	$3.50	$7.00	Ingleside (VZ), Portland (VZ), Rockport (ATT), Bayside (ATT), Taft (VZ)
Arcola*	1	6	N/A	N//A	Houston ME(ATT)
Argyle*	1	3	$2.39	$4.77	Denton (VZ), Justin (VZ), Aubrey (ATT), Pilot Point (VZ), Ponder (EQ), Bartonville (VZ)
Azle *	1	6	N/A	N//A	Ft. Worth ME, Rhome (Central)
Bacliff *	1	6	N/A	N//A	Alvin(ATT), Apollo(ATT), Seabrook(ATT), Dickinson(VZ), Kemah(VZ), League City (VZ), Nassau Bay(VZ), Houston ME
Ballinger*	1	3	$3.50	$7.00	Paint Rock (VZ), Norton (Taylor), San Angelo (VZ), Winters (VZ), Bronte (VZ), Crews (Taylor), Eden (VZ), Miles (VZ), Rowena (VZ), Wingate (Taylor)
Bangs*	1	5	N/A	N//A	Brownwood (VZ), Lake Brownwood (VZ)
Barnhart	1	2	$3.50	$7.00	San Angelo (VZ), Mertzon (VZ), Big Lake (VZ), Ozona (VZ), Sterling City (VZ)
Bartonville*	1	3	N/A	N//A	Argyle (VZ), Pilot Point (VZ), Ponder (EQ) [Opt EMS to Denton (VZ), Justin (VZ), DFW Airport (VZ), Grapevine (VZ), Keller (VZ), Lake Dallas(CTLD), Dallas ME(ATT)]
Baytown *	1	6	N/A	N//A	Anahuac (Alltel), Dayton (ATT), Double Bayou (Alltel), Hankamer (Altel), Smith Point (Alltel), Wallisville (Tex-All), Highlands (VZ), Houston (Central, Channelview, Deer Park, and LaPorte Zones) Beach City (VZ), Mont Belvieu (VZ), Crosby (VZ), [Opt Houston EMS(ATT)]
Beach City *	1	5	N/A	N//A	Anahuac (Alltel), Dayton (ATT), Baytown (VZ), Mont Belvieu (VZ), Highlands (VZ), [Opt Houston EMS(ATT)]
Ben Wheeler	1	4	$3.50	$7.00	Canton(VZ), Jackson(VZ), Myrtle Springs(VZ), Oakland(VZ), Athens (EQ), Brownsboro-Edom (EQ), Bullard (EQ), Chandler (EQ), Edgewood (ATT), Eustace (EQ), Frankston (EQ), Grand Saline (VZ), Lake Palestine East (EQ), Martins Mill (EQ), Murchison (EQ), Wills Point (ATT), Van (VZ), Tyler (ATT)
Big Lake	1	2	$3.50	$7.00	Barnhart(VZ), Mertzon(VZ), San Angelo(VZ), Ozona(VZ), Sterling City(VZ)
Bishop*	1	2	$3.50	$7.00	Alice(ATT), Kingsville(ATT), Robstown(VZ), Agua Dulce(VZ)
Blanco*	1	3	N/A	N//A	Johnson City (VZ)
Blanket	1	4	N/A	N//A	Brownwood(VZ), May (WS)
Blessing	1	2	$3.50	$7.00	Palacios(VZ), Markham (GNDO), Bay City(ATT), El Campo(ATT), La Ward(LWRD)

* Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group		ELC Rates		Local Calling Area
	Res	Bus	Res	Bus	
Bloomington-Placedo	1	2	$3.50	$7.00	Victoria(ATT), Edna(ATT), Port Lavaca(VZ), Tivoli(VZ), Point Comfort(VZ), Seadrift(VZ), Vanderbilt(VZ)
Boerne *	1	3	N/A	N//A	Balcones(GVTC), Kenberg(GVTC), Sabina (GVTC),
Bonham *	1	2	$3.50	$7.00	Denison(ATT), Greenville(ATT), McKinney(ATT), Paris(ATT), Sherman(VZ), Bells-Savoy(VZ), Celeste(VZ), Ector(VZ), Honey Grove(ATT), La Donia(ATT), Leonard(VZ), Telephone(VZ), Trenton(VZ), Van Alstyne(VZ), Whitewright(VZ), Windom(VZ), Wolfe City(ATT)
Brady *	1	3	N/A	N//A	Melvin(Central), Voca(Central), Rochelle(Central), Lohn(Central), Mercury(Central), Doole(Central), Eden(VZ)
Bronte	1	2	$3.50	$7.00	San Angelo(VZ), Ballinger(VZ), Robert Lee(VZ), Abilene(ATT), Blackwell(WS), Miles(VZ), Sterling City(VZ), Wingate(Taylor), Winters(VZ)
Brownwood *	1	4	N/A	N//A	Lake Brownwood(VZ), Bangs(VZ), Blanket(VZ), Zephyr(VZ), Cross Plains (WS), May (WS), Rising Star (WS)
Bryan-College Station*****	1	3	N/A	N//A	Snook-Tunis(VZ), Centerville(WS), Anderson (EQ), Bedias (WS), Bremond (EQ), Caldwell (VZ), Calvert (ATT), Centerville (WS), Deanville (VZ), Franklin (WS), Hearne (ATT), Hilltop Lakes (WS), Iola (WS), Kurten (VZ), Leona (WS), Madisonville (ATT), Marquez (WS), Milano (EQ), Navasota (EQ), Normangee (WS), North Zulch (WS), Plantersville (EQ), Richards (EQ), Shiro (EQ), Somerville (VZ), Washington (EQ)
Buda *	1	2	N/A	N//A	Dale-Lytton Springs(VZ), Fentress(VZ), Kyle(VZ)
Caldwell*	1	4	$3.50	$7.00	Bryan-College Station(VZ), Milano(EQ), Deanville(VZ), Snook-Tunis(VZ), Somerville(VZ)
Canton *	1	3	$3.50	$7.00	Ben Wheeler(VZ), Jackson(VZ), Myrtle Springs(VZ), Oakland(VZ), Athens(EQ), Edgewood(ATT), Grand Saline(VZ), Mabank(EQ), Martins Mill(EQ), Terrell(ATT), Wills Point(ATT), Tyler(ATT), Payne Springs(EQ), Brownsboro-Edom(EQ), Eustace(EQ), Murchison(EQ), Van(VZ)
Carlsbad	1	5	N/A	N//A	San Angelo (VZ), Sterling City (VZ), Water Valley (VZ)
Carrollton*****	1	6	N/A	N//A	Dallas ME
Charlotte	1	2	$3.50	$7.00	Jourdanton(VZ), Pleasanton(ATT), Poteet(ATT), Christine(ATT)
Christoval	1	2	$3.50	$7.00	San Angelo(VZ), Eldorado(VZ)
Coleman *	1	2	N/A	N//A	Crews(Taylor), Cross Plains(WS), Lawn(Taylor), Valera(CCTCI)
Collinsville*	1	2	$3.50	$7.00	Gainesville(ATT), Howe(VZ), Sherman(VZ), Whitesboro(VZ), Aubrey(ATT), Dorchester(VZ), Gunter(VZ), Pilot Point(VZ), Tioga(VZ), Van Alstyne(VZ)

***** Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Bus	ELC Rates Res	Bus	Local Calling Area
Comanche *	1	3	N/A	N//A	Hasse Proctor(CMNC), Newburg(CMNC), Sidney(CMNC), Gustine(VZ), May (WS), Pottsville (EQ)
Crosby *	1	6	N/A	N//A	Highlands(VZ), Baytown(VZ), Houston ME, Daytown (ATT)
Dallas/Ft. Worth Airport*	-	6	N/A	N//A	Dallas ME(ATT), [Opt Ft. Worth ME(ATT)]
Deanville	1	4	$3.50	$7.00	Caldwell(VZ), Snook-Tunis(VZ), Somerville(VZ), Bryan-College Station(VZ)
Del Rio *	1	2	N/A	N//A	Vinegaroon (STTC)
Denton *****	1	2	N/A	N//A	No EAS or ELC in this exchange.
Dickinson *	1	6	$1.98	$3.96	Texas City/LaMarque(ATT), Hitchcock-Santa Fe(VZ), Bacliff(VZ), Kemah(VZ), League City(VZ), Nassau Bay(VZ), Apollo(ATT), Friendswood(ATT), Alvin(ATT), Houston ME
Dilley	1	3	$2.04	$4.09	Millett(VTCI), Cotulla(ATT), Pearsall(ATT), Big Wells(ATT)
Dime Box	1	4	N/A	N//A	Giddings(VZ), Lexington(VZ)
Dripping Springs*	1	2	N/A	N//A	No EAS or ELC in this exchange.
East Bernard*	1	2	$3.50	$7.00	Beasley(CCFB), Eagle Lake(ATT), Garwood(ATT), Glen Flora(EQ), Valley Lodge(ATT), Rosenberg/Richmond(ATT), Wallis(VZ), Wharton(ATT), Needville(CCFB)
Ector	1	2	$3.50	$7.00	Bonham(VZ), Sherman(VZ), Denison (ATT), Bells-Savoy(VZ), Van Alstyne(VZ), Windom(VZ)
Eden	1	2	$3.50	$7.00	Ballinger(VZ), Brady(VZ), Menard(VZ), Miles(VZ), Paint Rock(VZ), San Angelo(VZ), Rowena(VZ)
Eldorado	1	2	$3.50	$7.00	Christoval(VZ), San Angelo(VZ), Sonora(VZ), Mertzon(VZ), Ozona(VZ)
Falfurrias*	1	3	$3.50	$7.00	Alice(ATT), , Kingsville(ATT), Premont(VZ), Encino(VTCI), Concepcion(GVTC)
Fayetteville	1	3	N/A	N//A	La Grange(VZ)
Fredricksburg*	1	3	N/A	N//A	Doss, Stonewall(VZ), Willow City(VZ)
Garland*	1	6	N/A	N//A	Dallas ME(ATT)
George West*	1	3	$2.87	$5.74	Three Rivers(VZ), Beeville(ATT), Mathis(ATT), Pawnee(EQ), Tilden (VTCI)
Georgetown *	1	2	N/A	N//A	Coupland (VZ), Florence (EQ), Jarrell (VZ).
Giddings *	1	3	N/A	N//A	Northrup(VZ), Dime Box(VZ), Lexington(VZ), Paige (VZ)
Gilmer *	1	4	$3.50	$7.00	Gladewater(VZ), Kilgore(VZ), Longview(ATT), Ore City(ETX), Pittsburg(ATT), Tyler(ATT), Big Sandy(VZ), Harleton(ETX), Hawkins(VZ), Pine Mills(VZ), Red Springs(VZ), Bettie(ETX), Pine Acres(ETX), Pritchett(ETX), Rosewood(ETX)

***** Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Bus	ELC Rates Res	Bus	Local Calling Area
Gladewater *	1	2	$3.50	$7.00	Longview(ATT), Tyler(ATT), Gilmer(VZ), Big Sandy(VZ), Kilgore(VZ), Hallsville(VZ), Pine Acres(ETX), Pittsburg(ATT), Owentown(ATT), Pritchett(ETX), Red Springs(VZ)
Goldthwaite*	1	3	N/A	N//A	Big Valley(Central), Mullin(Central), Priddy(Central), Star(Central)
Gonzales *	1	3	N/A	N//A	Smiley(VZ), Nixon(VZ), Shiner(ATT), Waelder(GVTC), Westhoff(GVTC), Cost(GVTC), Saturn(GVTC), Leesville(GVTC)
Gordonville*	1	2	$3.50	$7.00	Denison(ATT), Gainesville(ATT), Pottsboro(ATT), Sherman(VZ), Whitesboro(VZ), Gunter(VZ)
Grand Saline*	1	2	$3.50	$7.00	Canton(VZ), Wills Point(ATT), Van(VZ), Tyler(ATT), Jackson(VZ), Mineola(ATT), Murchison(EQ), Alba(VZ), Ben Wheeler(VZ), Brownsboro-Edom(EQ), Edgewood(ATT), Myrtle Springs(VZ), Golden(Peop), Oakland(VZ)
Granger	1	4	N/A	N//A	Taylor(ATT), Jarrell (VZ)
Granite Shoals *	1	4	N/A	N//A	Burnet(VZ), Kingsland(VZ), Marble Falls(VZ), Buchanan Dam (VZ),
Grapevine*	1	6	N/A	N//A	Ft. Worth ME(ATT), [Opt. Dallas ME(ATT)]
Gunter	1	3	$3.50	$7.00	Sherman(VZ), Howe(VZ), Dorchester(VZ), Allen(ATT), Anna(ATT), Aubrey(ATT), Bells-Savoy(VZ), Blue Ridge(VZ), Celina(ATT), Collinsville(VZ), Denison(ATT), Denton(VZ), Frisco(ATT), Gainesville(ATT), Gordonville(VZ), McKinney(ATT), Pilot Point(VZ), Pottsboro(ATT), Princeton(ATT), Prosper(ATT), Sanger(EQ), Tioga(VZ), Tom Bean(VZ), Trenton(VZ), Whitesboro(VZ), Whitewright(VZ), Van Alstyne(VZ)
Gustine	1	3	N/A	N//A	Comanche(VZ)
Hallsville*	1	2	$3.50	$7.00	Gladewater(VZ), Kilgore(VZ), Longview(ATT), Marshall(ATT), Harleton(ETX)
Henderson *	1	4	$3.50	$7.00	Good Springs(ESTX), Laneville(ESTX), Minden(ESTX), Oak Hill(ESTX), Pine Hill(ESTX), Turnertown(VZ), Kilgore(VZ), Longview(ATT), Tyler(ATT), Arp(EQ), Beckville(WS), Carthage(ATT), Cushing(WS), Gary(WS), Mount Enterprise(ESTX), New London(EQ), New Summerfield(VZ), Overton(EQ), Price(EQ), Reklaw(WS), Tatum(TatumTel), Troup(EQ)
Highlands *	1	6	N/A	N//A	Baytown(VZ), Houston (Central, Channelview, and Sheldon Zones), Crosby(VZ), Beach City(VZ), Dayton (ATT), [Opt Houston EMS]
Hitchcock-Santa Fe *	1	5	$3.50	$7.00	Galveston(ATT), Dickinson(VZ), Texas City, La Marque(ATT), [Opt. Houston EMS(ATT)]
Howe*	1	2	$3.50	$7.00	Denison(ATT), McKinney(ATT), Pottsboro(ATT), Sherman(VZ), Whitewright(VZ), Collinsville(VZ), Van Alstyne(VZ), Dorchester(VZ), Gunter(VZ), Pilot Point(VZ), Tom Bean(VZ)

***** Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area
Huffman *	1	6	N/A	N/A	Houston ME(ATT), Dayton (ATT)
Ingleside *	1	2	$3.50	$7.00	Aransas Pass(VZ), Portland(VZ), Rockport(ATT), Sinton(ATT), Taft(VZ)
Irving *****	1	6	N/A	N//A	Dallas ME(ATT), [Option Ft. Worth ME(ATT)]
Jackson	1	4	$5.00	$8.50	Ben Wheeler(VZ), Canton(VZ), Myrtle Springs(VZ), Oakland(VZ), Athens(EQ), Edgewood(ATT), Grand Saline(VZ), Kaufman(EQ), Mabank(EQ), Martins Mill(EQ), Payne Springs(EQ), Terrell(ATT), Tyler(ATT), Wills Point(ATT), Brownsboro-Edom(EQ)
Jacksonville *	1	2	$3.50	$7.00	Tyler(ATT), Rusk(VZ), Alto(CCT), Bullard(EQ), Cushing(WS), Frankston(EQ), Goodsprings(ESTX), Hudson(ESTX), Maydelle(ESTX), Montalba(EQ), Neches(EQ), New Summerfield(VZ), Price(EQ), Reklaw(WS), Troup(EQ)
Jarrell*	1	2	$3.50	$7.00	Georgetown(VZ), Buckholts(EQ), Copperas Cove(EQ), Fort Hood(EQ), Heidenheimer(EQ), Holland(EQ), Killeen(EQ), Little River/Academy(EQ), Rogers(WS), Bertram(VZ), Briggs(VZ), Burnet(VZ), Granger(VZ), Hutto(EQ), Lampasas(ATT), Liberty Hill(ATT), Rockdale(ATT), San Gabriel(VZ), Taylor(ATT), Thorndale-Thrall(VZ), Salado(EQ), Florence(EQ), Bartlett(ATT), Belton(ATT), Temple(ATT)
Johnson City	1	3	N/A	N//A	Round Mountain(VZ), Blanco(VZ)
Jourdanton *	1	4	N/A	N//A	Pleasanton(ATT), Poteet(ATT), Charlotte (VZ), Christine (ATT), Tilden (VTCI), San Miguel(VTCI)
Junction	1	3	N/A	N//A	London(VZ)
Justin*	1	2	$1.39	$2.78	Denton(VZ), Argyle(VZ), Aubrey(ATT), Pilot Point(VZ), Ponder(EQ), Rhome(Central)
Keller *****	1	6	N/A	N//A	Ft. Worth ME(ATT), [Opt. Dallas ME(ATT)]
Kemah *	1	6	N/A	N//A	Alvin(ATT), Bacliff(VZ), Dickinson(VZ), League City(VZ), Apollo(ATT), Seabrook(ATT), Nassau Bay(VZ), Houston ME
Kilgore *	1	5	N/A	N//A	Longview(ATT), Tyler(ATT), Laneville (ESTX), Mt. Enterprise (ESTX), Arp (EQ), Gilmer (VZ), Gladewater (VZ), Good Springs (ESTX), Hallsville (VZ), Henderson (VZ), Laneville (ESTX), Minden (ESTX), New London (EQ), Oak Hill (ESTX), Overton (EQ), Owenton (ATT), Price (EQ), Turnertown (VZ), Pine Hill (ESTX)
Kingsland *	1	4	$3.50	$7.00	Buchanan Dam(VZ), Burnet(VZ), Marble Falls(VZ), Llano-West Llano(VZ), Tow(VZ), Granite Shoals(VZ)
Kurten	1	2	$3.50	$7.00	Bryan-College Station(VZ), Franklin(WS), Normangee(WS), North Zulch(WS)
Kyle*	1	2	$3.50	$7.00	Buda(VZ), San Marcos(CTSM), Fentress(VZ)
La Feria *	1	5	N/A	N//A	Santa Rosa(VZ), Mercedes(ATT), Harlingen(ATT)

***** Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Bus	ELC Rates Res	Bus	Local Calling Area
La Grange *	1	4	N/A	N//A	Hostyn(CVTC), Flatonia (ATT)), Weimar(VZ)
Lake Brownwood*	1	4	N/A	N//A	Brownwood(VZ), Bangs(VZ), May (WS), Rising Star (WS)
LaVernia*	1	2	$3.50	$7.00	Floresville(VZ), Seguin(ATT), Sutherland Springs(VZ), Gillette(VZ), Kosciusko(VZ)
League City *	1	6	N/A	N//A	Dickinson(VZ), Bacliff(VZ), Kemah(VZ), Apollo(ATT), Friendswood(ATT), Nassau Bay(VZ), Alvin(ATT), Houston ME(ATT)
Leonard*	1	2	$3.50	$7.00	Bonham(VZ), Greenville(ATT), Trenton(VZ), Celeste(VZ), Tom Bean(VZ), Wolfe City(ATT), McKinney(ATT), Allen(ATT), Denison(ATT), Sherman(VZ), Blue Ridge(VZ), Bells-Savoy(VZ), Van Alstyne(VZ)
Lewisville*****	1	6	N/A	N//A	Dallas ME(ATT), [Opt. Ft. Worth ME(ATT)]
Lexington	1	4	N/A	N//A	Dime Box(VZ), Giddings(VZ), Coupland (VZ), McDade (VZ), Paige (VZ)
Llano/West Llano	1	4	N/A	N//A	Kingsland(VZ), Tow(VZ), Buchanan Dam (VZ)
London	1	3	N/A	N//A	Junction(VZ)
Lyford*	1	3	N/A	N//A	Raymondville(VZ), Stillman(VTCI), LaSara(VTCI), San Perlita (VCTI)
Marble Falls *	1	4	N/A	N//A	Burnet(VZ), Granite Shoals(VZ), Buchanan Dam(VZ), Bertram (VZ), Kingsland (VZ), Tow (VZ)
Mason	1	3	N/A	N//A	Fredonia(HCTC), Katemcy(HCTC), Streeter(HCTC), Pontotoc(HCTC)
Menard	1	2	N/A	N//A	Eden(VZ)
Mertzon	1	2	$3.50	$7.00	San Angelo(VZ), Eldorado(VZ), Barnhart(VZ), Sterling City(VZ), Big Lake(VZ), Ozona(VZ)
Miles	1	2	$3.50	$7.00	Ballinger(VZ), Bronte(VZ), San Angelo(VZ), Eden(VZ), Norton(Taylor), Paint Rock(VZ), Rowena(VZ)
Mont Belvieu *	1	5	N/A	N//A	Anahuac (Altell), Dayton (ATT), Double Bayou (Altell), Hankamer (Altell), Wallisville (Tex-All), Baytown(VZ), Beach City(VZ), [Opt. Houston EMS(ATT)]
Mt. Vernon*	1	2	$3.50	$7.00	Mt. Pleasant(ATT), Pittsburg(ATT), Talco(Peop), Winfield(VZ), Winnsboro(VZ), Bogota(WS), Weaver(VZ), Sulphur Springs(VZ), Paris(ATT), Glade Branch(Peop)
Myrtle Springs*	1	4	$3.50	$7.00	Edgewood(ATT), Grand Saline(VZ), Van(VZ), Wills Point(ATT), Terrell(ATT), Ben Wheeler(VZ), Canton(VZ), Jackson(VZ), Oakland(VZ)
New Summerfield	1	2	$3.50	$7.00	Henderson(VZ), Jacksonville(VZ), Rusk(VZ), Reklaw(WS), Troup(EQ), Tyler (ATT)
New Waverly*	1	4	$3.50	$7.00	Willis(VZ), Huntsville(ATT), Montgomery(CCT), Riverside/Trinity(WS), Conroe(CCT), Lake Conroe(CCT), Grangerland(CCT), Walden(CCT), Riverbrook(CCT), Cut-N-Shoot(CCT), Evergreen(ESTX), Richards(EQ), Shepherd(VZ)

***** Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Bus	ELC Rates Res	Bus	Local Calling Area
Nixon	1	2	$3.50	$7.00	Gonzales(VZ), Seguin(ATT), Stockdale(EQ), Westhoff(GVTC), Gillett(VZ), Smiley(VZ), Leesville(GVTC)
Northup	1	3	N/A	N//A	Giddings(VZ)
Oakland	1	4	$3.50	$7.00	Ben Wheeler(VZ), Canton(VZ), Jackson(VZ), Myrtle Springs(VZ), Alba(VZ), Athens(EQ), Brownsboro-Edom(EQ), Chandler(EQ), Edgewood(ATT), Emory(VZ), Grand Saline(VZ), Kaufman(EQ), Mabank(EQ), Martins Mill(EQ), Tawakoni(VZ), Terrell(ATT), Wills Point(ATT), Quitman(VZ), Van(VZ), Tyler(ATT)
Odem*	1	6	N/A	N//A	Robstown(VZ), Corpus Christi ME(ATT), Sinton (ATT), Taft (VZ)
Orange Grove	1	2	$3.50	$7.00	Alice(ATT), Kingsville(ATT), Mathis(ATT), Robstown(VZ), Agua Dulce(VZ)
Ozona	1	2	$3.50	$7.00	Barnhart(VZ), Big Lake(VZ), Eldorado(VZ), Mertzon(VZ), San Angelo(VZ), Sonora(VZ)
Paint Rock	1	3	$3.50	$7.00	Ballinger(VZ), Eden(VZ), Miles(VZ), Rowena(VZ), San Angelo(VZ)
Palacios*	1	2	$3.50	$7.00	Edna(ATT), Point Comfort(VZ), Port Lavaca(VZ), Victoria(ATT), Bay City(ATT), Blessing(VZ), LaWard(LWRD)
Pilot Point*	1	3	$3.50	$7.00	Tioga(VZ), Anna(ATT), Argyle(VZ), Aubrey(ATT), Bartonville(VZ), Celina(ATT), Collinsville(VZ), Denton(VZ), Dorchester(VZ), Frisco(ATT), Gainesville(ATT), Gunter(VZ), Howe(VZ), Justin(VZ), Krum(EQ), McKinney(ATT), Ponder(EQ), Pottsboro(ATT), Prosper(ATT), Sanger(EQ), Sherman(VZ), Slidell(EQ), Tom Bean(VZ), Van Alstyne(VZ), Whitesboro(VZ), Valley View/Valley View East(MNSTR)
Plano *****	1	6	N/A	N//A	Dallas ME
Point Comfort *	1	2	$3.50	$7.00	Port Alto(LWRD), Port Lavaca(VZ), Port O'Connor(VZ), Victoria(ATT), Bloomington-Placedo(VZ), LaWard(LWRD), Lolita(LWRD), Palacios(VZ), Seadrift(VZ), Vanderbilt(VZ)
Port Lavaca *	1	3	$3.50	$7.00	Seadrift(VZ), Port O'Connor(VZ), Bloomington-Placedo(VZ), LaWard(LWRD), Lolita(LWRD), Palacios(VZ), Point Comfort(VZ), Port Alto(LWRD), Port O'Connor(VZ), Tivoli(VZ), Vanderbilt(VZ), Victoria(ATT)
Port O'Connor*	1	2	$3.50	$7.00	Port Lavaca(VZ), Victoria(ATT), Point Comfort(VZ), Seadrift(VZ)
Portland *	1	6	N/A	N//A	Corpus Christi (Tulip, Wyman, Terminal and Ulysses Zones)(ATT), Aransas Pass (VZ), Bayside (ATT), Ingleside (VZ), Sinton(ATT), Taft (VZ), Woodsboro (ATT)
Premont*	1	3	$3.50	$7.00	Falfurrias(VZ), Alice(ATT), Kingsville(ATT), Encino(VTCI), Concepcion(GVTC)

***** Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area
Quitman *	1	3	$3.07	$6.14	Dry Creek(ATT), Jim Hogg(ATT), Tyler(ATT), Winnsboro(VZ), Wynne(Peop), Alba(VZ), Emory(VZ), Golden(Peop), Hawkins(VZ), Mineola(ATT), Oakland(VZ), Pine Mills(VZ), Sandy Creek(Peop), Yantis(Peop)
Raymondville *	1	3	N/A	N//A	Lyford(VZ), LaSara(VTCI), San Perlita(VTCI), Stillman(VTCI)
Rio Grande City *	1	2	$3.50	$7.00	Edinburg(ATT), McAllen(ATT), Mission(ATT), Sullivan City(ATT), Falcon Heights (ATT), Roma(VZ), El Sauz (VTCI), San Isidro (VTCI)
Robert Lee	1	2	$3.50	$7.00	San Angelo(VZ), Blackwell(WS), Bronte(VZ), Sterling City(VZ)
Robstown *	1	6	N/A	N//A	Corpus Christi (Central, Calallen, Clarkwood Zones)(ATT), Agua Dulce (VZ), Bishop (VZ), Orange Grove (VZ)
Roma *	1	2	$3.50	$7.00	Falcon Heights(ATT), Mission(ATT), Rio Grande City(VZ), Zapata(ATT), El Sauz (VTCI)
Rosharon*	1	3	$3.50	$7.00	Angleton(ATT), Alvin(ATT), Clute-Lake Jackson(ATT), Freeport(ATT), Damon(CCFB), Arcola(VZ), [Opt. Houston EMS]
Round Mountain	1	3	N/A	N//A	Johnson City(VZ)
Rowena	1	2	$3.50	$7.00	Miles(VZ), San Angelo(VZ), Ballinger(VZ), Eden(VZ), Winters(VZ), Paint Rock(VZ), Norton(Taylor)
Rowlett *****	1	6	N/A	N//A	Dallas ME(ATT)
Rusk*	1	3	$3.50	$7.00	Hudson(ESTX), New Summerfield(VZ), Tyler(ATT), Alto(CCT), Palestine(EQ), Reklaw(WS), Cushing(WS), Jacksonville(VZ), Maydelle(ESTX), Neches(EQ)
San Angelo *****	1	3	N/A	N//A	Carlsbad(VZ), Eola(CENTRAL), Miles (VZ), Ballinger (VZ), Barnhart (VZ), Big Lake (VZ), Blackwell (WS), Bronte (VZ), Christoval (VZ), Eden (VZ), Eldorado (VZ), Mertzon (VZ), Norton (Taylor), Ozona (VZ), Paint Rock (VZ), Robert Lee (VZ), Rowena (VZ), Sterling City (VZ), Water Valley (VZ), Wingate (Taylor), Winters (VZ)
San Gabriel	1	4	N/A	N//A	Thorndale-Thrall(VZ), Taylor(ATT), Jarrell (VZ)
Santa Rosa	1	5	N/A	N//A	LaFeria(VZ), Harlingen(ATT), LaSara(VTCI)
Schulenburg *	1	3	N/A	N//A	High Hill(CVTC), Moravia(CVTC), Flatonia (ATT), Weimar (VZ)
Seadrift*	1	4	$3.50	$7.00	Port Lavaca(VZ), Bloomington-Placedo(VZ), Port O'Connor(VZ), Tivoli(VZ), Victoria(ATT), Point Comfort(VZ) (T)
Shepherd*	1	3	$3.50	$7.00	Coldsprings(ESTX), Evergreen(ESTX), Cleveland(ATT), Conroe(CCT), Corrigan(ATT), New Waverly(VZ), Splendora(ATT), Willis(VZ)

***** Deregulated Exchange. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Bus	ELC Rates Res	Bus	Local Calling Area
Sherman *	1	5	N/A	N//A	Denison(ATT), Pottsboro(ATT), Aubrey (ATT), Bells-Savoy (VZ), Bonham (VZ), Celeste (VZ), Collinsville (VZ), Dorchester (VZ), Ector (VZ), Gordonville (VZ), Gunter (VZ), Howe (VZ), Leonard (VZ), Pilot Point (VZ), Telephone (VZ), Tioga (VZ), Tom Bean (VZ), Trenton (VZ), Van Alstyne (VZ), Whitesboro (VZ), Whitewright (VZ)
Smiley	1	2	$3.50	$7.00	Gonzales(VZ), Nixon(VZ), Seguin(ATT), Stockdale(EQ), Westhoff(GVTC), Gillett(VZ)
Snook-Tunis	1	5	N/A	N//A	Bryan(VZ), College Station(VZ), Caldwell(VZ), Deanville(VZ), Somerville(VZ)
Somerset*	1	2	N/A	N//A	No EAS or ELC for this exchange.
Somerville	1	4	$3.50	$7.00	Caldwell(VZ), Deanville(VZ), Snook-Tunis(VZ), Bryan-College Station(VZ)
Sonora*	1	2	N/A	N//A	Eldorado(VZ), Ozona(VZ)
Stafford *	1	6	N/A	N//A	Houston ME(ATT)
Sterling City	1	2	$3.50	$7.00	Barnhart(VZ), Big Lake(VZ), Bronte(VZ), Carlsbad(VZ), Mertzon(VZ), Robert Lee(VZ), San Angelo(VZ), Water Valley(VZ), Forsan(WS), Big Spring(ATT), Colorado City(ATT)
Stonewall	1	4	N/A	N//A	Fredricksburg(VZ), Willow City(VZ)
Sulphur Springs *	1	2	N/A	N//A	Wynne(Peop), Birthright(VZ), Bogata(WS), Brashear(VZ), Campbell(Peop), Como(VZ), Cooper(EQ), Dry Creek(Peop), Emory(VZ), Glade Branch(Peop), Miller Grove(VZ), Mount Vernon(VZ), Pickton(VZ), Sandy Creek(Peop), Shirley(VZ), Weaver(VZ), Wolfe City(ATT), Yantis(Peop), Commerce(EQ), Talco(Peop)
Taft*	1	2	$3.50	$7.00	Aransas Pass(VZ), Odem(VZ), Portland(VZ), Sinton(ATT), Bayside(ATT), Ingleside(VZ), Woodsboro(ATT)
Thorndale-Thrall	1	4	$1.71	$3.42	Rockdale(ATT), Coupland(VZ), Jarrell(VZ), San Gabriel(VZ), Taylor(ATT)
Three Rivers	1	3	$1.78	$3.55	George West(VZ), Beeville(ATT), Pawnee(EQ), Pettus(EQ), Tilden(VTCI)
Tioga	1	3	$3.50	$7.00	Pilot Point(VZ), Collinsville(VZ), Denton(VZ), Gainsville(ATT), Sherman(VZ), Whitesboro(VZ), Aubrey(ATT), Gunter(VZ), Valley View East(MNSTR), Van Alstyne(VZ)
Tivoli	1	2	$3.50	$7.00	Port Lavaca(VZ), Refugio(ATT), Victoria(ATT), Bloomington-Placedo(VZ), Seadrift(VZ)
Tow	1	4	$1.44	$2.88	Burnet(VZ), Marble Falls(VZ), Buchanan Dam(VZ), Llano-West Llano(VZ), Kingsland(VZ)
Trenton*	1	2	$5.00	$8.50	Bonham(VZ), Sherman(VZ), Leonard(VZ), Whitewright(VZ), Blue Ridge(VZ), McKinney(ATT), Gunter(VZ), Van Alstyne(VZ)
Turnertown	1	4	$3.50	$7.00	Henderson(VZ), Arp(EQ), Carthage(ATT), Kilgore(VZ), Longview(ATT), New London(EQ), Overton(EQ), Price(EQ), Tyler(ATT), Whitehouse(VZ)

* Deregulated Exchange prior to 2017. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Exchange	Exchange Group Res	Exchange Group Bus	ELC Rates Res	ELC Rates Bus	Local Calling Area
Van*	1	2	$3.50	$7.00	Canton(VZ), Grand Saline(VZ), Tyler(ATT), Lindale/Swan(ATT), Mineola(ATT), Ben Wheeler(VZ), Brownsboro-Edom(EQ), Murchinson(EQ), Myrtle Springs(VZ), Oakland(VZ)
Van Alstyne*	1	3	$3.50	$7.00	McKinney(ATT), Prosper(ATT), Celina(ATT), Princeton(ATT), Blue Ridge(VZ), Denison(ATT), Sherman(VZ), Collinsville(VZ), Howe(VZ), Dorchester(VZ), Tom Bean(VZ), Bells-Savoy(VZ), Ector(VZ), Tioga(VZ), Farmersville(ATT), Pottsboro(ATT), Celeste(VZ), Whitewright(VZ), Trenton(VZ), Leonard(VZ), Bonham(VZ), Farmersville(ATT), Anna(ATT), Gunter(VZ), Pilot Point(VZ)
Vanderbilt	1	2	$6.50	$10.00	Ganado(GNDO), LaWard(LWRD), Lolita(LWRD), Bloomington-Placedo(VZ), Point Comfort(VZ), Port Lavaca(VZ), Victoria(ATT), Edna(ATT)
Wallis	1	2	$3.50	$7.00	Bellville(ATT), Sealy(ATT), Valley Lodge(ATT), Rosenburg/Richmond(ATT), Beasley(CCFB), East Bernard(VZ), Needville(CCFB)
Water Valley	1	2	$3.50	$7.00	San Angelo(VZ), Carlsbad(VZ), Sterling City(VZ)
Weimar *	1	2	$3.50	$7.00	Borden(CVTC), La Grange(VZ), Schulenberg(VZ), Columbus(ATT), Flatonia (ATT)
Weslaco *	1	5	N/A	N//A	Donna(ATT), Edcouch-Elsa(ATT), Mercedes(ATT), Hargill (VTCI)
Whitesboro*	1	2	$3.50	$7.00	Collinsville(VZ), Denison(ATT), Gainesville(ATT), Gordonville(VZ), Sherman(VZ), Aubrey(ATT), Gunter(VZ), Pilot Point(VZ), Tioga(VZ)
Willis *	1	3	$3.50	$7.00	Conroe(CCT), Lake Conroe(CCT), Cut-N-Shoot(CCT), Grangerland(CCT), Montgomery(CCT), Walden(CCT), Riverbrook(CCT), Evergreen(ESTX), Richards(EQ), Shepherd(VZ), New Waverly(VZ), [Opt. Houston EMS]
Willow City	1	4	N/A	N//A	Fredricksburg(VZ), Stonewall(VZ)
Wimberley*	1	2	N/A	N//A	No EAS or ELC in this exchange.
Winfield	1	2	$3.50	$7.00	Mount Vernon(VZ), Mt. Pleasant(ATT), Bogata(WS), Glade Branch(Peop)
Winnsboro *	1	3	N/A	N//A	Sandy Creek(Peop), Wynne(Peop), Bogata (WS), Dry Creek (Peop), Glade Branch (Peop), Golden (Peop), Jim Hogg (Peop), Mineola (ATT), Mount Vernon (VZ), Pine Mills (VZ), Pittsburg (ATT), Quitman (VZ), Yantis (Peop), Rosewood (ETEX)
Winters*	1	3	$3.50	$7.00	Bradshaw(Taylor), Crews(Taylor), Wingate(Taylor), Bronte(VZ), San Angelo(VZ), Abilene(ATT), Ballinger(VZ), Lawn(Taylor), Norton(Taylor), Rowena(VZ)
Wylie *	1	6	N/A	N//A	Dallas ME(ATT)
Zephyr	1	4	N/A	N//A	Brownwood (VZ)

* Deregulated Exchange. Residential rates shown on Sheet No. 4A apply for the Exchange Group noted.

LOCAL EXCHANGE SCHEDULES

8. EXCHANGE CALLING SCOPES (Cont'd)

Legend – Company Abbreviations:

Alltel (now Windstream)
ATT – AT&T of Texas
CMNC – Comanche County Telephone Co., Inc.
Central – Central Texas 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 Texas (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.
Texas Windstream Inc. (formerly Tex-All – Texas Alltel)
VTCI – Valley Telephone Cooperative, Inc.
VZ - Verizon
WS – Windstream Communications

LOCAL EXCHANGE SCHEDULES

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

Exchanges	Cities	Counties
Aqua Dulce		Jim Wells Nueces
Aransas Pass		Aransas Nueces San Patricio
Arcola	Iowa Colony	Brazoria Fort Bend
Argyle		Denton
Azle	Briar Reno	Parker Tarrant Wise
Bacliff	Texas City	Galveston

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Ballinger	Talpa	Coleman Runnels
Bangs		Brown
Barnhart		Crockett Irion
Bartonville	Copper Canyon	Denton
Baytown		Harris
Beach City	Baytown	Chambers
Ben Wheeler		Van Zandt
Big Lake		Crockett Reagan
Bishop		Nueces
Blanco		Blanco Comal Hays Kendall
Blanket		Brown Comanche
Blessing		Jackson Matagorda

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Bloomington-Placedo		Calhoun Victoria
Boerne		Kendall
Bonham	Dodd City Bailey	Fannin
Brady		Mason McCullouch Menard
Bronte		Coke Runnels
Brownwood	Early	Brown Mills
Bryan		Brazos Robertson
Buda		Hays Travis

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Caldwell		Burleson
Canton		Van Zandt
Carlsbad		Coke Tom Green
Carrollton	Addison Hebron Renner	Dallas Denton
Charlotte		Atascosa
Christoval		Tom Green
Coleman	Novice	Coleman
College Station	Bryan	Brazos Burleson
Collinsville		Cooke Grayson
Comanche		Comanche
Crosby		Harris

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Dallas/Fort Worth Airport	Euless Grapevine Coppell Irving	Dallas Tarrant
Deanville		Burleson
Del Rio		Kenney Val Verde
Denton	Argyle	Denton
Dickinson	Texas City League City	Galveston
Dilley		Frio
Dime Box		Lee

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Dripping Springs		Hays
East Bernard		Fort Bend Wharton
Ector		Fannin
Eden		Concho Menard
Eldorado		Schleicher
Falfurrias		Brooks Jim Wells
Fayetteville		Colorado Fayette
Fredericksburg		Gillespie Kendall Kerr

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Garland	Sachse	Dallas
Georgetown		Williamson
George West		Live Oak
Giddings		Lee
Gilmer		Upshur
Gladewater	Clarksville City Warren City	Gregg Smith Upshur
Goldthwaite		Mills
Gonzales		Gonzales
Gordonville		Grayson
Grand Saline	Fruitvale	Van Zandt
Granger		Williamson
Granite Shoals		Burnet
Grapevine	Dallas/Ft. Worth Airport Colleyville Southlake West Lake	Denton Tarrant

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Gunter		Grayson
Gustine		Comanche
Hallsville		Harrison
Henderson		Rusk
Highland		Harris
Hitchcock-Santa Fe	La Marque Texas City	Galveston Brasoria
Howe	Sherman	Grayson

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Huffman		Harris
Ingleside		San Patricio
Irving	Dallas/Ft Worth Airport Grand Prairie	Dallas Tarrant
Jackson		Van Zandt
Jacksonville		Cherokee
Jarrell		Williamson
Johnson City		Blanco
Jourdanton		Atascosa
Junction		Kimble Sutton
Justin		Denton Wise
Keller		Tarrant

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Keller		Tarrant
Kemah	League City Clear Lake Shores El Lago Pasadena Seabrook Taylor Lake Village	Galveston Harris
Kilgore		Gregg Rusk Smith
Kingsland	Sunrise Beach Village	Burnet Llano
Kurten		Brazos Robertson
Kyle		Hays
La Feria		Cameron
La Grange		Fayette
Lake Brownwood		Brown
La Vernia		Wilson Guadalupe

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
League City	Nassau Bay Webster	Galveston Harris
Leonard		Fannin Hunt
Lewisville	Coppell Copper Canyon Double Oak Flower Mound Highland Village	Dallas Denton Tarrant
Lexington		Lee
Llano-West Llano		Llano Mason
London		Kimble Menard
Lyford		Cameron Willacy

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Marble Falls		Blanco Burnet Travis
Mason		Mason
Menard		Concho Kimble McCullouch Menard Schleicher
Mertzon		Crockett Irion Tom Green

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Miles		Concho Runnels Tom Green
Mont Belvieu		Chambers Liberty
Mount Vernon		Franklin Hopkins Titus
Myrtle Springs		Van Zandt
New Summerfield		Cherokee

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
New Waverly		Montgomery San Jacinto Walker
Nixon		Gonzales Karnes Wilson
Northrup		Bastrop Lee
Oakland		Van Zandt
Odem		San Patricio
Orange Grove		Jim Wells Nueces
Ozona		Crockett
Paint Rock		Concho
Palacios		Calhoun Jackson Matagorda

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Pilot Point		Cooke Denton Grayson
Plano	Murphy Parker Renner Richardson	Collin
Point Comfort		Calhoun Jackson
Portland	Gregory	San Patricio
Port Lavaca		Calhoun Victoria
Port O'Connor		Calhoun
Premont		Jim Wells
Quitman		Wood
Raymondville		Kenedy Willacy

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Rio Grande City	La Grulla	Starr
Robert Lee		Coke Mitchell Nolan
Robstown	Driscoll	Nueces
Roma 2		Starr
Rosharon	Iowa Colony	Brazoria Fort Bend
Round Mountain		Blanco Gillespie Hays Travis
Rowena		Concho Runnels
Rowlett		Dallas Rockwall
Rusk		Cherokee

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
San Angelo		Coke Irion Tom Green
San Gabriel		Milam Williamson
Santa Rosa		Cameron Hidalgo
Schulenburg		Fayette
Seadrift		Calhoun
Shepherd		San Jacinto
Sherman	Southmayd	Grayson
Smiley		Gonzales
Snook-Tunis		Burleson
Somerset		Atascosa Bexar

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Somerville		Burleson
Sonora		Schleicher Sutton
Stafford	Missouri City	Fort Bend Harris
Sterling City		Coke Sterling
Stonewall		Blanco Gillespie
Sulphur Springs		Hopkins
Taft		Aransas San Patricio

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Thorndale-Thrall		Milam Williamson
Three Rivers		Live Oak McMullen
Tioga		Cooke Grayson
Tivoli-Austwell		Aransas Refugio
Tow		Llano
Trenton		Fannin
Turnertown		Rusk

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Van		Smith Van Zandt
Van Alstyne		Collin Grayson
Vanderbilt		Jackson
Wallis	Orchard	Austin Fort Bend
Water Valley		Coke Sterling Tom Green
Weimar		Colorado Fayette
Weslaco		Hidalgo

LOCAL EXCHANGE SCHEDULES

9. SCHEDULE OF EXCHANGES - (Exchanges, Incorporated Cities, Counties) (Cont'd)

Exchanges	Cities	Counties
Whitesboro	Sadler	Cooke Grayson
Willis	Panorama Village	Montgomery Walker
Willow City		Blanco Gillespie
Wimberley		Comal Hays
Winfield		Franklin Titus
Winnsboro		Franklin Hopkins Wood
Winters		Runnels
Wylie	Lucas Murphy Parker St. Paul	Collin
Zephyr		Brown

PREPAID LOCAL TELEPHONE SERVICE

1) APPLICATION

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

2) 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.

3) DEFINITION OF TERMS

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

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

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

c) Prepaid Local Telephone Service (PLTS) -

- Residential Single Line Exchange Access Service or Optional Measured Service (where offered).
- 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.

PREPAID LOCAL TELEPHONE SERVICE

1) DEFINITION OF TERMS (Cont'd)

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

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

f) 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.

g) Telephone Company - Frontier Southwest Incorporated d/b/a Verizon Southwest. (Verizon)

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

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

2) CUSTOMER ELIGIBILITY

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

b) 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.

c) Applicants Previously Disconnected from PLTS - Any applicant previously disconnected from PLTS for reasons specified elsewhere in this tariff by Verizon or another dominant certificated telecommunication utility, will be denied application for PLTS.

d) Business Customers - Business customers are not eligible for PLTS.

PREPAID LOCAL TELEPHONE SERVICE

3) CONDITIONS

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

4) RATES AND CHARGES

a) 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 Section 13 of this Tariff, 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 Section 13 of this Tariff.)

PREPAID LOCAL TELEPHONE SERVICE

4) RATES AND CHARGES (Cont'd)

b) Monthly Rates - Applicable residence rates shall apply for the following services:

- Residential Single Line Exchange Access Service or Optional Measured Service.
- Toll blocking service.
- Non-published or non-listed service, at customer's option.

c) 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, and dual party relay service surcharge.

d) Late Payment Charges - Late payment charges are not applicable to PLTS.

5) PAYMENTS

The PLTS customer will be required to make an initial payment for the service; the payment will consist of two (2) 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.

6) 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. 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.

PREPAID LOCAL TELEPHONE SERVICE

6) DEFERRED PAYMENT PLAN (Cont'd)

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 owed 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.

7) DISCONNECTION OF PLTS

a) 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

PREPAID LOCAL TELEPHONE SERVICE

7) DISCONNECTION OF PLTS (Cont'd)

a) Disconnection with Notice (Cont'd)

- Violation of the 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 equipments, if a reasonable attempt has been made to notify the customer and the customer is provided reasonable opportunity to remedy the situation

b) Disconnect Without Notice - Notwithstanding any other provision of this tariff, 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.

c) 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.

8) RETURN TO BASIC TELECOMMUNICATIONS SERVICE

a) Customer's Option - A customer subscribing to PLTS may return to basic local telecommunications 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 tariff or contracts; and
- Has paid all bills for PLTS.

PREPAID LOCAL TELEPHONE SERVICE

8) RETURN TO BASIC TELECOMMUNICATIONS SERVICE (Cont'd)

b) 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;
- 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 tariffed rate(s) and that such toll restriction and usage sensitive blocking can be removed at any time, upon the customer's request; and
- Advise the customer to contact the Telephone Company if the customer desires to return to basic telecommunications service.

c) 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.

ADVANCE PAYMENTS

Applicants for telephone service may be required to pay in advance, at the time of application, all charges for the first month of exchange service and the applicable service charge.

No advance payment will normally be required of existing customers applying for additional telephone service. A history of delinquent payments or other circumstances may indicate that an advance payment should be made for the additional service.

The amount of advance payment will be credited to the customer's account as payment for the first month's exchange service.

DEMARCATION POINTS

GENERAL

This Tariff is furnished to define the requirements for providing and relocating the demarcation point(s).

DEFINITION OF TERMS

Demarcation Point - The "Demarcation Point" is the point of demarcation and/or interconnection between the Telephone Company communications facilities and terminal equipment, protective apparatus or wiring at a subscriber's premises. Carrier installed facilities at, or constituting, the demarcation point shall consist of wire or a jack conforming to subpart F of part 68 of the FCC Rules 47 C.F.R.

"Premises" as used herein generally means a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located.

The "minimum point of entry" as used herein shall be either the closest practicable point to where the wiring crosses a property line or the closest practicable point to where the wiring enters a multiunit building or buildings. FrontierSW is not precluded from establishing reasonable classifications of multiunit premises for purposes of determining which shall apply. Multiunit premises include, but are not limited to, residential, commercial, shopping center and campus situations.

For single unit installations existing as of August 13, 1990, and installations installed after that date the demarcation point shall be a point within twelve (12) inches of the protector or, where there is no protector, within twelve (12) inches of where the telephone wire enters the customer's premises.

For Multiunit Installations:

(1) In multiunit premises existing as of August 13, 1990, where there are multiple demarcation points within the multiunit premises, a demarcation point for each customer shall be no further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.

(2) In multiunit premises in which wiring is installed after August 13, 1990, including additions, modifications and rearrangements of FrontierSW's network wiring existing prior to that date, the multiunit premises owner shall determine the location of the demarcation point or points. The multiunit premises owner shall determine whether there shall be a single demarcation point location for all customers or separate locations for each customer. Provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer shall not be further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.

DEMARCATION POINTS

DEFINITION OF TERMS (Cont'd)

Minimum Point of Entry - For demarcation purposes, the "Minimum Point of Entry" denotes a location on or within a subscriber's premises that does not exceed twelve (12) inches from the protector, or where there is no protector, within twelve (12) inches of where the telephone wire enters the customer's premises. In new multiunit installations, the Minimum Point of Entry may be either (1) the closest practicable point to where the wiring crosses a property line, or (2) the closest practicable point to where the wiring enters a building or buildings.

Multiunit Installation - For demarcation purposes, "Multiunit Installation" denotes a facility arrangement configured for either more than one customer in a building or more than one premises on a legal unit of property. Multiunit installations include (but are not limited to):

- Multifamily residential apartments, condominiums, townhouses, or duplexes;

- Multitenant commercial, shopping center and campus situations; and

- Any other facility arrangement not classified as a single unit.

Network Interface - A FrontierSW provided standard jack or its equivalent located where FrontierSW regulated network services are terminated. This point of termination is the point of interconnection between FrontierSW provided and owned facilities, and terminal equipment or customer premises inside wire.

Single Unit Installation - For demarcation purposes, "Single Unit Installation" denotes a facility arrangement configured to accommodate a single customer. All other facility arrangements are classified as multiunit installations. Single unit installations include (but are not limited to):

- Single family dwellings;

- Single business premises; and

- Other single customer installations on one property, undivided by public thoroughfares (e.g., educational, industrial, government or medical premises).

DEMARCATION POINTS

INSTALLATIONS

Installations shall be classified as one of the following:

(1) Single unit installations are facility arrangements configured to accommodate a single customer. All other facility arrangements are classified as multiunit installations. Single unit installations include: single family dwellings; single business premises; and other single customer installations on one property, undivided by public thoroughfares (e.g., educational, industrial, governmental, or medical premises).

(2) Multiunit installations are facility arrangements configured for either more than one customer in a building or more than one premises on a legal unit of property. Multiunit installations include: multifamily residential apartments, condominiums, townhouses or duplexes; multitenant commercial, shopping center, and campus situations; and any other facility arrangement not classified as a single unit.

With regard to premises for any structure that is built to be mobile (e.g., mobile homes, boats and recreational vehicles), FrontierSW may place the demarcation point on a post or pole at or near the pad where such structure is intended to rest. For boat docks the demarcation point may be placed on shore. Boat docks, marinas, recreational vehicle parks, and similar premises may be treated by FrontierSW as multiunit installations with a single demarcation point.

LOCATION OF DEMARCATION POINTS

In single unit installations and within individual units of a multiunit installation with multiple demarcation points, the demarcation point for all regulated services shall be a location on the customer's side and within twelve inches of the protector or, absent a protector; within twelve inches of the entry point to the customer's premises. If conforming to the twelve inches is unrealistic or technically impossible, the demarcation point shall be at the most practicable minimum point of entry.

The FCC has authorized that the demarcation point may be located at a point other than the minimum point of entry where it has already been established by the presence of network equipment as of August 13, 1990, and where neither the customer nor the premises owner requests that the equipment be relocated to the minimum point of entry.

For a multiunit installation, the property owner shall make the final decision on whether it shall have one demarcation point per customer premises or a single demarcation point for the entire building or campus.

DEMARCATION POINTS

LOCATION OF DEMARCATION POINTS (Cont'd)

Once an installation is arranged for a single demarcation point at the minimum point of entry, it will remain so configured for the life of the building or campus. For example, once a multiunit building has a single demarcation point established at a minimum point of entry, FrontierSW will not establish separate demarcation points within that building, except as otherwise authorized under FrontierSW's tariffs.

Buildings undergoing renovation requiring the complete removal of FrontierSW facilities will be considered new installations.

When a campus is intersected by a public thoroughfare, FrontierSW may (at the property owner's request) provide a demarcation point in each segment of the campus created by the intersection of the public thoroughfare.

The demarcation point will be placed at the customer's premises at a location which is accessible to both the customer and FrontierSW, provides the proper environment, and that is common to all services.

Upon premises owner's request, the demarcation point may be placed inside of a building or other structure, subject to applicable charges on a time and material basis. These charges will be based upon the work necessary to locate the demarcation point inside rather than outside the building or other structure, and will apply only when the demarcation point would have otherwise been located outside the building or other structure pursuant to FrontierSW's standard operating practices. If the demarcation point is placed inside of a building on customer request, FrontierSW must be afforded convenient access for timely installation, maintenance and repair activity.

RELOCATION OF DEMARCATION POINTS

Relocations of demarcation points or network interfaces requested by the customer or property owner will be charged to the customer or property owner in conformance with the Section of this Product Guide titled, Application of Charges to Relocate Demarcation Points.

In multiunit installations built after August 13, 1990, where the property owner initially chooses multiple demarcation points, and later the same or subsequent owner requests the establishment of a single demarcation point for the building or campus, a charge will apply that is equal to the structural value of the stranded facilities on the property. Upon full payment of such charge, ownership of those facilities will pass to the property owner. Subsequent maintenance or removal of the facilities beyond the single demarcation point will be the responsibility of the property owner. An "Allowed Use" option, see description following, will be available to multiunit property owners. The purchase requirement, as stated above, will not apply if the "Allowed Use" option is exercised.

Upon unauthorized attachment to FrontierSW-owned facilities, a new demarcation point may be established in accordance with this tariff. However, FrontierSW will not establish a single demarcation point at the minimum point of entry if it is determined that an unauthorized attachment was inadvertent and is subsequently removed.

DEMARCATION POINTS

RELOCATION OF DEMARCATION POINTS (Cont'd)

When, as a condition of service, property owners impose unreasonable terms and conditions on FrontierSW's ability to: 1) terminate its services at a building; or 2) provide service to its customers within a building, FrontierSW, upon giving the property owner and all tenants six (6) months written notice, may establish a single demarcation point at the minimum point of entry at no cost to the property owner or tenants.

FrontierSW will relocate existing demarcation points to a single demarcation point at a minimum point of entry under any of the following conditions:

(1) At the property owner's request;
(2) When a customer or property owner attaches to FrontierSW-owned cable without authorization;
(3) When FrontierSW facilities exhaust (i.e., when additional facilities must be placed to provide service);
(4) When FrontierSW facilities expire (i.e., when facilities become uneconomical to maintain).

Condition (1) applies to both single and multiple unit installations. Condition (2) applies to single unit installations and to individual units of a multiple unit installation. Conditions (3) and (4) apply to single unit installations. Multiple unit installations may (but are not required to) establish a single demarcation point at a minimum point of entry under (3) or (4) above.

If FrontierSW otherwise determines through routine service order activity or customer premises work that a particular installation constitutes a single unit installation with one or more demarcation points not at the minimum point of entry, FrontierSW will initiate a contact with the customer or property owner to determine how and when FrontierSW will relocate the demarcation point to the minimum point of entry.

(1) FrontierSW will allow the customer or building owner not more than twelve (12) months to prepare to assume use and control of FrontierSW facilities on the customer's or property owner's side of the minimum point of entry.

(2) The customer or building owner may request that FrontierSW establish a single demarcation point at the minimum point of entry at any time during the 12 month period, provided FrontierSW is given at least thirty (30) days notice prior to the requested effective date of the single demarcation point. If network equipment must be relocated, FrontierSW must be provided at least ninety (90) days notice.

DEMARCATION POINTS

RELOCATION OF DEMARCATION POINTS (Cont'd)

(3) If the nature of the single unit installation changes prior to the establishment of a single demarcation point at the minimum point of entry, then the options available to the property owner will be determined by the status of the installation at the time the single demarcation point would otherwise have been established; e.g., if a single tenant building becomes a multitenant building before the single demarcation point is established, then the building owner will have all of the options available as are available to owners of other multiunit installations.

REGULATED INTRA/INTERBUILDING FACILITIES

Additional facilities will be provisioned as required for regulated services to previously established demarcation points, to a maximum of one demarcation point per customer premises (normally at the minimum point of entry). No additional regulated facilities will be provided beyond the demarcation point.

Spare capacity in FrontierSW-owned riser, intra or interbuilding cable on the customer's premises and on FrontierSW's side of the demarcation point(s) are for the sole use of FrontierSW.

RESPONSIBILITIES OF THE CUSTOMER

The customer shall provide necessary space for FrontierSW equipment and facilities installed on the customer's premises and without cost to FrontierSW so long as such equipment and facilities may be used or is useful in providing any customer service. The customer shall also make necessary arrangements in order that FrontierSW will have access to such space at reasonable times for maintaining, testing, repairing, or removing FrontierSW services.

Customers and/or property owners are responsible for the operation, maintenance, repair, and replacement of cable and wire on the their side of the demarcation point. After the establishment of a demarcation point, FrontierSW will neither install, test, repair, nor remove cable on the customer side of the demarcation point, except on a nonregulated basis.

Customers and/or property owners are responsible for any cable pressurization that may be necessary on the non-network side of the demarcation point.

DEMARCATION POINTS

APPLICATION OF CHARGES TO RELOCATE DEMARCATION POINTS

If the customer or building owner requests that multiple demarcation points be relocated to a single demarcation point at a minimum point of entry, or otherwise attaches to FrontierSW-installed cable on FrontierSW's side of an existing demarcation point:

(1) Charges will apply if FrontierSW must rearrange or install new cable facilities in order to establish the single demarcation point.

(2) The appropriate charges will be based on time and materials and be billed to the customer or premises owned as special construction charges.

If FrontierSW facilities exhaust or expire within a single unit installation, FrontierSW will, upon notice to and acceptance by the property owner, establish a single demarcation point at the minimum point of entry at no charge. In the alternative, FrontierSW will maintain multiple demarcation points within the multiunit installation and reinforce or replace its facilities at no charge.

If the customer or building owner of a single unit installation requests the relocation of an existing demarcation point, charges as specified in Section 13 of this Tariff apply.

Unless otherwise requested by the customer or property owner, FrontierSW may continue to provide network equipment associated with designed services such as private line and special services. The demarcation point remains in place, and no additional designed services are installed that would require cable or facility additions. The demarcation point for such services shall be on the customer side or the network equipment.

SALES AND REMOVALS OF FrontierSW-OWNED INTER/INTRA BUILDING CABLE

FrontierSW will offer for sale its in-place inter and intrabuilding cable to any premises owner who desires to purchase the cable in lieu of either providing their own or paying the tariff specified charges. Premises owners who inquire about cable purchases will be apprised of their rights to freely access, attach to, rearrange, or remove any FrontierSW inter or intrabuilding cable on their side of the minimum point of entry.

On a given premises, only that portion of inter and intrabuilding cable which can be used exclusively by purchasers and their tenants, which is free of regulated network equipment, and falls on the customer's side of a demarcation point shall be offered for sale. Inter or intrabuilding cable which is necessary or useful for FrontierSW in its service to other customers or for services provided by FrontierSW, which is not free of all regulated network equipment, or which falls on FrontierSW's side of the demarcation point shall not be offered for sale.

DEMARCATION POINTS

SALES AND REMOVALS OF FrontierSW-OWNED INTER/INTRA BUILDING CABLE (Cont'd)

Joint ownership of portions of plant (e.g., splitting ownership of pairs within a cable or terminal) will not be considered. FrontierSW easements and rights-of-way cannot be included as part of the sale. Customers or property owners who assume control by purchase must obtain approval for the necessary easements or rights-of-way from the appropriate authorities prior to the transfer of control (i.e., prior to execution of a contract of sale or establishment of a single demarcation point at a minimum point of entry).

Cable will be sold as is, with neither express nor implied warranties. Upon assuming control, customers or property owners become responsible for maintenance and repair of the facilities. At facility exhaust, customers or property owners are responsible for providing new facilities at their own expense.

The inter and intrabuilding cable to be sold shall be sold at structural value. The inventory of plant to be sold will be determined based on the purchaser's requirements. Any cable which purchasers do not need will be removed or disabled.

FrontierSW will provide, at no additional charge, copies of only such cable records as may exist on the sold cable(s).

The method of pricing will be structural value. Structural value is the current value of the physical plant to the purchaser and is computed as reproduction cost new, determined (or estimated) on the basis of current equipment, material, engineering and installation costs, less an allowance for physical or functional deterioration reflecting the age and condition of the plant as well as such other factors as inadequacy, obsolescence, etc.

Purchaser requirements determine the size of the facility priced. For example,
if the cable in question contains 300 pairs, but the buyer needs only 100 pairs to meet anticipated service requirements, only a 100 pair cable would be priced under the structural value method. Excess facilities will be removed or disabled.

In addition to the sale price, purchasers will be required to pay any sales tax applicable to the transaction as well as a prorated portion of any property tax.

Should customers or premises owners elect not to purchase FrontierSW inter or intrabuilding cable, or use the cable under the "allowed use" option, FrontierSW shall make every effort to remove the cable at no cost to the owners or their tenants: However, should removal risk damage to the owners' buildings or other facilities, the owners will be offered an opportunity to attempt removal. If removal is impossible, and upon concurrence by the premises owners, the cable will be disabled in place.

DEMARCATION POINTS

SALES AND REMOVALS OF FrontierSW-OWNED INTER/INTRA BUILDING CABLE (Cont'd)

Property owners and or customers may either install their own cable and wire or contract with a third party to perform such installations. FrontierSW's offer to remove its cable at no cost to customers or property owners is not conditioned upon subsequent purchase of any new cable or installation services from FrontierSW or any affiliate of FrontierSW.

ALLOWED USE

Customers are allowed to connect, through direct attachment, simple customer premises wiring to FrontierSW installed wiring at points up to and on the customer's side of the demarcation point. Complex premises wiring must be attached to the network through a FrontierSW installed jack.

Customers are allowed to reconfigure, rearrange, and remove FrontierSW installed wiring on the customer's side of the demarcation point. Customers may not attach to, or otherwise directly access, FrontierSW's protector.

Property owners are allowed to connect, through direct attachment, simple customer premises wiring to FrontierSW installed wiring at points up to and on the property owner's side of the demarcation point. Complex premises wiring must be attached to the network through a FrontierSW installed jack.

Property owners are allowed to reconfigure, rearrange, and remove FrontierSW installed wiring at points up to and on the property owner's side of the demarcation point. Property owners may not attach to, or otherwise directly access FrontierSW's protector.

Limitation of Liability

After a demarcation point is established at a minimum point of entry, FrontierSW installed house and riser cable on the customer or property owner side of that demarcation point is subject to "allowed use" as described above.

FrontierSW shall in no way be liable for any harm, damage, service outage or degradation of service, whether intentional or inadvertent, as a result of customer, property owner, or other third-party access to or use of FrontierSW installed house and riser cable on the customer or property owner side of a demarcation point. FrontierSW's liability, if any, for gross negligence or willful misconduct is not limited by this tariff.

Conditions on Allowed Use

FrontierSW cable and facilities qualify for "allowed use" by a property owner in either single or multiunit installations if the following conditions are satisfied:

- There are no other customers (other than those located in the multiunit installation subject to the allowed use) served by pairs in the same cable sheaths serving the property owner.

DEMARCATION POINTS

ALLOWED USE (Cont'd)

Conditions on Allowed Use (Cont'd)

FrontierSW recognizes sharing among state agencies and other political subdivisions as a single unit installation for demarcation purposes. FrontierSW will recognize a multiunit installation consisting solely of state agencies (not other political subdivisions) as a single unit installation for demarcation purposes. Where facility rearrangements are necessary to establish a single demarcation point, FrontierSW will cooperate with the sharing state agencies and local political subdivisions to determine the lowest rearrangement costs.

- There are no services within the cable sheath that require network equipment; however, an agreement by the property owner to pay for the relocation of the network equipment to a minimum point of entry will satisfy this condition.

- There are no other cables in the same duct or buried along the same easement that the property owner wishes to use that cross rights-of-way to serve other FrontierSW customers.

- There are no other cables on the same pole that the property owner wishes to use that cross rights-of-way to serve other FrontierSW customers; however, the property owner's agreement to a pole attachment will satisfy this condition.

As FrontierSW cannot transfer its right-of-way authority, the property owner must obtain the necessary right-of-way from the appropriate authority.

In the event of shared tenant service (STS) in a multiunit installation, as a condition for "allowed use", the STS agrees to allow tenants reasonable access to the facilities on the non-network side of the demarcation point as necessary to subscribe to service directly from FrontierSW.

FrontierSW cable and facilities that do not qualify for "allowed use" in either single or multiunit installations under the provisions of this tariff will not be made available for "allowed use" and FrontierSW will continue to provide service to customers served by the cable and facilities. However, the property owner may request FrontierSW to rearrange its service and facilities to qualify them for "allowed use". The property owner will be responsible for all such costs.

"Allowed use" does not convey title to FrontierSW-owned cable and facilities. Cable and facilities subject to "allowed use" remain the property of FrontierSW. Cable and facilities subject to "allowed use" will not be retired until purchased or removed. FrontierSW-owned cable and facilities may be purchased in accordance with the provisions of this tariff.

DENIAL OF SERVICE--NON PAY

A customer's telephone utility service may be denied if the bill has not been paid or a deferred payment agreement entered into within twenty-six days from the day of issuance and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery at least ten days prior to a stated date of denial.

Service shall not be denied on a day, or on a day immediately preceding a day when Telephone Company personnel are not available to the public for the purpose of making collections and restoral of service.

Service will be restored within a reasonable length of time during regular working hours after payment of all past-due charges, including any required deposit and a charge for restoration.

If service is not restored within two weeks after temporary denial for nonpayment, the service may be terminated by the Telephone Company without further notice to the customer. When service has been terminated, the customer will be required to make application for service under the provisions contained in other sections of this tariff.

RATES	SERVICE CHARGE	
	Residential	Business
Restore service after temporary denial/non-pay (each account)	(1)	(1)
Restore service after disconnect non-pay (each account)	See Service Charges	

(1) Line Connection charge applies. Party line customers required to pay line connection charge and trip charge.

VACATION SERVICE[1]

General

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

Conditions[2]

1. Vacation Service is provided in all exchanges and applies to customers of Business (B1) or Residential (R1) Exchange Access Service. Vacation Service is not available for Lifeline customers, multi-party customers or optional measure service customers.

2. No outward or inward service is provided during the period of Vacation Service.

3. Vacation Service will not be made available for periods of less than one (1) month.

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

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

5. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months.

6. Monthly bills for line service are rendered at the vacation service rate during the vacation service period and are to be paid in accordance with regular collection practices.

[1] Effective 6/1/2020 this service is no longer offered.

[2] Effective 7/16/2011 customers who subscribe to Regional Essentials Bundle with Frontier® FiberOptic Internet services (where available) shall be eligible to maintain their bundle services and suspend their service. (T)

VACATION SERVICE[1] (T)

Rates

1. Monthly rates (MRC):

Charge for Vacation Service RATE
50% of current line rate

2. Vertical Services and Miscellaneous Services (MRC):

   During the period the customer is furnished vacation service, vertical services or miscellaneous services associated directly with the line service will not be charged.

   Any Miscellaneous Services not directly associated with the line service such as Directory Listing or Operator Services would continue at the standard tariff rates.

3. Nonrecurring Charges (NRC):

   Applicable subsequent service order change charges apply for the establishment of vacation service. See tariff Section 13. No line connection charge NRC will apply.

   No service order charges apply to restore service at the completion of the vacation service period.

[1] Effective 6/1/2020 this service is no longer offered. (N)

VACATION GET AWAY SERVICE

General

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

Conditions

Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.

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

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

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

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

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

(D)
(D)

Vacation Get Away Service will be available where technically feasible.

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

Rates

	Recurring Charge	(D)
Vacation Get Away Service	$5.00	(C)

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

APPLICATION

The provisions of this section relate to intrastate special services, local exchange services and company-owned rural lines.

GENERAL

A special construction, installation and/or termination charge may be assessed as provided in this tariff to cover all or part of the costs of providing service.

A deposit may be required as provided in other sections of this tariff. No deposit will be accepted by the Telephone Company until construction charges are quoted to the applicant.

Construction charges are payable when quoted by the Telephone Company or when billing is rendered as the Company, at its option, may require.

Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.

The standard method of provision of facilities, as outlined in the General Rules and Regulations in this tariff will be "exchange" facilities routed through the central office. In some instances, the Division Manager can approve construction of "direct route" facilities when provision of such facilities is economically beneficial to the Company.

When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant is required to pay the costs incurred in securing, clearing and retaining such right-of-way.

In those cases where total construction costs are extremely high, the Telephone Company has the right to discuss these cases with the Commission prior to filing an Application to determine if the expenditure of those dollars is in the public interest. If the Telephone Company feels that these costs are not in the public interest, it may file an Application for a waiver from providing service to this particular customer.

Buried facilities will be given first consideration as standard construction in the rural area; however, the type of construction, whether aerial or underground, will be determined by the Telephone Company.

The customer does not obtain any rights of ownership in facilities provided by the Telephone Company.

No construction charge is made for the provision of new lines on or along a public right-of-way or other easement when the customer can be served upon completion of a scheduled project budgeted by the Telephone Company. No construction charge applies for augmenting facilities. Facilities requiring augmenting will be completed when possible within 90 days after applicant gives a firm order for service; however, circumstances may require a longer period to complete.

Line facilities placed by the Telephone Company along public highways and roads, whether furnished at expense of the Telephone Company or the customer, are maintained by the Telephone Company and ownership thereof is vested in the Telephone Company, except that ownership of poles may be vested in some other company with which the Telephone Company has a joint-use agreement.

Line facilities placed by the Telephone Company on private property are owned and maintained by the Telephone Company.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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)

DEFINITIONS

Augmenting - Telephone Company wire or cable placed in parallel with, or in replacement of, previously existing telephone company wire or cable. Augmented facilities need not be same type of facility (wire vs. cable or buried vs. aerial) as the previously existing.

Existing Poles - Any pole that can be used to string wire on, whether owned by another company; another type utility, i.e., Cable T.V., electric, Western Union, railroad, etc.; or customer-provided.

Drop Wire - All measurement will be made to location of the protector at the applicants' premises.

New Construction - Telephone Company line facilities and labor necessary to provide facilities in order to serve applicant.

Private Property and/or Public Right-of-Way - Excess construction charge in the same for both for the purpose of administering this tariff.

Existing Facilities - Vacant facilities in place and ready to serve.

Direct Accessible Route Measurement - Direct accessible route feet from the last vacancy on the line or from the base rate area in the event the last vacancy is inside the base rate area. Charges will not change when the Telephone Company elects to deviate from direct route for company reasons. Additional charges may result where the applicant elects to deviate from the direct route quoted by the Telephone Company.

Minimum Termination Liability - A minimum contract period with a specific dollar amount for which the customer agrees to retain the service.

Minimum Revenue Guarantee - The minimum revenue actually billed for the main line plus excess mileage charge for a specified contract period.

Location with Prior Service - A drop in place or evidence of a drop having been in place to serve the specific building with basic rural service. Excludes buildings which have been moved from one location to another.

Multicircuit Requirements - When an applicant has requirement for two or more circuits at the same location. Multiline circuit construction for the same customer at the same location will be computed on the basis of the Line Facility Allowance on each circuit requested.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

DEFINITIONS (Cont'd)

Advance Nonrefundable Payment - Payment in part of the total excess construction charge due the Telephone Company by the applicant. This payment will be credited to the amount of excess construction charge due the Company by the applicant. This payment is not considered as a deposit or advance payment as outlined in Sections 5 and 7.

Deposit - See Section 5.

Start of Construction - Construction is considered to have started after execution of the Aid to Construction Charge Agreement and the Telephone Company incurs any expense in connection therewith or in preparation therefor which would not otherwise have been incurred.

Measurement for Construction - Applicable construction will be measured from the last usable facility or the base rate area whichever is closer.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONSTRUCTION CHARGES

Line Facility Allowance

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. For the purposes of calculating an allowance concerning multicircuit customers, each circuit required shall be considered as an applicant. The allowance will be a front-end adjustment. (C) (C)

Line Facility Charges

New line facility construction in excess of the allowance will be constructed at 100% of actual cost. No charge applies to augment.

Actual cost will consist of the following to the extent applicable:

1. An engineering design study fee of $725.00 to conduct a site visit and develop a preliminary cost estimate (which will be applied toward the estimated construction costs due and payable by the applicant)
2. Engineering, labor, supervision and overhead expenses
3. Materials, equipment (whether provided or used) and transportation
4. Permitting and other fees
5. Procurement of rights-of-way and easements
6. Administration and taxes
1. The weighted cost of capital
2. Contingencies
3. Any other specific items of expense associated with the construction

All applicants in a group must be served over the same direct accessible route in order to qualify for that group.

Construction charges will be prorated to all applicants at time of original construction charge quote. Each applicant will be quoted an equal prorated share of the construction charge whether applicant is first or last on the constructed line.

Once applicant/applicants are served, the newly constructed facilities become existing facilities and no construction charge will apply to new applicants subsequently connected to such facilities if spare (vacant) facilities exist.

Cable size requirements and method of provision will be determined by the Telephone Company based upon standard company practices of route design, forecast data and engineering judgment. When engineering considerations dictate placing a larger cable or when an applicant requests two or more circuits, construction charges will be reviewed by the Telephone Company to determine if construction charges will apply.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

UNDER GROUND SERVICE ENTRANCES

Underground cable facilities will be given first consideration in new residential subdivisions as standard construction at no cost; however, the type of construction, whether aerial or underground, will be determined by the Telephone Company.

If special underground construction is requested by the customer or if underground facilities are placed under adverse conditions, the customer will bear the excess cost of such construction or provide the ditch and backfill. Excess cost is the difference between the special construction cost and the standard construction cost.

When a special type of construction is furnished to a customer, such as underground service connections, in an area normally served aerially, an additional charge is made equal to the difference between the estimated cost of the special type construction and the average cost of the standard construction. In the case of special construction, the customer is required to bear unusual maintenance costs.

Where, by ordinance or other legal requirements, existing facilities are required to be relocated underground in an area the Telephone Company would not, except for such ordinance or other legal requirements, install its facilities underground, the Telephone Company may charge the cost of such relocation to the customers (or others requiring such relocations) served by the relocated facilities.

SPECIAL TYPES OF CONSTRUCTION

When a special type of construction other than those covered preceding is desired by a customer or when the individual requirements of a particular situation make the construction unusually expensive, the customer is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the customer except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Telephone Company. Generally special types of construction will be as follows when construction is:

of a type other than that which the Telephone Company would normally utilize in the furnishing of its services.

over a route other than that which the Telephone Company would normally utilize in the furnishing of its services.

in a quantity greater than that which the Telephone Company would normally construct to serve the customer needs.

on a temporary basis until permanent facilities are available.

involving abnormal costs.

in advance of its normal construction on an expedited basis.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

REARRANGEMENTS OF EXISTING PLANT

When the Telephone Company is requested to move or change existing plant for which no specific charge is quoted in this tariff, the person at whose request such move or change is made will be required to bear the costs incurred.

CONSTRUCTION REQUIRED FOR TEMPORARY SERVICE

When temporary facilities are necessary to provide service, the customer will be required to pay a special charge equal to the estimated cost of the facilities in place plus the cost of removing the facilities less the salvage realized from the facilities.

CONSTRUCTION FOR PROVISION OF ADDITIONAL EXCHANGE ACCESS FACILITIES

When the Telephone Company is requested to construct outside plant facilities to furnish off-premise additional exchange access, the applicant will be required to bear the costs incurred.

FEDERAL GOVERNMENT INSTALLATIONS

Facilities extended on Federal Government installations will be placed in accordance with procedures required by the particular Department of the Federal Government involved.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONSTRUCTION IN NEW REAL ESTATE DEVELOPMENTS

The construction charges, allowances and regulations previously specified in this tariff contemplate extension of facilities into areas of normal growth and development. Where facilities are extended into new areas of real estate development which, in the opinion of the Telephone Company, are of a promotional or speculative nature, construction charges equal to all or a portion of the costs of such construction will be assessed, the amount depending upon the circumstances in each case.

In certain instances, the Company may, at its sole discretion, determine that the investment necessary to extend its network into a new residential development is not justified by the revenue the Company expects to receive from customers in the development. In such instances, the Company may require a deposit from the applicant (the developer, builder, person, partnership, association, corporation, governmental agency or property owner) equal to the cost of construction to the applicant's specified number of units ("Specified Units"). On the third anniversary of the date of completion of construction, the Company will refund all or a portion of the deposit based on a pro rata share of the number of units in service at that time divided by the Specified Units. The refund shall be made without interest.

A letter will be sent to the applicant providing information on the deposit requirement before any design, construction or deployment of any infrastructure on the property is started by the Company. In addition, the Company will require the applicant to submit a one-time, non-refundable, Engineering Design Study fee of $725.00 to conduct a site visit and preliminary cost estimate on which the applicant can determine whether to pursue the requested network extension. In the event that the applicant fails to remit the Engineering Design Study fee within 15 days of receipt of the notice, the applicant will be deemed to have declined the Company's offer to provide facilities to the development.

Upon remittance of the required Engineering Design Study fee, a detailed evaluation of the site will be undertaken by the Company to determine a total cost estimate to provision the facilities to the Specified Units. The Company will notify the applicant of the cost to provision facilities to the Specified Units and identify the deposit required by the Company before construction can begin. The Applicant shall have 30 days to remit the full deposit amount. (A credit for the Engineering Design Study fee will be applied against the deposit.) In the event the applicant fails to remit payment of the full deposit within 30 days of receipt of the letter setting forth the deposit requirements, or the applicant affirmatively informs the Company that it does not wish to proceed, facilities to the development will not be deployed.

SPECIAL SERVICE OR FACILITIES

When the customer requests a service arrangement which requires the installation or modification of standard facilities, for which provision is not otherwise made in this tariff, it will be furnished, when practicable, and rated in accordance with the Special Assemblies section of this tariff.

EXTENSION OF FACILITIES TO CONTIGUOUS UNCERTIFIED AREA OUTSIDE CERTIFIED EXCHANGE AREA BOUNDARY

Facilities may, at the option of the Telephone Company, be extended into territory contiguous to that already served by it and not receiving service from another Telephone Company and not within the area of Public Convenience and Necessity of another Telephone Company under the following conditions:

Approval by the Texas Public Utility Commission;

No other Telephone Company is willing to serve the area;

The Applicant is willing to pay established charges for construction in the certified area and full cost of new construction and/or augmenting facilities outside the certified area.

In the event additional or subsequent Applicants are service over facilities constructed outside the Exchange Area Boundary such applicants shall be assessed a prorate share of the construction cost which will be reimbursed to the original Applicant provided, however, that no such refund shall be made after the facilities have been in place for a period of three years.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

LINE EXTENSIONS CONSTRUCTED BY APPLICANT

Customer-owned lines are lines outside the Base Rate Area but within the certified exchange that are constructed, owned, and maintained by the customer.

The customer-owned line must be constructed by the applicant from the last vacancy available over telephone company facilities. The telephone company will not construct any portion of the facility when the customer elects to construct customer-owned lines.

Customer-owned lines shall be constructed in accordance with the following construction standards and shall be maintained in good operating condition by the owner, owners or persons designated by the ownership of the line:

All newly constructed and rebuilt customer-owned lines shall be designed for a transmission loss of no more than eight (8) decibels from the serving central office. All customer-owned lines shall be maintained so that trans- mission loss does not exceed ten (I0) decibels.

Customer-owned lines shall in addition be constructed and maintained so that metallic noise does not exceed thirty (30) decibels above reference noise Level ("C" message weighting).

Metallic noise shall not exceed thirty-five (35) decibels above noise level ("C" message weighting) on any customer-owned line.

Overall design from central office to customer's instrument must meet central office supervision limits.

Telephone Company will provide incremental design limits in order to meet the overall design requirements above.

Customer-owned lines must be constructed so as not to bring the overall line transmission below the telephone company established objectives. The telephone company will make available to customers constructing and/or rebuilding customer-owned lines a copy of the telephone company loop transmission objectives. It is the responsibility of the customer-owned line customer to provide all equipment necessary on the customer-owned line (i.e., repeaters, load coils, etc.) for the customer-provided line to meet telephone company established standards and objectives. Such lines must be constructed in strict compliance with established National Electric Codes and National Electric Safety Code. Telephone Company engineering time associated with review, assistance, and/or approval of design criteria for customer-owned lines will be billed to the customer-owned line customer based on cost involved.

It shall be the customer's responsibility to obtain necessary right-of-way associated with the construction of the customer-owned line.

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

LINE EXTENSIONS CONSTRUCTED BY APPLICANT(Cont'd)

The telephone company will measure the transmission of the customer-owned line before connecting it to the telephone company line and approve or disapprove it for connection. In those instances where the customer-owned line fails to meet the loop transmission standards furnished by the Tele- phone Company, the customer will be billed cost for testing and inspection by the Telephone Company. It is the responsibility of the customer to maintain the customer-owned line so as to continue to comply with the above standards and not interfere or cause hazard with any of the services offered by the Telephone Company. The Telephone Company may measure the transmission of customer-owned lines at their option to ensure continued maintenance of the line by the customer. Upon notice by the Telephone Company, in writing or by telephone, that the customer-owned line does not meet the above standards, the customer shall make such change as may be necessary to comply with these standards within l0 days or their line will be disconnected. When the condition is an immediate hazard or is interfering with other services offered by the Telephone Company the line may be disconnected immediately pending correction by the customer.

Customer-owned line extension of facilities to contiguous uncertified area outside certified exchange area boundary is subject to the same conditions specified in this section for telephone company extension.

The Telephone Company shall furnish, install, and maintain the protector and wiring for the drop. Customer-owned one-party line customers may furnish customer-owned telephones in compliance with Part 68 of the FCC Rules and Regulations.

The Telephone Company does not undertake to maintain any portion of Customer-owned lines.

Customer-owned lines are subject to the Rules and Regulations in Section 5 of this tariff. All limitations and restrictions applicable to Company-owned Line Service apply to Customer-owned lines.

Application for service on Customer-owned lines will be connected only upon written authorization by the owner, owners, or person designated to grant such approval.

Monthly rates for each customer shall be those rates specified for Customer-owned lines in Section 6 of this tariff. The point of connection with Telephone Company facilities determines the rate applicable for the service.

Customer-owned line customer's telephone service may be denied for nonpayment under conditions as provided in SEction 9 of this tariff.

DIRECTORY LISTINGS

GENERAL

These rates and regulations for directory listings apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

The alphabetical list of names of customers is solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service, and special sequence or arrangement of names is not contemplated.

The Telephone Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

A listing must conform to the Telephone Company's specifications with respect to its directories.

Listings are regularly provided in connection with all classes of exchange service except public coin telephone service. A listing may be omitted from the directory upon request of a customer in writing and under the conditions specified for Non-published Service.

The length of the contract period for extra directory listings where the listing actually appears in the directory is the directory period, unless the main contract is cancelled prior to the end of the period. When the listing appears on information records only, the contract is for one month.

One listing is furnished without charge to each customer. Dual listings associated with the same surname, involving no more than two individuals given names residing at the same address may be provided without charge. Each given name for the purpose of this tariff is defined as any combination, not to exceed two, first names, middle names, initials, nicknames or maiden names.

PRIMARY LISTINGS

When two or more main station lines or private branch exchange trunk lines are consecutively operated (rotary), the first number of the rotary group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line.

Business and/or Residence directory listings are not permitted for non-customers.

DIRECTORY LISTINGS

REGULAR EXTRA LISTINGS

Business extra listings may be the names of partners or members of a partnership or firm, the names of officers of the corporation, or the names of business associates or employees of a business establishment. Business extra listings may be the bona fide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings which are designed primarily to give publicity to a commodity or service are not accepted.

Regular extra listings in the name of a customer or noncustomer are not permitted when associated with an exchange access line or lines of another customer for the purpose of sharing or resale of exchange access service. Examples of these listings that may not be used by a a customer are:

Engaged in furnishing service of a secretarial nature; or
In the business of renting office space to a transient or permanent tenant and proposes to furnish telephone service to his lessees; or
Customers who request to resell network services to other entities.

Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household as part of the family unit.
Business extra listings in connection with semipublic coin stations are furnished under rates and regulations as specified for business extra listings.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted for business customers only under the address of a PBX station or additional station, installed on premises of the customer; but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

In connection with Private Branch Exchange service at hotels, motels, retirement complexes, or boarding houses, residence extra listings at business extra listing rates may be provided in the names of permanent guests or tenants at that location, provided approval is obtained of the hotel or motel involved. However, no separate billing will be issued for these instances.

At the option of the customer, extra listings may be obtained upon the issuance of a directory or between issues of directories at which time they appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

DIRECTORY LISTINGS

SPECIAL TYPES OF EXTRA LISTINGS

Duplicate Listings

Duplicate listings, i.e., listing of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

Alternate Listings

Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

Foreign Exchange Listings

Foreign Exchange Listings are listings appearing in a directory other than the directory in which local service is furnished. The minimum contract period for which charges will apply will be for the duration of the directory payable annually in advance. Foreign listings will be disconnected and a refund made based on the months remaining for the duration of the directory after main service has been discontinued.

Reference Listings

Reference Listings may be furnished to customerrs who change their names, absorb other businesses, or subdivided their business and have authority to continue the use of the old name, and in other cases when, in the judgment of the Telephone Company, they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings.

Residence Family Plan Directory Listing Service

Residence Family Plan Directory Listing Service will include directory listings for the customer, his wife, all unmarried children and the mother and/or father of the customer, if members of the same household.

DIRECTORY LISTINGS

NON-PUBLISHED SERVICE OR NON-LISTED SERVICE

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. This arrangement will be provided only under the terms of a special agreement wherein the customer agrees to save the Telephone Company harmless from any damages which might result because of the non-published listing and to absolve the Telephone Company from any responsibility for the failure of the customer to receive telephone calls because of the non-published listing. A number is considered non-listed if it is on directory assistance but not in the telephone directory. Non-published telephone numbers may be released to law enforcement authorities or other agencies in cases involving security, criminal investigations, and public safety.

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.

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/no-nlisted 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).

DIRECTORY LISTINGS

RATES	Rate Per Month	
Primary Listings		
Regular Exchange Service (one listing)	-	
Semipublic Service (one listing)	-	
Regular Extra Listings, Alternate Listings, Duplicate Listings, Reference Listings [2]		
Residence, each	$6.00 [3]	
Business, each	$44.00 [3]	(I)
Extra Lines of Information [2]		
Residence, each	$5.50 [3]	
Business, each	$44.00 [3]	(I)
Foreign Exchange Listing [1]		
Residence, each	$5.50 [3]	
Business, each	$11.50 [3]	
Non-published Service or Non-listed Service		
Non-published	$7.00 [4]	
Non-listed	$6.50 [4]	
Residence Family Plan Directory Listing Service	$0.85	
Service Order Charges [5]		

1 Regular listing charge billed annually in advance.
2 Payable annually in advance.
3 Foreign listings, extra listings, alternate listings, duplicate listings, and extra lines of information will be discontinued and a refund made based on the months remaining for the duration of the directory after main line service has been discontinued.
4 See Application of Rate in this Section.
5 See Section 13 of this product guide for applicable Service Order Charges

SERVICE CHARGES

These service charges apply to service connections, moves and changes at the customer's request:

- Primary Service Order Charge
- Secondary Service Order Charge
- Line Connection Charge
- Premise Visit Charge
- Return Check Charge

Service charges are in addition to all other applicable rates and charges associated with the facilities being provided. The service charges in this section apply only when the specific work function is actually performed.

Service charges do not apply to facilities reestablished at either a temporary or a permanent location after destruction or partial destruction of Telephone Company-owned facilities by fire or natural disasters beyond the control of the customer. However, if service is established at a new location and the customer later moves back to the old location, the service charge is applied in connection with the reestablishment of service at the old location.

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

SERVICE ORDER CHARGE

DEFINITIONS

"Primary Service Order Charge" is for recording and processing information necessary to execute a customer request pertaining to telephone service for which a charge is applicable. The Primary Service Order Charge applies on the following: (1) primary service requests (2) move from one premise to another (3) telephone number change at customer's request (4) upgrade or downgrade at customers' request (5) change party line association at customer's request (6) stand alone listing request.

The "Secondary Service Order Charge" applies on all other service orders not included under initial service order charge.

SERVICE CHARGES

EXCEPTIONS

The "Service Order Charge" will not apply in connection with the following service orders:

Telephone Number Change

Due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.

Bill date change to effect mutual agreement between the Company and the customer.

Bill Date Change

Bill date change to effect mutual agreement between the Company and the customer without a telephone number change (with telephone number change, see above).

Listings

Primary listing change caused by death, marriage or divorce of the listed customer.

Removal of an extra listing.

Listing correction due to Telephone Company error.

Party Line Association

Change party line association after contact by local management with all party line users has not resolved customer complaint.

Address Changes

Billing address change to ensure delivery of bill for services provided.

All changes to correct addresses for which the customer has no control (i.e., zip code; premises number; street name; rural routes).

Company Error/Request

All service orders issued as a result of Company error or Company request.

SERVICE CHARGES

EXCEPTIONS (Cont'd)

Station Billing

One "Service Order Charge" applies on multi-order requests involving "station billing."

LINE CONNECTION CHARGE

DEFINITIONS

The "Line Connection Charge" is for central office work, testing and cross connect to execute a customer request pertaining to telephone service.

One "Line Connection Charge is applicable to each central office, full period private line circuit and/or off-premise additional exchange access line connected. This charge includes a central office line which terminates on a concentrator identifier answering service and also full period private line services.

"Line Connection Charges" are applicable each time service is established or reconnected at a customer's location, except when service and facilities are superseded.

"Line Connection Charge" applies to all telephone number changes due to customer request.

"Line Connection Charge" applies to each line when changing from single line to rotary hunt group or from rotary hunt group to single line.

"Line Connection Charge" applies to each line when customer requests upgrade or downgrade and central office work is required.

"Line Connection Charge" applies at single or duplex dwellings for each drop or demarcation point moved, changed or rearranged at a customer's request. To move a point of demarcation for multiunit locations, see Sheet No. 5 of this Section.

EXCEPTIONS

The "Line Connection" charge will not apply in connection with the following service orders

To establish toll billing for dormitory service.

All regrades due to Company reasons.

SERVICE CHARGES

EXCEPTIONS (Cont'd)

Telephone number change due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.

To effect a bill date change agreed upon between Company and the customer.

Change party line association after contact by local management with all party line users has not resolved customer complaint.

On service orders issued for Company reasons or due to Company error.

PREMISE VISIT CHARGE

DEFINITIONS

"Premise Visit Charge" applies for each party line customer restored or reconnected after denial for nonpayment.

Only one "Premise Visit Charge" applies in connection with work associated with the same customer request at one premise.

SERVICE CHARGES

PREMISE VISIT CHARGE (Cont'd)

DEFINITIONS (Cont'd)

When the same customer's request involves more than one premise, a premise visit charge applies for each premise.

WIRING CHARGE

The customer is responsible for providing and maintaining customer premises wiring. In-place wiring is considered to be provided by the customer.

MULTIUNIT DEMARCATION REARRANGEMENTS

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point at or near the property line in compliance with the minimum point of entry requirements of 47 C.F.R. 68.3.

Charges to rearrange multiple demarcation points to a single demarcation point at the Minimum Point of Entry, at the request of the customer, will be determined on an individual case basis and recover the Company's actual cost of the rearrangement. The customer may choose to access the telephone network, via the "Allowed Use" option, as specified in Section 8 of this Tariff or the customer may purchase those facilities. If the customer chooses to purchase facilities, on the customer side of the demarcation point, charges will also include the sales price of the cable, based on structural value (See Section 8, Demarcation Points, of this Tariff).

SERVICE CHARGES

SCHEDULE OF CHARGES	RESIDENCE	BUSINESS (INCLUDES COIN)	KEY LINES/ TRUNKS
Service Order Charge Primary, each……	$30.00 (I)	$45.00	$45.00
Service Order Charge Secondary, each…..	15.00 (I)	30.00 (I)	30.00 (I)
Line Connection Charge.....……..	30.00 (I)	40.00 (I)	40.00 (I)
Premise Visit Charge, each……	20.00 (I)	20.00 (I)	20.00 (I)
Returned Check Charge, each.....…….	25.00	25.00	25.00
Restoration of Service, each.....……	30.00 (I)	50.00 (I)	50.00 (I)

At the option of the customer service charges may be paid in three equal installments over a three-month period.

Charge for Stand Alone Listings, each[1, 2]

	RESIDENCE	BUSINESS
(a) Initial	$4.00	$4.00
(b) Changes to an existing listing	3.50	3.50

RETURNED CHECK CHARGE AND RESTORATION OF SERVICE

DEFINITIONS

Returned Check Charge is the charge associated with checks returned by the bank for insufficient funds; unable to locate account; account closed; balance held, drawn against uncollected funds; two signatures required; account garnisheed; endorsement incorrect; or payment stopped.

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

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.

SERVICE CHARGES

EXPEDITED DUE DATE CHARGE	Service Charge
Priority Service Request applies only when the customer is unwilling to accept the existing due date at time of the initial customer contact and demands immediate (24-hour) service:	
Residence or nonsystem business initial and subsequent installations.....	$ 20.00

SERVICE CHARGES

TRAFFIC STUDY - CUSTOMER INITIATED

One company initiated PABX traffic study per year, per customer is provided at no charge. Each additional customer initiated PABX traffic study will incur the following charges. The length of each study will be three days and the data will be analyzed and submitted to the customer by letter.

Set up Charge, per request	$300.00
Line Charge, per line studied	$ 3.00

MISCELLANEOUS SERVICE AND EQUIPMENT

AUTOMATIC RINGDOWN CIRCUIT (1)

For communications betwen two points whereby either station, upon picking up the receiver, automatically rings the other station.

	Nonrecurring Charge	Rate Per Month
Routed through central office:		
One or two way automatic signalling.	$20.00	10.50

(1) See Section 20 for applicable local channel rates and charges.

MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECT INWARD DIALING (DID) SERVICE

	Nonrecurring Charge	Monthly Rate
DID TRUNK TERMINATION		
Applicable only to DID Trunk in EAS Rate Bands 4-8		
DID Trunk Termination, per trunk	-	$ 20.00
DID NUMBER BLOCKS		
First block of 100 numbers in an electromechanical, SPC or digital office	(1)	$105.00
Each additional block of 100 numbers		$ 15.00
First ten blocks of 10 numbers in a Digital or SPC office, each block.....	(1)	$ 10.50
Each additional block of 10 numbers		$ 1.50

DID Number Blocks are provided in association with DID Service trunks. The rates for Number Blocks are in addition to the applicable local calling rates and applicable EAS Rates specified in Section 6 of this Tariff.

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

DID Number Blocks are provided in blocks of consecutive numbers.

DID Number Blocks may NOT be ordered in number blocks smaller than 100 in electromechanical central offices or ten (10) in digital or SPC central offices.

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.

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.

(1) C.O. DID services have no nonrecurring charges associated with them other than the appropriate Service Charges in Section 13 of this product guide.
(2) The number of lines in each Central Office will be reviewed at least annually for verification of correct charges.

MISCELLANEOUS SERVICE AND EQUIPMENT

CONVENIENCE FEE

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.

Regulations

This fee will not apply if:

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

Rates

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

MISCELLANEOUS SERVICE AND EQUIPMENT

CONFERENCE FIRE REPORTING SYSTEM	Nonrecurring Charge	Rate Per Month
Fire Reporting Access Line (Directory Number).....	(1)	See Section 6
Each Station Bridged to Conference Fire Reporting System Common Equipment (See EDP Code 928 in Section 40)		
Additional Station, each.....	(1)	$3.50

FIRE REPORTING SYSTEM – TELLABS*

	Single Payment Option	Rate Per Month
Common Equipment Capable of accommodating 1 Fire Reporting Line and 10 fireman's line circuits (2) (3):		
Level A/Single Payment Option..	$6,565.00	--
Level A/5 Year Contract.....	--	137.00
Level B.....	--	58.25
Each additional fireman's line circuit up to a maximum of 30 line circuits bridged to the fireman's residence one-party line in the Central Office (2):		
Level A/Single Payment Option..	400.00	--
Level A/5 Year Contract.....	--	8.35
Level B.....	--	2.45

(1) Applicable Service Charge in Section 13
(2) A $3.00 Central Office bridging nonrecurring charge applies to establish bridge for fireman's line circuit.
(3) See Section 6 for fire reporting line.

(*) Service is not available in all fiber exchanges, as noted in Section 6 of this product guide, or in areas within an exchange where only fiber access is provided.

MISCELLANEOUS SERVICE AND EQUIPMENT

RESERVED FOR FUTURE USE (D)

(D)

(N)
(N)

MISCELLANEOUS SERVICE AND EQUIPMENT

INDIVIDULINE SERVICE

General

IndividuaLine Service provides the customer with a telephone number having the digits the customer specifically requests. This number may consist of seven letters, seven digits, or a combination of letters and digits.

All required IndividuLine Service telephone numbers are subject to availability and are provided at the discretion of the Telephone Company. The Telephone Company may make reasonable changes in the telephone number as the requirements of service may demand.

Existing customers who have a specific number prior to the establishment of this service will not be charged for IndividuLine Service.

If the Telephone Company finds it necessary to change the IndividuLine Service customer's telephone number, the IndividuLine Service customer will be granted a refund of the nonrecurring charge associated with the service (See Rates following.)

Applicable service charges in Section 13 will apply when changing from an IndividuLine Service telephone number to a nonspecific number at the customer's request.

IndividuLine Service includes a standard directory listing consisting of the customer's name, address, and telephone number. It does not include a directory listing printed in alphabetical characters.

MISCELLANEOUS SERVICE AND EQUIPMENT

INDIVIDULINE SERVICE (Cont'd)

Rates

IndividuLine Service will include a nonrecurring charge and a monthly rate as shown below:

	Nonrecurring Charge	Monthly Rate
Business	$ 50.00	$ 3.50
Residence	25.00	1.50

)

(1) In addition to applicable service charges in Section 13.

MISCELLANEOUS SERVICE AND EQUIPMENT

ANNOUNCEMENT SYSTEM SERVICE

The Time/Weather/Temperature equipment will be located on the customer's premise.

In order to avoid excessive utilization of commonly used facilities, the length of any announcement is subject to approval of the Telephone Company.

The customer must suitably terminate all facilities provided by the Telephone Company.

The customer may not transmit over facilities furnished by the Telephone Company any material the transmission of which is prohibited by law or which is deemed objectionable by the Telephone Company.

The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over facilities furnished hereunder; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

The furnishing of the Public Announcement Service Access Arrangements for this service contemplates that the distribution of the calls placed to the telephone number assigned to such a service will be such that the volumes received at any time will not cause impairment, disruption, or deterioration of the quality of other exchange service or message telecommunications service furnished for use by its customers. In the event that the use of this service causes such impairment, disruption, or deterioration, the Telephone Company shall have the right to discontinue such service without prior notification to the customer.

Because of the volume of incoming traffic, the type access to a customer's Time/Weather/Temperature equipment will be determined by the Telephone Company. Assignment of telephone numbers for this service will be at the discretion of the Telephone Company.

RATES

	Nonrecurring Charges	Monthly Rate(1)
Public Announcement Service Access		
Per Line	--	$ 30.00

(1) The Rotary Hunting Line Charge in this Section also applies.

MISCELLANEOUS SERVICE AND EQUIPMENT

	Nonrecurring Charge	Rate Per Month
DETAIL BILLING SERVICE (1)		
Furnishes the customer toll charges by PABX Trunk each month.		
Detail Billing Service.....	$ 50.00	$ 44.00
SPECIAL BILLING NUMBERS (1)		
For increments of 1-25 numbers or fraction thereof.....	--	2.75

(1) The availability of this offering is contingent upon available numbers.

MISCELLANEOUS SERVICE AND EQUIPMENT

	Nonrecurring Charge	Rate Per Month
RESERVE TELEPHONE NUMBERS (1)		
Reserve Telephone Numbers 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. (D)

MISCELLANEOUS SERVICE AND EQUIPMENT

(D)
(D)

DUPLICATE BILL CHARGE

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. (C) (C)

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

CALL RESTRICTION SERVICES

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. Restricted calls are directed to a central office announcement.

Two Toll Blocking Service options are available:

a) 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). Calls to 800 Service will not be restricted (1 + 800 + XXX-XXX). 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.

b) 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. Calls to 800 Service will not be restricted (1 + 800 + XXX-XXX).

Toll Blocking Service will be provided to Residence One-Party, Business One-Party and Trunk Access Line customers. Toll Restriction Service will not be provided on party lines or Centrex lines. Call Restriction Services for Pay Telephone Service are found in Section 39.

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

MISCELLANEOUS SERVICE AND EQUIPMENT

CALL RESTRICTION SERVICES (Cont'd)

The minimum contract period for this service is one month.

RATES

The following rates and charges apply to the provisioning of Toll Blocking Service and are in addition to all other applicable charges as specified elsewhere in this and other tariffs of the Company.

The monthly rate for toll blocking is in addition to the monthly rate with which the service is associated.

	Monthly Rate	Nonrecurring Charge
Toll Blocking, per line/trunk		
Option 1 - Blocks all 1+ calls.....	$1.50	$10.00(1)
Option 2 - Blocks all 1+, 0+,..... and 0- calls	1.50	10.00(1)

(1) The Secondary Ordering Charge in Section 13 of this product guide applies when adding Toll Blocking to an existing account.

MISCELLANEOUS SERVICE AND EQUIPMENT

CALL RESTRICTION SERVICES (Cont'd)

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.

RATES

	Monthly Rate	Nonrecurring Charge (1)
Option 1 - Collect and Third Number Billing,		
- Per Line Screened.....	$2.50 (I)	$10.00
Option 2 - Third Number Billing,		
- Per line Screened.....	2.50 (I)	10.00
Option 3 - Collect Billing,		
- Per line Screened.....	2.50 (I)	10.00

(1) In addition to the applicable Service Ordering Charge in Section 13 of the General Exchange Tariff.

MISCELLANEOUS SERVICE AND EQUIPMENT

CALL RESTRICTION SERVICES (Cont'd)

BUSINESS SELECTIVE CLASS OF CALL SCREENING **(D)**

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

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

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

Customers subscribing to Business Selective Class of Call Screening service are responsible for all toll charges. The minimum period for Business Selective Class of Call Screening service is one month.

All local calls and calls to Telephone Company numbers such as repair, directory assistance, and public emergency service numbers such as as 9-1-1 will be permitted.

RATES

	Monthly Rate	Nonrecurring Charge
Per line equipped	$ 3.00	(1)
Per trunk equipped	12.50	(1)

(1) Applicable Service Ordering Charge in Section 13 of the General Exchange Tariff.

(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.

MISCELLANEOUS SERVICE AND EQUIPMENT

CALL RESTRICTION SERVICES (Cont'd)

900 CALL RESTRICTION

Regulations

900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

900 Call Restriction will only be provided in conjunction with residence and business single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit. In central offices where the capability does not exist to provide individual customer line blocking of 900 calls, 900 calling will not be offered.

A customer subscribing to this service may not access any 900 telephone number.

Call restriction of 900 Information Access Service will additionally restrict 976 service.(1) However, only one nonrecurring charge will apply.

The minimum contract period for this service is one month.

Non-payment of 900 call charges will not be the cause to disconnect local exchange service. If charges for calls to 900 numbers are not paid by the customer, the Company may block access to 900 numbers.

The following charges apply in addition to the established rates and charges for the services to which 900 Call Restriction is applied.

	Nonrecurring Charge
900 Call Restriction, per residence line equipped (2)	$ 2.25
900 Call Restriction, per business line equipped (2)	$ 2.25

(1) See Section 45 for 976 Call Restriction.
(2) No charge applies for the initial blocking request.

MISCELLANEOUS SERVICE AND EQUIPMENT

ROTARY HUNTING LINE SERVICE

Rotary Hunting Lines are grouping of Exchange Access Service 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 and all lines in the group must have the same calling scope.

	Nonrecurring Month	Rate Per Month
Rotary Hunting Line Charge, in addition to rate for Exchange Access Service	--	$ 3.00

CIRCULAR HUNT

Hunting lines are the grouping of Exchange Access Services to allow for overflowing of busy lines to a vacant line in the same exchange, area code, and group that is available to receive a call. All lines in the Circular Hunt Service group must have the same calling scope.

Circular Hunt permits a complete hunt over all lines in a prearranged group. If an idle line is not encountered, the hunt will continue until the line that was originally called is reached at which point a busy tone will be returned to the calling party. The line called in Circular Hunt does not have to be a preassigned start hunt line but any line in the group.

	Nonrecurring Month	Rate Per Month
Circular Hunt, in addition to rate for Exchange Access Service, per line	--	$ 3.25

MISCELLANEOUS SERVICE AND EQUIPMENT

TIE LINES (For Terminating Company-Owned Lines)

GENERAL

Tie lines are furnished subject to the availability of circuits and provided no unusual expense is involved. If unusual expenses are involved, the circuits will be priced as a special assembly of equipment.

Tie lines may terminate in switchboards of the same customer and on the same or different premises. For mileage charges applicable to tie lines, see below.

Tie lines connecting switchboards of different customers are furnished with the understanding that such tie lines are to be used only for communication between stations directly connected to and located on the same premises as the switchboards involved. Such tie lines are provided only if each of the switchboards involved is connected to the central office by central office trunks.

Tie lines connecting switchboards located on the premises of the customer (except where standard operation and transmission can be obtained on all connections) are furnished for communication between stations directly connected to and located on the same premises as the switchboards involved. Tie lines are used in connection with central office trunks, off-premises stations, or other tie lines.

Tie lines connecting switchboards of the same customer contemplate connection between any two stations connected to and on the same premises as the switchboards in which the tie line terminates. In addition, such a tie line may be connected (at either end, but not both ends simultaneously) to a central trunk for a through communication between a station connected to and located on the same premises as the switchboard in which the tie line terminates and any other station to which the central office trunk has access via local exchange or the toll network.

Interexchange Carriers may use tie lines found in this tariff that will meet their administrative needs; however, an Interexchange Carrier is restricted from utilizing tie lines found in this tariff to furnish a portion of their authorized service offerings.

MISCELLANEOUS SERVICE AND EQUIPMENT

TIE LINES (For Terminating Company-Owned Lines) (Cont'd)

RATES	Nonrecurring Charge	Rate Per Month	
Intraexchange			
Tie Line Mileage			
Between points in the same Building	$12.00	$3.23	(I)
Between points in different buildings on the same premises, per 300 or fraction thereof (minimum monthly charge $3.00)	$12.00	$3.23	(I)
Between points not on the same premises, per ¼ mile or fraction thereof (minimum monthly charge $3.00)	$12.00	$3.23	(I)
Interexchange			
See Private Line and Channel Services for voice grade circuit.			

(1) Applies to both ends of the tie line.

INSTANT CALL ACCOUNTING

Instant Call Accounting provides customers with a detailed record of outgoing calls that can be accessed by either dedicated or dial-up arrangement.

Dedicated Instant Call Accounting

The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

Dial-Up Instant Call Accounting

The customer, using Customer Premises Equipment (CPE), initiates a download request to the Instant Call Accounting processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

CONDITIONS AND REGULATIONS

General

Each call record will contain the date, time and duration of the call, the calling station number, facility used, and the number that was called.

Records will be provided for calls originated from Centrex stations or individual business lines and include toll, local measured service calls, and calls made over private facilities (i.e., FX and WATS) and private networks.

Records will NOT be provided for incoming calls, station-to-station (intercom) calls, or local calls (except in measured service areas).

The records produced by this service are not represented to be a provision of billing detail.

Instant Call Accounting will be furnished only from offices that are technically capable of and that are equipped for providing the service.

Customers are responsible for providing the appropriate modem to process the call detail records. Frontier makes no guarantee and assumes no additional obligations with respect to the customer's receipt of the call detail records if the customer provided CPE does not meet Frontier's compatibility requirements.

Customers can choose data transmission speeds ranging from 1200 bits per second (bps) to 9600 bps.

Call accounting records will be transmitted to the customer's premises call accounting equipment.

INSTANT CALL ACCOUNTING

CONDITIONS AND REGULATIONS (Cont'd)

Dedicated Instant Call Accounting

A dedicated data channel (four-wire [Type 420] private line facility) between the serving central office and the customer's premises equipment is required.

The appropriate private line rates and charges will be applied from the Southwestern Bell Private Line Tariff.

A customer provided private line modem is required at the customer's premises.

Due to limited storage capacity, the Telephone Company cannot guarantee that call records that have been transmitted to the customer will be available for retransmission.

Dial-Up Instant Call Accounting

A Centrex line or individual business line is required. The customer may use an individual business line or Centrex line that is currently subscribed to or subscribe to an additional business line or Centrex line subject to the appropriate rates and charges in the General Exchange Tariff.

If the Centrex line or individual business line that is used for the dial-up link has the Call Waiting feature on it, the call waiting tone could cause the loss of some data.

A customer provided dial-up modem is required at the customer premises.

To prevent the possible risk of lost call records data, Dial-Up customers should retrieve their call records at least every seven days. It is the customer's responsibility to retrieve their call records to reduce the possibility of losing call record data.

INSTANT CALL ACCOUNTING

Rates and Charges (1)

	Non-Recurring Charge	Monthly Rate
Dedicated Instant Call Accounting (2)(4)	$ 2000.00	$ 1000.00
Dial-Up Instant Call Accounting (3)(5)	1000.00	550.00

(1) Rates and charges are applicable per system.

(2) In addition, a four-wire private line facility is required at the applicable rates and charges specified in the Southwestern Bell Private Line Tariff.

(3) In addition, either an existing Centrex line, an existing individual business line, an additional Centrex line, or an additional individual business line is required at the current rates and charges specified in Frontier's General Exchange Tariff.

(4) In addition, one customer provided private line modem is required.

(5) In addition, one customer provided dial modem is required.

MISCELLANEOUS SERVICE AND EQUIPMENT

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Telephone Company.

Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represents a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

MISCELLANEOUS SERVICE AND EQUIPMENT

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)

Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

MISCELLANEOUS SERVICE AND EQUIPMENT

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)

Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.

In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes NSEP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking NSEP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every three years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

MISCELLANEOUS SERVICE AND EQUIPMENT

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)

Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore NSEP services assigned restoration priority 1
- Provision Emergency (E) NSEP services
- Restore NSEP services assigned restoration priority 2, 3, 4 or 5
- Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this tariff which operate in conjunction with the TSP System.

Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered with provisioning and/or restoration priority 4 or 5. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	Nonrecurring Charge
Per Access Line/Circuit	$ 14.50

MISCELLANEOUS SERVICE AND EQUIPMENT

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)

Rates and Charges (Cont'd)

Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Section 11, Charges Applicable Under Special Conditions.

(2) Essential Provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date. The rates and charges will apply as set forth in Section 13, Expedited Due Date Charge.

Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code of 4 or 5 is specified in position 12 of the authorization code.

	Monthly Rate
Per Access Line/Circuit	$ 4.90

MISCELLANEOUS SERVICE AND EQUIPMENT

BUSINESS TRAFFIC STUDY SERVICE

General

Business Traffic Study Service provides business customers with a performance report of call capacity of originating and terminating traffic on access lines to determine how many calls terminate successfully and the number of calls that reach a station busy condition. Verizon provides these reports along with a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables and the recommendation is a close estimate and can not be guaranteed.

Conditions

- Business Traffic Study Service is available only to business customers.
- Calls must be carried by Verizon and billed by or on behalf of Verizon to the customer requesting the study.
- Traffic studies are performed on Verizon access lines or hunt groups with local exchange numbers. Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- Traffic studies are performed, at the customer's request, per exchange, per customer account.
- Traffic study reports are provided on a weekly, bi-weekly or monthly basis.
- A one-week traffic study may be performed per exchange, per customer account, at no charge in each calendar year. Any additional traffic studies requested during the calendar year will be billed at the rates and charges shown following.
- Traffic study report features may vary by central office switching system type.

Application of Rates and Charges

- For the setup of each additional Traffic Study Report, per calendar year, per customer, the Service Establishment Charge applies in addition to the monthly rate.
- Appropriate Service Charges apply.

Rates and Charges

Per Calendar Year

	Service Establishment Charge
Per Customer, per Study	
Initial Study	No Charge
Each Additional Study	$ 120.00

	Monthly Rate
Traffic Study Reports	
Per Telephone Number or Hunt Group	
Initial One-Week Study Request	No Charge
Each Additional Request	
Weekly Reporting	$ 80.00
Bi-Weekly Reporting	60.00
Monthly Reporting	40.00

MISCELLANEOUS SERVICE AND EQUIPMENT

DIGITAL BILLING (N)

Digital billing provides a complete version of the bill, including bill detail, bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

	Residential	Business	
Rate for Digital Billing with Duplicate Paper Bill	$5.00	$5.00	(N)

ADDITIONAL EXCHANGE ACCESS

GENERAL

Additional exchange access will be provided in connection with all classes of local exchange service, excluding public coin telephone service, at the rates and charges specified for the telephone utilized in the Miscellaneous Service and Equipment section of this tariff.

Additional exchange access must be located on the same premises of the customer on which the main line is located and are restricted to the use of the customer, his representatives and associates or to members of the customer's immediate family or domestic establishment; except that in the case of individual line service, additional exchange access may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit:

Individual line business additional exchange access: Where two or more premises of the same customer are used in the conduct of one establishment or business; or

Individual line residence or business additional exchange access: Where the additional exchange access is located on other than the customer's premises for the purpose of answering calls at such times as the customer is not available at the main line. Separate local exchange service is required on these other premises. A customer may have additional exchange access at their temporary location while remodeling at the permanent location or similar reasons for a period that will normally not exceed 90 days. Time extensions may be granted based upon circumstances in each individual case but in no case may such arrangement be permanent. Separate local service is not required in this instance.

Additional exchange access facilities are subject to "Mileage Charges" shown in this section of the product guide, computed airline from the main line.

ADDITIONAL EXCHANGE ACCESS

GENERAL - (Cont'd)

The number of additional exchange access facilities which may be permitted with any main line is limited to such number as, in the judgment of the Telephone Company, will not interfere with the efficient operation of the service.

Separate telephone numbers or any other distinctive designations are not assigned to additional exchange access facilities.

DEFINITION OF ADDITIONAL EXCHANGE ACCESS FACILITIES

Additional exchange access service is the extending of main line service to other locations for the convenience of the customer.

Following are the various types of additional exchange access service offered by this Telephone Company:

Business Additional Exchange Access - are those associated with and having full access to the business main line service.

Residence Additional Exchange Access - are those associated with and having full access to the residential main line service.

ADDITIONAL EXCHANGE ACCESS

DEFINITION OF ADDITIONAL EXCHANGE ACCESS - (Cont'd)

Off-Premises Additional Exchange Access - is associated with individual-line service only and having full access to the same main line service with which it is associated subject to the conditions specified in this section.

Detached Additional Exchange Access - is associated with foreign exchange service only.

Semipublic Service Additional Exchange Access - is associated with semipublic telephone service and are furnished only within the same building as the main line and without coin-collecting devices or dials.

Secretarial Answering Service - arrangements will be provided as outlined in other sections of this Tariff. The service is provided only for individual-line customers.

Private Branch Exchange Additional Exchange Access - is associated with PBX stations and having full access to the same service as the PBX station subject to conditions specified in this section.

Rural Service Additional Exchange Access - will be furnished within the Exchange Area Boundary provided they are located on the same premises as the associated main line.

Residential Additional Exchange Access to Other Households - on same or other premises will be furnished only for answering purposes. Separate local access service is also required on those other premises.

Residential Additional Exchange Access to Other Buildings - on the same premises will be furnished only for use by the customer, his family, employees, or persons residing in the customer's household as a member of the family unit.

Service Station Additional Exchange Access - will be provided at the applicable rate for the class of service.

ADDITIONAL EXCHANGE ACCESS

APPLICATION OF RATES

The monthly rates for additional exchange access are provided on Sheet No. 5 of this section of the product guide.

Service charges as specified in the Service Charge Section of this product guide may apply to additional exchange access.

Business rates apply to the entire service if the use of the service at either the main line or the additional exchange access line(s) connected thereto is primarily of business character.

MILEAGE RATES

ADDITIONAL EXCHANGE ACCESS LINE MILEAGE

Additional exchange access line mileage charges are applicable in connection with additional exchange access and private branch exchange stations not located in the same building as the main line.

Additional exchange access line mileage charges will apply to additional exchange access lines and private branch exchange station lines terminating in a multiline telephone system, even though no station is directly associated with the line.

Additional exchange access line mileage charges are applicable to circuits furnished in connection with certain items of miscellaneous equipment as specified in other sections of this product guide.

ADDITIONAL EXCHANGE ACCESS

BELLS-(RINGERS)

The number of bells/ringers connected to an exchange access line may not exceed the limits of central office ringing capability. Additional rates and charges will apply based upon equipment used when:

More than six bells/ringers (REN-1) are to be used on single loop;

Two local loops are bridged in the central office and more than four bells/ringers (REN-1) are to be used;

Three or more loops are bridged in the central office and more than two bells/ringers (REN-1) are to be used;

Note: No more than 4 loops can be bridged in the central office unless a conference bridge is used.

Five or more bells/ringers (REN-1) are used or for arrangements requiring numerous moves and changes, a central office conference bridge will be provided. Customer will be billed for common equipment wired for 20 lines (one input and nineteen outputs) and for each line used.

Division T&P Engineering or in some instances Customer Services Engineering will advise as to what equipment is used when the above arrangements are used.

Existing customers exceeding limits of central office ringing capability are grandfathered to the existing installation. At such time as the grandfathered service is moved, changed, and/or rearranged applicable rates for equipment used will apply.

	Nonrecurring Charge	Rate Per Month	3-Year Minimum Terminating Liability
Loop Extender*, each	$ 25.00	$ 5.35	--
Bridge Lifter*, each	3.00	.40	--
VF Repeater*, each	25.00	10.25	--
Long Line Adapter*, each	25.00	8.75	--
Conference Bridge - Required when five or more loops are being bridged:			
Common Equipment for 20 lines	--	110.00	$3500.00
Line Equipment per line	25.00	10.65	--

(*) Service is not available in all fiber exchanges, as noted in Section 6 of this product guide, or in areas within an exchange where only fiber access is provided.

ADDITIONAL EXCHANGE ACCESS

MILEAGE RATES

Rate Per Month

Additional exchange access (Also applies to PBX and PABX Telephones)

Between points not in the same building nor on the same premises, but in the same central office area as the main access line, computed airline between the location of the main access line and the off-premise additional telephone location, per 1/4 mile or fraction thereof (1)(2)

All Exchanges.....	1/4 EXT MI	$177.88	(I)

OFF PREMISES PABX STATIONS AND PABX ADDITIONAL STATIONS

In addition to applicable mileage charges for off-premises PABX Stations and additional PABX Stations, special loop treatment will apply due to more stringent loss design requirement over regular off-premises telephone service.

Division T&P Engineering will advise as to what equipment is used when the following arrangements are used.

Existing off-premise PABX stations and/or PABX additional stations are grandfathered to the existing installation. At such time as the grandfathered service is moved, changed, and/or rearranged, applicable rates for special loop treatment equipment used will apply.

(1) Special Loop Treatment charges also applies for off-premise PABX stations and off-premise PABX additional stations.
(2) When multiple central offices are required, except for off-premise PABX stations, these rates pertain only to the portion from the serving (foreign) central office to the location of the extension. A local loop will apply at both ends from the Central Office to the customer location for off-premise PABX stations. Foreign switching office service rates from Section 19 would also apply between the central offices.

ADDITIONAL EXCHANGE ACCESS

OFF PREMISES PABX STATIONS AND PABX ADDITIONAL STATIONS (Cont'd)

Special Loop Treatment *	Nonrecurring Charge	Rate Per Month
Loop Extender, each	$25.00	$5.35
Bridge Lifter, each	3.00	.40
VF Repeater, each	25.00	10.25
Long Line Adapter, each.	25.00	8.75

(*) Service is not available in all fiber exchanges, as noted in Section 6 of this product guide, or in areas within an exchange where only fiber access is provided.

CUSTOM CALLING SERVICES

GENERAL

Custom Calling Service is furnished only in connection with individual line service.

Other facilities, miscellaneous and supplemental equipment, requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this tariff.

Call Waiting is not offered with rotary hunting lines. Call Forward can be provided on rotary hunting lines and the manner in which it functions will be reviewed with each customer. Nonrotary hunting key lines will be considered as regular business lines for custom calling service purposes.

Except as specifically provided herein, Custom Calling Services are subject to the regulations, rates and charges applicable to other types of customer service. Custom Calling Services rates and charges are in addition to the basic rates and charges for the service with which it is associated.

Custom calling service is furnished subject to availability of facilities and central office capability and subject to limitations of such equipment.

Flat rate services equipped for Call Forward are assessed regular long distance message charges for each call transferred on a long distance basis.

Custom Calling Services are offered, on an Individual Services basis or on a Package Services basis at the customers option:

	(D)
Individual Services - Items on individual billed basis.	**(D)**
Flexible Packaging - For Residence Class of Service	**(D)**
Standard Package Two features	
Deluxe Package Three features	**(D1)**
Smart Package - Call Waiting, Cancel Call Waiting, Call Forwarding.	**(D1)**
Smarter Package - Call Waiting, Cancel Call Waiting, Call Forwarding, Speed Dialing 8, 3-Way Calling.	**(D1)(D2)**
Smartest Package - Call Waiting, Cancel Call Waiting, Call Forward, Speed Dialing 8, Last Number Redial, Saved Number Redial, 3-Way Calling.	**(D1)**
Smart Package and Distinctive Ring - Call Waiting, Cancel Call Waiting, Distinctive Ring.	**(D1)(D2)**
Smarter Package and Distinctive Ring - Call Waiting, Cancel Call Waiting, Call Forward, Speed Dialing 8, 3-Way Calling, Distinctive Ring.	**(D1)(D2)**
Smartest Package and Distinctive Ring - Call Waiting, Cancel Call Waiting, Call Forward, Speed Dialing 8, Last Number Redial, Saved Number Redial, 3-Way Calling, Distinctive Ring.	

(D) Restricted to existing customers only at current location.

(D1) 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.

(D2) EFFECTIVE JULY 21, 2014, SMARTER PACKAGE AND DISTINCTIVE RING FOR BUSINESS CUSTOMERS, AND SMARTEST PACKAGES FOR BUSINESS CUSTOMERS ARE HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.

CUSTOM CALLING SERVICES

FEATURES

Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:

Call Waiting For Residential Customers Only (2)

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the switch hook "holds" the first call while the second is answered. The customer can alternate between calls by flashing the switch hook.

Call Forward (1)

Permits a customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forward customer is responsible for the payment of charges for each call between his Call Forward equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards. This service may be provided to a group of individual lines arranged for rotary hunting, where network-switching facilities permit.

Call Forward – Multipath (1)(3)

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 access lines in the hunt group forwarding the calls.

(1) Features with Call Forward capabilities cannot be used on a continual basis to extend the local calling scope beyond that available to a customer's premises.

(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. (D)

(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. (D)

CUSTOM CALLING SERVICES

FEATURES (Cont'd)

Speed Dialing (1)
Enables a customer to place calls to other telephone numbers by dialing a one-or two-digit code rather than the complete telephone number. Customers may subscribe to only one of either the 8-Code capacity or 30-Code capacity on the same line.

Three-Way Calling
Permits a customer to add a third party to an existing conversation. When a customer is on a call and wishes to call a third party, he depresses the switch-hook. This places his first call on hold and three short tones are heard signifying the Three-Way Calling mode has been accessed. The customer will receive dial tone and may dial the telephone number of the desired third party. When the third party answers, the second party remains on hold, permitting private conversation between the customer and the third party.
The three-way connection can then be established by flashing the switchhook once, permitting the customer, the second party and the third party to converse.

The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

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

Toll Control
Prevents unauthorized persons from making calls to toll points. In certain type offices, customers with the Toll Control feature will be able to make toll calls utilizing a "Toll Control Code;" however, some offices do not have the capability of utilizing Toll Control Codes. Without the Toll Control Code, customers with the Toll Control feature will not be able to access "1+" numbers or operator assisted numbers ("0+" and "0-"). The Toll Control feature is offered with Tel-Teen Service only.

Cancel Call Waiting for Residential Customers Only (1)
This feature 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.

Last Number Redial (1)
The dialed digits of the last call originated by the customer are always stored in the GTD-5 EAX. A customer wishing to reinitiate a call to the last called number dials a repeat number dialed access code and the call is placed automatically to the last called stored number.

(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. (D)

CUSTOM CALLING SERVICES

FEATURES (Cont'd)

Saved Number Redial (2)

At any point during a call, or upon encountering a busy or no answer condition, a customer can flash the hookswitch, receive distinctive dial tone, and dial an access code. The GTD-5 EAX stores the called number, returns confirmation tone to the station user, and returns the station to the call. The customer may place and receive any number of calls in the normal manner after a number is stored by this method. A customer wishing to reinitiate a call to the stored number party goes off-hook and dials the access code; the call is placed automatically.

Call Forward Busy/No Answer (1)

This feature allows calls to either a party who does not answer or a busy line to be routed to an alternate specified directory number. The alternate specified directory number may be in the same switching office or may be reached via local toll trunks.

Distinctive Ring (2)

This feature 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 Listings set forth in Section 12 of this tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

Fixed Call Forward – Busy (1)(2)

Allows incoming calls that encounter a busy condition to be automatically sent to another telephone number within the exchange calling area or the Long Distance Telecommunications Network where facilities permit. The Call Forward customer is responsible for the payment of any toll charges for each call between his Call Forward equipped telephone and the telephone to which the call is being forwarded. The forwarded to number is designated by the subscriber when the service is ordered. The transmission quality may vary depending on the distance and routing necessary; therefore, transmission quality may not meet normal standards.

(1) Features with Call Forward capabilities cannot be used on a continual basis to extend the local calling scope beyond that available to a customer's premises.
(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. (D)

CUSTOM CALLING SERVICES

FEATURES (Cont'd)

Fixed Call Forward - No Answer (1)(2)

Allows incoming calls that are not answered to be automatically sent to another telephone number within the exchange calling area or the Long Distance Telecommunications Network where facilities permit. The Call Forward customer is responsible for the payment of any toll charges for each call between the Call Forward equipped telephone line and the line to which the call is being forwarded. The forwarded to number is designated by the subscriber when the service is ordered. The transmission quality may vary depending on the distance and routing necessary; therefore, transmission quality may not meet normal standards.

Fixed Call Forward – Busy Line Don't Answer (1)

Allows incoming calls that are busy or not answered to be automatically sent to another telephone number within the exchange calling area or the Long Distance Telecommunications Network where facilities permit. The Call Forward customer is responsible for the payment of any toll charges for each call between the Call Forward equipped telephone line and the line to which the call is being forwarded. The forwarded to number is designated by the subscriber when the service is ordered. The transmission quality may vary depending on the distance and routing necessary; therefore, transmission quality may not meet normal standards.

Custom Calling Services will be provided in connection with individual and multiline residence and business lines. Party line, PBX, and Centrex customers and Public and Semipublic telephone services are excluded.

Custom Calling Services are furnished only in central office areas where adequate and suitable facilities are available. Central Office will be equipped for Custom Calling Services at the discretion of the Telephone Company and in accordance with regular engineering practices.

SERVICE CHARGE APPLICATION

Upon conversion of a "Stored Program Control" switch in an exchange or during special promotional offerings, a 90 day grace period will follow to allow those customers wishing to subscribe to custom calling features without application of service charges.

(1) Features with Call Forward capabilities cannot be used on a continual basis to extend the local calling scope beyond that available to a customer's premises.

(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. (D)

CUSTOM CALLING SERVICE

SERVICE CHARGE APPLICATION (Cont'd)

For a 60 day period after a customer establishes service, a customer may add SmartCall services including Flexible Packaging, without incurring service order charges.

SATISFACTION GUARANTEE

If at anytime the customer notifies Frontier that he/she is not satisfied with the Custom Calling or CLASS Services, the customer will be entitled to a full refund on one (1) month's monthly recurring charge (MRC). If the subscription period is less than 30 days, the amount of the refund will be prorated for the appropriate portion of the monthly recurring charge. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Frontier will also disconnect the Custom Calling Service which does not satisfy the customer.

Custom Calling Package Plans

The following Custom Calling Package Plans are offered to existing and new customers subscribing to residence (R1) class of service.

Customers who currently subscribe to these plans (originally offered as Custom Calling Promotional Plans in selected locations) may retain the service, and the same features selected, at the monthly rate specified.

Applicable service charges, as specified in Section 13, apply to all customers who subscribe to any of the plans after the effective date of the tariff, and to all customers who change plans and/or features selected within the plans.

CUSTOM CALLING SERVICES

RATES (Cont'd)

INDIVIDUAL SERVICES (Cont'd)

	Monthly Rate *		Per Activation	
	Business	Residence	Business	Residence
Call Forward, Per Line	$16.25 (I)	$11.49		
Call Forward Busy/No Answer, Per Line	$14.00 (I)	$8.50 [1]		
Call Forward Busy	$14.00 (I)	$7.00		
Call Forward No Answer		$8.50		
Call Forward - Multipath, Per Line	$4.50	$9.99 [2]		
Speed Dialing 8-Code Capacity, Per Line	$5.00	$10.99 [1]		
Speed Dialing 30-Code Capacity, Per Line	$6.00	$10.99 [1]		
Call Waiting/Cancel Call Waiting, Per Line	$37.00	$11.49		
3-Way Calling	$15.99 (I)	$11.49	$2.50 [3]	$3.50 [3]
3-Way Calling more than One Feature [2]	$2.50	$5.05 [4]		
Last Number Redial and Saved Number Redial, Per Line	$3.15	$5.20 [4]		
Distinctive Ring, Per Line	$16.50 (I)	$10.99		

* In addition to applicable service charges as shown in Section 13.

(1) EEFFECTIVE 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.

(2) EEFFECTIVE 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.

(3) Maximum charge of $14.25 per month.

(4) 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.

CUSTOM CALLING SERVICES

RATES

STANDARD PACKAGE (1)	Rate Per Month
With Smart Ring Pak R Package	
Business, per line (2)	$3.00
Residence, per line (3)	$8.50
Standard Package consists of any two features; Call Waiting, Call Forward, Speed Dialing 8 or Speed Dialing 30.	
Call Waiting and Call Forward:	
Business, per line	$ 5.90
Residence, per line	7.35
Call Waiting and Speed Dialing 8:	
Business, per line (2)	5.90
Residence, per line	8.50
Call Forward and Speed Dialing 8:	
Business, per line	5.90
Residence, per line	7.35
Call Waiting and Speed Dialing 30:	
Business, per line	7.30
Residence, per line	10.15
Call Forward and Speed Dialing 30:	
Business, per line	7.30
Residence, per line	8.15

(1) Restricted to existing customers only at current location.
(2) EFFECTIVE JULY 21, 2014, CALL WAITING AND SPEED DIALING 8 PACKAGE FOR BUSINESS CUSTOMERS IS HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.
(3) 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.

CUSTOM CALLING SERVICES

RATES (Cont'd)

DELUXE PACKAGE (1)	Rate Per Month	
Deluxe Package consists of any three features; Call Waiting, Call Forwarding, Speed Dialing 8 or Speed Dialing 30.		
Call Waiting, Call Forward, and Speed Dialing 8:		
Business, per line (2)	$ 8.35	
Residence, per line	10.00	
Call Waiting, Call Forward, and Speed Dialing 30:		
Business, per line(3)	19.75	(I)
Residence, per line	10.80	

(1) Restricted to existing customers at current location only.
(2) EFFECTIVE JULY 21, 2014, CALL WAITING, CALL FORWARD, AND SPEED DIALING 8 PACKAGE FOR BUSINESS CUSTOMERS IS HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.
(3) EFFECTIVE JULY 21, 2014, CALL WAITING, CALL FORWARD, AND SPEED DIALING 30 PACKAGE FOR BUSINESS CUSTOMERS IS HEREBY CANCELLED AND WITHDRAWN AND NO LONGER AVAILABLE FOR PURCHASE. THIS SERVICE IS AVAILABLE FOR RESALE UNTIL OCTOBER 18, 2014.

CUSTOM CALLING SERVICES

FLEXIBLE PACKAGING

Flexible packaging offers a monthly discount on specific Smart Call and CLASS features.

Flexible packaging is available to residence individual line customers only.

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.

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

Busy 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

(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.

CUSTOM CALLING SERVICE

FLEXIBLE PACKAGING (Cont'd)

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

For a sixty (60) day period after a customer establishes service, a customer may add Custom Calling/CLASS services including flexible packaging, without incurring subsequent Service Order charges.

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.

CUSTOM CALLING SERVICES

CHOICE PAC

Choice PAC offers a monthly discount on specific Smart Call and CLASS features.

Choice PAC packaging is available to business individual line customers only.

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 (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.

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

Busy Redial
*69
Call Block **(D)**
Call Forward Busy/No Answer
Call Forward
Call Waiting **(D)** or Call Waiting/Cancel Call Waiting **(D)**
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)**

(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.

CUSTOM CALLING SERVICE

CHOICE PAC (Cont'd)

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

For a sixty (60) day period after a customer establishes service, a customer may add Custom Calling/CLASS services including Choice PAC, without incurring subsequent Service Order charges.

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.

CUSTOM CALLING SERVICES

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 Secondary Service Order charge in Section 13 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. If the customer terminates Worksmart to subscribe to Unlimited IntraLATA Toll Usage for Business with Feature Package One, Two or Three on the same line, no termination liability charges will apply.

	Monthly Rate		
WorkSmart Basic A	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*			
Special Call Forward			
Three Way Calling			
* Without ACB	$20.70	$18.98	$17.26
* With ACB	20.85	19.11	17.39
WorkSmart Basic B (01347)			
Includes the following fixed services:			
Call Waiting/Cancel Call Waiting			
Caller ID* or			
Caller ID with ACB*			
Enhanced Call Forward Basic			
Three Way Calling			
* Without ACB	23.70	21.73	19.76
* With ACB	23.85	21.86	19.89
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	23.10	21.17	19.27

CUSTOM CALLING SERVICES

WORKSMART PACKAGES (Cont'd)

	Monthly Rate		
	1 Year (01340)	2 Years (01341)	3 Years (01342)
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.....	33.30	30.52	27.78

CUSTOM CALLING SERVICE

REMOTE CALL FORWARD (1)

General

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

Regulations

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

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

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

Remote Call Forward is not represented as suitable for satisfactory transmission of data.

Remote Call Forward is available between the Call Forward location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS lines. The RCF customer is responsible for payment of any charge for calls forwarded from his RCF telephone number. Remote Call Forward is programmed in the Telephone Company central office. The calls will be forwarded to any number the customer specifies.

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

There are occasions when the Telephone Company converts an existing central office, establishes a new central office, establishes a new NXX and/or makes a boundary change, and the customer's telephone number changes. When Telephone Company initiated projects requires the customer's telephone number to change, the General Manager/Operations Manager may, at their discretion, install remote Call Forward without charge for a period not to exceed 120 days to give the customer adequate time to adjust their business to the new telephone number.

(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. (D)

CUSTOM CALLING SERVICE

REMOTE CALL FORWARD (Cont'd)

Regulations (Cont'd)

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, Texas). This waiver is only available to customers whose premises are located in the 713 and 409 service area (in and around Houston, Texas). These charges will only be waived when Remote Call Forward is established on the customers existing local exchange service.

Remote Call Forward is not offered where the terminating station is:

a) A coin telephone.
b) A line equipped with any form of Call Forward features.

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.

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

Remote Call Forward service cannot be used in conjunction with international calls.

CUSTOM CALLING SERVICE

REMOTE CALL FORWARD - (Cont'd)

Rates and Charges
The following charges are for the Remote Call Forward feature only and are in addition to applicable charges for service and equipment with which it is used.

	ISOC	Nonrecurring Charge (2)	Monthly Rate	
Remote Call Forward, each access path (1)				
Business	RCF/RCA		$54.00 (3)	(I)
Residence		--	23.00 (3)	

Service Charges as shown in Section 13 of this product guide apply as follows:

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

For the subsequent addition of paths to the existing RCF Service, the Secondary Service Order Charge is applicable per order; and the Line Connection Charge is applicable per RCF path.

To change the terminating RCF number, the Secondary Service Order Charge is applicable per order; and the Line Connection Charge is applicable per RCF path.

Message Charges

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

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

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

Directory Listings

One listing without charge, covering the exchange in which the Call Forward Central Office is located, is provided. Additional directory listings may be obtained under Tariff rates, see Section 12 of this Tariff.

(1) Minimum charge, 30 days service.
(2) Applicable line connection and service order charge in Section 13 applies.
(3) The B1 and R1 rates do not apply.

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE

General

Custom Calling Local Area Signaling Service (CLASS℠) is a group of Smart Call℠ 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℠ 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℠ features, just as they are not enabled with other Smart Call℠ Services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.

CLASS℠ 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.

Description

Busy Redial (1) Busy Redial is an arrangement which 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. Busy Redial is offered at a monthly rate or for a charge per event used.

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

NOTE: CLASS℠ is a registered service mark of Bellcore.

(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. (D)

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Description (Cont'd)

*69 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.

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Description (Cont'd)

Priority Call (2) for Residential Customers Only 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.

Call Block for Residential Customers Only allows a customer to block incoming calls from a maximum of 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.

Select Call Forward(1)(2) is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forward is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting, as shown in Section 16, Sheet No. 2, and Special Call Waiting on the same line.

Do Not Disturb (2) for Residential Customers Only allows a customer to select up to 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.

Call Trace allows the customer to immediately and automatically trace the last incoming call received from a local service in which Custom Local Area Signaling Services (CLASS^{SM}) features are offered. Upon the customer's 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 call(s). 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 nuisance call tracing service available to residential one party and business one party customers where this CLASS^{SM} feature is offered.

(1) Features with Call Forward capabilities cannot be used on a continual basis to extend the local calling scope beyond that available to a customer's premises.
(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. (D)

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Rates

		ISOCs	Per Event	Nonrecurring Charge(1)	Rate Per Month
Busy Redial, per line					
Business					$5.00
Residence(4)		40700			10.99
BR, per event(2):	Business		$2.50	--	--
	Residence		3.50 (I)		
*69, per line					
Business					6.25
Residence(4)		40701			10.99
*69, per event:	Business		$2.50	--	--
	Residence		3.50 (I)		
Call Block, per line (3)					
Business					5.00
Residence		40704			7.00
Do Not Disturb, per line (3)					
Business					5.00
Residence(4)		40345			6.00
Select Call Forward, per line		40713			
Business					6.00
Residence(4)					6.25
Special Call Waiting, per line					
Business					3.00
Residence					4.50
Priority Call, per line (3)					
Business					4.00
Residence(4)					6.00
SmartCall[SM] PAK 4400, each line (Includes Call Waiting, Busy Redial, *69 and Call Block)					
Residence (3)					14.25

(1) Appropriate Service Charges from Section 13 of this product guide apply.
(2) Maximum charge of $14.25 per month.
(3) 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.
(4) 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.

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Rates

	Nonrecurring Charge(1)	Rate Per Month
SmartCall[SM] PAK 4900 **(D)**, each line (Includes Call Waiting, Call Forwarding, Speed Dialing 8, 3-Way Calling, Cancel Call Waiting, Busy Redial, *69, Priority Call and Call Block)		
Residence		$ 18.75

Call Trace, per line	Charge Per Activation (1)	Rate Per Month
Business	$10.00	$0.00
Residence	10.00	0.00

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.

Call Waiting ID, per line	ISOC	Nonrecurring Charge	Rate Per Month	
Business	40439	(1)	$22.00	(I)
Residence	40432	(1)	-0-	

(1) Secondary Service Order Charge from Section 13 is applicable in addition when adding to existing Caller ID or Caller ID-Number Only service.

(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.

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

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

Caller ID - Number Only is an arrangement that permits a customer with local exchange access service to receive the calling telephone number of calls placed to the customer. The calling telephone number is the number will be forwarded for non-blocked calls from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange access line, subject to technical and other limitations including availability of the number for forwarding.

The calling telephone number is typically 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 show "OUT OF AREA," "UNKNOWN," or "UNAVAILABLE," depending on the customer-provided display equipment.

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 tariff offering.

Caller ID - Number Only is offered on a subscription basis that 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 Selective Blocking capability, unless that customer is calling from public, semi-public or private pay telephone service.

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.

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 Company.

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. Call Waiting ID is only available to subscribers of Caller ID-Number Only or Caller ID and is offered free of charge. The name and telephone number of the caller may not be displayed for every new incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar massage may appear for certain call, 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 Verizon, (iv) for certain telephone numbers for which Verizon 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.

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CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Caller ID - Number Only **(D)**(Cont'd)

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 under the following conditions:

- if the called party is off-hook.
- if the called party answers during the first ring interval.

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.

Selective Blocking - Per Call

A service that 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 prevent telephone number announcement and call completion to callers using *69 service.

(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.

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Selective Blocking - Per Call (Cont'd)

If a calling party activates blocking, the calling party's 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.

Complete Blocking - Per Line

A service which 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.

In conjunction with *69, the terminating central office will recognize the "private" marking and prevent telephone number announcement and call completion to callers using *69 service.

Complete will be offered at no charge to a particular customer if the Public Utility Commission of Texas receives from the customer written certification that the customer has a compelling need for complete blocking.

Where facilities permit, complete blocking customers may unblock the 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.

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.

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Caller ID - Number Only

Rates

	Nonrecurring Charge	Monthly Rate	
Complete Blocking - Per Line			
Business	(1)	$0.50	
Multiline	(1)	-	
Residence	(1)	-	
Caller ID - Number Only (4)			
Business	(2)	35.00	(I)
Residence	(2)	10.99	
Residence – age 65 and over (3)	(1)	6.00	
Caller ID - Number Only with ACB (4)			
Business	(2)	33.50	
Residence	(2)	12.75	
Residence – age 65 and over (3)	(1)	5.20	
Anonymous Call Block (ACB)			
Business	(2)	6.50	
Residence	(2)	6.00	

(1) Service Charges are not applicable from Section 13 of this product guide of Schedule No. A-5 of product guide TXC.
(2) Subsequent Service Order Charge from Section 13 applicable when adding to existing service.
(3) Based on Customer's notification to the Company.
(4) 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.

CUSTOM CALLING SERVICES

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Caller ID

Caller ID is an arrangement that permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded (typically by the second ring) 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 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 Verizon, (iv) for certain telephone numbers for which Verizon 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.

Anonymous Call Block (ACB) is also available with this service.

Rates and Charges

	Nonrecurring Charge	Monthly Rate	
Caller ID			
Per Line			
Business	(1)	$41.85	(I)
Residence	(1)	13.75	
Residence – age 65 and over(3)	(1)	7.95	
Caller ID with ACB			
Per Line			
Business	(1)	41.85	(I)
Residence	(1)	13.75	
Residence – age 65 and over(3)	(1)	7.95	

(1) Subsequent Service Order Charge from Section 13 applicable when adding to existing service.
(2) Service Charges are not applicable from Section 13 (TXG) or Schedule No. A-5 (TXC).
(3) Based on Customer's notification to the Company.

CUSTOM CALLING SERVICE

ENHANCED CALL FORWARD

GENERAL

Enhanced Call Forward (ECF) is an Advanced Intelligent Network (AIN) based Call Forward service designed to provide and enhance personal mobility.

Enhanced Call Forward Service is furnished only from Central Offices which have been arranged to provide this service. ECF is provided subject to the availability of facilities.

Enhanced Call Forward is available to Business Individual Line and Centrex customers.

Enhanced Call Forward is limited to AIN-capable exchanges.

DEFINITIONS

Automatic Forwarding:

This feature allows a customer to route calls automatically to the number he is dialing from. The system picks up the Calling Party's Number (CPN) from the calling phone. By using a two stroke feature code, the customer can route his calls to the number where he is located. He does not need to know the number he is calling from; the system routes it automatically.

Note: This is dependent on the CPN being provided. If no CPN is provided, the caller will need to manually enter the number. If the customer is calling from a PBX or key system equipped with DID, DOD or DIOD, Automatic Forwarding may not work correctly.

CUSTOM CALLING SERVICE

ENHANCED CALL FORWARD

DEFINITIONS (Cont'd)

Call Acceptance List:

This feature can be used by the customer to allow only calls from designated locations to reach him. Two call acceptance lists, each with 20 number capacity, are included with ECF. For example, a customer has a meeting from 1:00 p.m. to 3:00 p.m. and has routed his number to the conference room. He is expecting some figures from an associate that need to be discussed at the meeting. By activating the call acceptance list and adding the associate's number to the list, the associate's number will be forwarded. The customer receives calls from the people with whom he wishes to speak, and all other calls will be routed to the default number.

Caller Codes:

Caller codes are provided as a way to bypass the call acceptance list. If the customer does not want to add every number to the list, he can give out one of two four-digit codes to his callers. The caller enters the code for the call to be routed to the customer. This also allows for an alternative access in case a caller is not calling from his usual number or the CPN is not carried through the call.

Three Speed Forward Numbers:

Speed Forward Numbers are provided as a convenience to the customer. With speed forward numbers, the customer can preprogram up to three numbers to allow for easier redirecting later. For example, a customer can preprogram (1) as home, (2) as office and (3) as mobile. When the customer calls the administration number, all he needs to do is press 3# to route all calls to his mobile phone. He does not need to dial the 10-digit mobile number.

CUSTOM CALLING SERVICE

ENHANCED CALL FORWARD

DEFINITIONS (Cont'd)

Time of Day/Day of Week Scheduling:

Customers can route call incoming calls based on their daily activities. For example, the subscriber to ECF can have all calls to the personal number routed to work from 8:00 a.m. to 5:00 p.m., then to a mobile from 5:00 p.m. to 6:00 p.m. The schedule's primary function is to create the "follow-me wherever I go" functionality. The customer can call the administrative number at any time to route calls elsewhere if he deviates from his schedule. Two Time of Day/Day of Week schedules are included with ECF to give more flexibility to the customer.

Timed Forwarding:

Timed Forwarding allows the customer to route calls for a specified time period to another location. For example, a customer may route calls to his mobile phone until 3:00 p.m. At 3:00 p.m., his ECF service will return to the previous routing option.

CUSTOM CALLING SERVICE

ENHANCED CALL FORWARD

DESCRIPTION OF SERVICE

ECF customers will be able to forward their calls from any touch call phone via a toll-free number. They will be able to forward to any dialable pager, mobile phone, work phone, or home phone.

ECF can be provided on the customer's existing telephone number (aka default number) as long as the customer's existing line resides behind an AIN capable switch, or via a personal number. This number is referred to as a default number.

A personal number is a telephone number that does not have any actual line equipment tied to the number. This is a new number that is provided to the customer at subscription. At subscription, the customer must designate what number his calls will route to, then the customer may program ECF to route his number to any location at any given time.

ECF will be offered as follows:

Enhanced Call Forward

- The customer's existing number or a personal number can be used
- 3 Speed Forward Numbers
- Timed Forwarding

Enhanced Call Forward with Call Manager

- The customer's existing number or a personal number can be used
- 3 Speed Forward Numbers
- Timed Forwarding
- Automatic Forwarding
- Two schedules (normal and alternate)
- Two call acceptance lists with 20 number capacity each
- Two four-digit Caller Codes

CUSTOM CALLING SERVICE

ENHANCED CALL FORWARD

REGULATIONS

Enhanced Call Forward is provided subject to the availability of technology and facilities.

ECF will not be available on Automatic Access Lines; Customer Owned Pay Telephone Service (COPTS); or Customer-Owned Pay Telephone (COPT) Coin Line Service.

The ECF customer is responsible for any applicable long distance, Extended Calling Service, and/or Frontier Local Calling Plan charges when calls to the ECF number are redirected to a number outside the local calling area. When a customer's ECF number is forwarded to a mobile phone, normal air time charges will apply on the redirected call.

ECF will not be offered on lines equipped with Special Call Forward or Remote Call Forward. Special Call Forward and Remote Call Forward must be removed from the customer's line before adding ECF. ECF is not available as a substitute for Remote Call Forward.

Except where facilities permit, ECF cannot be used to forward to locations requiring an international dialing format.

ECF cannot be used to forward to 900/976/700 numbers. These numbers will always be blocked to the ECF subscriber.

Where ECF is provided on a service also subscribing to Call Restriction Service (CRS), which prevents 1+ dialing, the ECF feature can be programmed to forward to a 1+ location at the customer's request. ECF will take precedence over the CRS feature in such circumstance, and the subscriber will be responsible for the appropriate long distance and/or outside the local calling area charges for such calls.

Customers who select a personal number will be provided one directory listing without charge in the exchange of the ECF central office. Additional directory listings may be obtained as specified in Section 12 of this Tariff.

CUSTOM CALLING SERVICES

ENHANCED CALL FORWARD

RATES AND CHARGES

Appropriate service charges as shown in Section 13 of this Tariff will apply.

	Monthly Rate Business	IOSC
Enhanced Call Forward		
Existing Number	$ 10.00	41384
Personal Number	27.50 (I)	41383
Enhanced Call Forward with Call Manager		
Existing Number	12.35	41386
Personal Number	29.25	41385

CUSTOM CALLING SERVICES

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:

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

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. (D)

CUSTOM CALLING SERVICES

PACKAGE SERVICES (Cont'd)

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 package to 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

C. Rates

Monthly Rate
$16.75

(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. (D)

CUSTOM CALLING SERVICES

PACKAGE SERVICES (Cont'd)

3. Unlimited IntraLATA Toll Usage for Business Feature Packages

These features are only available to customers who subscribe to Unlimited IntraLATA Toll Usage for Business described in the Texas Long Distance Message Telecommunication Service Tariff, Section 2.

Feature Package One

Feature Package One is available to business customers' Single Line Exchange Access Service (B1) that is subscribed to Unlimited IntraLATA Toll for Business. Feature Package One includes Call Forward, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features offered for the same rate.

Feature Package Two

Feature Package Two is available to customers' Business Single Line Exchange Access Service (B1), Centrex, or Centrex CustoPAK Service that is subscribed to Unlimited IntraLATA Toll Usage for Business. Feature Package Two includes Caller ID with Name and Voice Messaging[2]. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

Feature Package Three

Feature Package Three is available to customers' Business Single Line Exchange Access Service (B1), Centrex, or Centrex CustoPAK Service that is subscribed to Unlimited IntraLATA Toll Usage for Business. Feature Package Three includes Caller ID with Name and One Point Voice Messaging[3]. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

E. Feature Package Rates[1]	Monthly Rate Business	ISOCs
a. Feature Package One	$ 21.00	37901/37902
b. Feature Package Two	$27.00	37903/37904/ 37905/37906/ /37907/37908
c. Feature Package Three	$28.00	47901/47902/ 47903/47904/ 47905/47906

1 Nonrecurring charges, as set forth in Sections 13, 23 and 34 of this tariff, are not applicable for customers ordering these Feature Packages.
2 Voice Messaging is a non-regulated service.
3 One Point Voice Messaging is a non-regulated service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES

1. Local Calling Plan (1)

General

This offering is a combination of services available as a bundle to residential customers only.

Services*

This offering includes the following services:

Exchange Access Service (R1)

Unlimited Local Directory Assistance

Waive Service Charges for the initial order or for any change to this service:

TXG Section 13:	TXC Schedule A-5:
Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Choice of any three of the listed Custom Calling Services

Anonymous Call Block	Call Forward
Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Select Call Forward
Caller ID	Speed Dialing 8@
Call Waiting/ Cancel Call Waiting	Speed Dialing 30#@
	Three Way Calling
	Priority Call

Rates:

Monthly Rate	
$50.99	(I)

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 6.

* Five Cents a Minute Basic is offered for a separate rate. This service is available as long as customers subscribe to Local Calling Plan. See the Optional Discounted Toll Plans section of the Texas Long Distance Message Telecommunications Service Product Guide for terms of provision for this service.

\# Speed Dialing 30 is not available in TXC serving area.

@ Offered where facilities permit.

(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.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

1. Local Calling Plan (Cont'd)

Conditions

Local Calling Plan is only available on residential single party (R1) Exchange Access Service.

Local Calling Plan is not available:

with any other package or bundled offering on the same line;
on multiple party line service, Manual Trunk Service, or any measured line service;
with EMS;
with any employee concession service offering;
with ISDN service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

2. Local Calling Plus (1)

General

This offering is a combination of services available as a bundle to residential customers only.

Services*

This offering includes the following services:

Exchange Access Service (R1)

Unlimited Local Directory Assistance

Waive Service Charges for the initial order or for any change to this service:

TXG Section 13:	TXC Schedule A-5:
Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Choice of any of the listed Custom Calling Services

Anonymous Call Block	Call Forward
Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Select Call Forward
Caller ID	Speed Dialing 8@
Call Waiting/ Cancel Call Waiting	Speed Dialing 30#@
	Three Way Calling
	Priority Call

Rates:

Monthly Rate	
$53.99	(I)

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 6.

* Five Cents a Minute Basic is offered for a separate rate. This service is available as long as customers subscribe to Local Calling Plus. See the Optional Discounted Toll Plans section of the Texas Long Distance Message Telecommunications Service Product Guide for terms of provision for this service.

\# Speed Dialing 30 is not available in TXC serving area.

@ Offered where facilities permit.

(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.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

2. Local Calling Plus (Cont'd)

Conditions

Local Calling Plus is only available on residential single party (R1) Exchange Access Service.

Local Calling Plus is not available:
with any other package or bundled offering on the same line;
on multiple party line service, Manual Trunk Service, or any measured line service;
with EMS;
with any employee concession service offering;
with ISDN service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

3. Regional Essentials

General

This offering is a combination of services available as a bundle to residential customers only.

Services

This offering includes the following services:

Exchange Access Service (R1)

Unlimited IntraLATA Toll

Waive Service Charges for the initial order or for any change to this service:

TXG Section 13:	TXC Schedule A-5:
Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Choice of any two (2) of the listed Custom Calling Services

Caller ID
Caller ID with ACB
Call Waiting/ Cancel Call Waiting

Residential Home Voice Mail Service

Rates

	Monthly Rate	
	$50.04	(I)

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 6.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

3. Regional Essentials (Cont'd)

Conditions

Regional Essentials is only available on residential single party (R1) Exchange Access Service.

.

Regional Essentials is not available:

with any other package or bundled offering on the same line;

on multiple party line service, Manual Trunk Service, or any measured line service;
with any employee concession service offering;
With ISDN service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

4. Regional Value

General

This offering is a combination of services available as a bundle to residential customers only.

Services

This offering includes the following services:

Exchange Access Service (R1)

Unlimited IntraLATA Toll

Waive Service Charges for the initial order or for any change to this service:

TXG Section 13:	TXC Schedule A-5:
Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Rates

	Monthly Rate	
	$48.04	(I)
	$17.04 * 1	(R)

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 6.

Conditions

Regional Value is only available on residential single party (R1) Exchange Access Service

Regional Value is not available:

with any other package or bundled offering on the same line;

on multiple party line service, Manual Trunk Service, or any measured line service;
with any employee concession service offering;
with ISDN service.

* Regional Value Price Guarantee – this rate is for customers who subscribed to Regional Value Price Guarantee promotional rate offered from August 20, 2009 – February 15, 2010. This rate is guaranteed for as long as the customer: i) remains at the same service address.

1 Effective March 16, 2013, Regional Value Price Guarantee is no longer available to new customers. Existing customers may maintain their service, however, moves, adds and changes are not permissible.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

4.B. Regional Value - Price Guarantee [1]

Residential customers in a location that is not eligible for Frontier Online Broadband or Frontier® FiberOptic Internet products who establish new dial tone service or who call to disconnect their local service and agree to subscribe to Regional Value bundled with a qualifying unlimited long distance calling plan will be eligible to receive Regional Value for a monthly rate.

Monthly Rate	
$19.04	(I)

The monthly rate is guaranteed for as long as the customer:

(i) remains at the same service address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Frontier Southwest. Discontinuance of any one of the services listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Frontier Southwest.

[1] Effective March 16, 2013, Regional Value Price Guarantee is no longer available to new customers. Existing customers may maintain their service, however, moves, adds and changes are not permissible.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

5. Regional Calling (1)

General

This offering is a combination of services available as a bundle to residential customers only.

Services

This offering includes the following services:

Exchange Access Service (R1)

Unlimited IntraLATA Toll

Waive Service Charges for the initial order or for any change to this service:

TXG Section 13:	TXC Schedule A-5:
Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Choice of any of the listed Custom Calling Services:

- Call Waiting/ Cancel Call Waiting
- Caller ID
- Caller ID with ACB
- Speed Dialing 8@
- Speed Dialing 30*@
- Three Way Calling

Residential Home Voice Mail Service

Rates

	Monthly Rate	
	$62.95	(I)

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 6.

@ Offered where facilities permit.
* Speed Dialing 30 is not available in TXC serving area.
(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.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

5. Regional Calling (Cont'd)

Conditions

Regional Calling is only available on residential single party (R1) Exchange Access Service.

Regional Calling is not available:

with any other package or bundled offering on the same line;

on multiple party line service, Manual Trunk Service, or any measured line service;

with any employee concession service offering.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

6. Regional Calling Extra (1)

General

This offering is a combination of services available as a bundle to residential customers only. Services include those included in Local Calling Plan plus additional services.

Services

This offering includes the following services:

Exchange Access Service (R1)

Unlimited Local Directory Assistance

Direct dialed intraLATA regional toll:
Unlimited minutes of anytime usage per month

Waive Service Charges for the initial order or for any change to this service:

TXG Section 13:	TXC Schedule A-5:
Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Choice of any of the listed Custom Calling Services

Anonymous Call Block	Caller ID with ACB
Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Priority Call
Call Forward	Select Call Forward
Caller ID	Speed Dialing 8@
Call Waiting/ Cancel Call Waiting	Speed Dialing 30*@
	Three Way Calling

Residential Home Voice Mail Service

Rates

Monthly Rate	
$67.95	(I)

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 6.

@ Offered where facilities permit.
* Speed Dialing 30 is not available in TXC serving area.
(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.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

6. Regional Calling Extra (Cont'd)

Conditions

Regional Calling Extra is only available on residential single party (R1) exchange access service.

Regional Calling Extra is not available:

with any other package or bundled offering on the same line;

on multiple party line service, Manual Trunk Service, or any measured line service;

with any employee concession service offering;

with ISDN service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

7. Regional Calling Unlimited (1)

General

This offering is a combination of services available as a bundle to residential customers only.

Services

This offering includes the following services:

Exchange Access Service (R1)

Unlimited IntraLATA Toll

Waive Service Charges for the initial order or for any change to this service:

TXG Section 13:	TXC Schedule A-5:
Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Choice of any three (3) of the listed Custom Calling Services

Anonymous Call Block	Caller ID with ACB
Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Priority Call
Call Forward	Select Call Forward
Caller ID	Speed Dialing 8@
Call Waiting/ Cancel Call Waiting	Speed Dialing 30*@
	Three Way Calling

Rates:

Monthly Rate	
$55.00	(I)

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 6.

@ Offered where facilities permit.
* Speed Dialing 30 is not available in TXC serving area.
(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.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

7. Regional Calling Unlimited (Cont'd)

Conditions

Regional Calling Unlimited is only available on residential single party (R1) exchange access service.

Regional Calling Unlimited is not available:

with any other package or bundled offering on the same line;

on multiple party line service, Manual Trunk Service, or any measured line service;

with any employee concession service offering;

with ISDN service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

14. Regional Essentials Bundle Discounts[2] (Cont'd)

Discounts (Cont'd)

Customers who subscribed to the Regional Essentials Bundle Discounts will receive automatic twelve month renewal discounts as listed below upon expiration of their initial 12 month discount.

	Monthly Discounts
Frontier Online Broadband[1] (up to 3.1 Mbps package or up to 7.1 Mbps package)	$6.00
Frontier Online Broadband[1] (up to 3.1 Mbps package or up to 7.1 Mbps package) and	

On or after April 18, 2009, customers who initially subscribed to Regional Essentials Bundle Discounts or have received an automatic 12 month renewal of the discount, at the end of the discount period, will receive a renewal discount equal to their current discount on a month to month basis.

1 Effective January 18, 2014, existing customers may upgrade their existing Frontier Broadband speeds and may retain their existing discounts as applicable.

2 Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

14. Regional Essentials / Regional Calling Value PSTN Bundles[2]

General

Regional Essentials customers who subscribe with an unlimited long distance calling plan or Regional Calling Value customers who subscribe with or without an unlimited long distance calling plan are eligible for a discount when they subscribe to one of the following services as specified by Frontier:

Frontier Online Broadband,[1]

Conditions

The applicable monthly discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Frontier Southwest.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Communications of America Long Distance, Posted Rates, Terms and Conditions.

Discounts	Monthly Discounts	
	Regional Essentials [*, **]	Regional Calling Value
With an unlimited long distance calling plan:		
Frontier Online Broadband[1]	$10.00	$13.00
Online ordering discount (24-months)	$5.00	
Without an unlimited long distance calling plan:		
Frontier Online Broadband[1]	N/A	$15.04

(*) As of April 16, 2011, new customers are no longer eligible for this discount. On or after April 16, 2011, existing customers who initially subscribe to Regional Essentials Bundle Discounts or have received an automatic 12 month renewal of the discount, at the end of the discount period, will receive a renewal discount equal to their current discount for 12 months.

(**) Customers who initially enrolled between 1/17/2010 and 4/16/2011 will continue to receive monthly discounts equal to their existing bundle discounts plus an additional $ 5.00 per month discount, on a month-to-month basis.

1 Effective January 18, 2014, existing customers may upgrade their existing Frontier Broadband speeds and may retain their existing discounts as applicable.

2 Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

14. Regional Essentials / Regional Calling Value PSTN Bundles[4] (Cont'd)

Discounts (Cont'd)	Month-to-Month Discounts [1, 2] Regional Essentials
With or without an unlimited long distance calling plan:	
Frontier Online Broadband[3]	$17.05
Online ordering discount (24-months)	$5.00

Existing Customers who subscribed between January 17, 2010 and July 13, 2012:

	Month-to-Month service Discounts[1] Regional Essentials
With or without an unlimited long distance calling plan:	
Frontier Online Broadband[3]	$22.05
Online ordering discount (24-months)	$10.00

Customers who subscribe on or after July 14, 2012 :

	Regional Essentials
With or without an unlimited long distance calling plan:	
Frontier Online Broadband[3]	$22.05
Online ordering discount (24-months)	$5.00

(1) Month-to-Month rates are effective April 16, 2011.

(2) Existing customers who initially enrolled between 1/17/2010 and 4/16/2011 will continue to receive monthly discounts equal to their existing bundle discounts plus an additional $ 5.00 per month discount, on a month-to-month basis.

(3) Effective January 18, 2014, existing customers may upgrade their existing Frontier Broadband speeds and may retain their existing discounts as applicable.

(4) Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

14. Regional Essentials / Regional Value PSTN Bundles[2] (Cont'd)

Rates

The following discount on Regional Essentials will apply when it is part of the Regional Essentials Bundle or PSTN bundles on or after March 21, 2015.

Discounts (Cont'd)	Monthly Discounts	
	Regional Essentials	Regional Calling Value
With an unlimited long distance calling plan:		
Frontier Online Broadband[1]	$12.00	$15.00
Frontier Online Broadband		
Without an unlimited long distance calling plan:		
Frontier Online Broadband[1]	N/A	N/A

(1) Month-to-Month rates are effective April 16, 2011.

(2) Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

15. Regional Essentials Bundle Discounts with Frontier® FiberOptic Internet[1,2] (T)

General

Residential customers are eligible for a monthly discount when Regional Essentials is bundled with an unlimited domestic long distance calling plan plus one or both of the following Frontier® FiberOptic Internet Products as determined by Frontier with a 6**, 12**, or 24-month commitment or on a month-to-month basis: (T)

Frontier® FiberOptic Internet *[1] (T)
Frontier® FiberOptic Internet TV*[1] (T)

The applicable bundle discount will expire 6**, 12**, or 24-months from the date it is implemented on a customer's account. Customers are limited to one bundle discount only and cannot combine bundle discounts. Each product must be billed by Frontier Southwest.

Conditions

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service – Unlimited*, as found in the Frontier Communications of America Long Distance Posted Rates, Terms and Conditions.

Early termination of the Frontier® FiberOptic Internet product(s) will result in termination charges by the Frontier® FiberOptic Internet provider. Customer will be informed of those charges upon service ordering. (T) (T)

Discontinuance of any one of the services listed above will result in immediate termination of the discount.

Bundle Discounts are not eligible for Supercedure.

* - Service not regulated under this product guide.
** - 6 or 12 month commitments will not be available to new customers after January 16, 2010.
1 Effective January 18, 2014, existing customers may upgrade their existing Frontier® FiberOptic Internet and Frontier® FiberOptic Internet TV choices and may retain their existing discounts as applicable. (T) (T)
2 Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

15. Regional Essentials Bundle Discounts with Frontier® FiberOptic Internet[8,9] (Cont'd) (T)

Rates

The following discount on Regional Essentials will apply when it is part of the Regional Essentials Bundle with Frontier® FiberOptic Internet: (T) (T)

		Regional Essentials Discount	
12 Month Commitment			
Existing[2,6]	Frontier® FiberOptic Internet *	$13.01	(T)
	Frontier® FiberOptic Internet TV*	18.01	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV*	20.00	
Initial[5,6]	Frontier® FiberOptic Internet *	$18.01	
	Frontier® FiberOptic Internet TV*	20.01	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV*	20.00	
6 Month Commitment			
Initial[6,7]	Frontier® FiberOptic Internet *	$10.01	
	Frontier® FiberOptic Internet TV*	13.01	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV*	20.00	
12 Month Commitment			
Initial[6,7]	Frontier® FiberOptic Internet *	$10.01	
	Frontier® FiberOptic Internet TV*	13.01	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV*	20.00	
12 Month Commitment – Renew[3,6]			
	Frontier® FiberOptic Internet *	$10.01	
	Frontier® FiberOptic Internet TV*	9.01	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV*	13.00	(T)

1 Existing discounts will not be offered to new customers after February 16, 2008.

2 Existing discounts will not be offered to new customers after October 3, 2008.

3 Customers may renew at the end of their 12 month term commitment period on a month-to-month basis.

4 24 Month Commitment will not be offered to new customers after October 3, 2008.
Customers who have completed their initial 24 Month Commitment will receive renewal discounts on a month-to-month basis equal to their original initial term discount as listed above in Section 15.

5 Initial discounts will not be offered to new customers after June 20, 2009.

6 6 or 12 Month Commitment customers with initial, existing or renewal periods ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial, existing or renewal term discount as listed above in Section 15.

7 Initial discounts will not be offered to new customers after January 16, 2010.

8 Effective January 18, 2014, existing customers may upgrade their existing Frontier® FiberOptic Internet and Frontier® FiberOptic Internet TV choices and may retain their existing discounts as applicable. (T) (T)

9 Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.

* Service not regulated under this product guide.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

15. Regional Essentials Bundle Discounts with Frontier® FiberOptic Internet[9,10] (Cont'd) (T)

Rates

The following discount on Regional Essentials will apply when it is part of the Regional Essentials Bundle with Frontier® FiberOptic Internet: (T) (T)

		Regional Essentials Discount	
24 Month Commitment[4]			(T)
Existing[1]	Frontier® FiberOptic Internet *	$15.01	
	Frontier® FiberOptic Internet TV *	18.01	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV *	20.00	
Existing[2]	Frontier® FiberOptic Internet *	$13.01	
	Frontier® FiberOptic Internet TV *	18.01	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV *	20.00	(T)

Regional Essentials Discount for customers who initially enroll on or after January 17, 2010

Month-to-Month			(T)
	Frontier® FiberOptic Internet *	$15.00	
	Frontier® FiberOptic Internet TV *	15.00	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV *	15.00	
Month-to-Month[8]			
	Frontier® FiberOptic Internet *	$20.00	
	Frontier® FiberOptic Internet TV *	20.00	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV *	20.00	
24 Month Commitment[4]			
	Frontier® FiberOptic Internet *	$20.00	
	Frontier® FiberOptic Internet TV *	20.00	
	Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV *	20.00	(T)

1 Existing discounts will not be offered to new customers after February 16, 2008.
2 Existing discounts will not be offered to new customers after October 3, 2008.
3 Customers may renew at the end of their 12 month term commitment period on a month-to-month basis.
4 24 Month Commitment will not be offered to new customers after October 3, 2008.
Customers who have completed their initial 24 Month Commitment will receive renewal discounts on a month-to-month basis equal to their original initial term discount as listed above in Section 15.
5 Initial discounts will not be offered to new customers after June 20, 2009.
6 6 or 12 Month Commitment customers with initial, existing or renewal periods ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial, existing or renewal term discount as listed above in Section 15.
7 Initial discounts will not be offered to new customers after January 16, 2010.
8 Discount effective June 4, 2011.
9 Effective January 18, 2014, existing customers may upgrade their existing Frontier® FiberOptic Internet and Frontier® FiberOptic Internet TV choices and may retain their existing discounts as applicable. (T)
10 Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.
* Service not regulated under this product guide.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

9. Regional Essentials Feature Package

General

When Regional Essentials is bundled with an unlimited long distance calling plan, the following features may be added at no additional charge:

Call Forward, 3-Way Calling and Call Assistant(1)

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Long Distance, Posted Rates, Terms and Conditions.

Each product must be billed by Frontier Southwest. Discontinuance of any one of the services listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Frontier Southwest.

(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. (D)

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

15. Regional Essentials Bundle Discounts with Frontier® FiberOptic Internet[9,10] (Cont'd) (T)

Rates

The following discount on Regional Essentials will apply when it is part of the Regional Essentials Bundle with Frontier® FiberOptic Internet on or after March 21, 2015: (T) (T)

	Regional Essentials Discount	
24 Month Commitment[4]		
Month-to-Month		(T)
Frontier® FiberOptic Internet *	$17.00	
Frontier® FiberOptic Internet TV *	17.00	
Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV *	17.00	
24 Month Commitment[4]		
Frontier® FiberOptic Internet *	$22.00	
Frontier® FiberOptic Internet TV *	22.00	
Frontier® FiberOptic Internet * and Frontier® FiberOptic Internet TV *	22.00	(T)

1 Existing discounts will not be offered to new customers after February 16, 2008.
2 Existing discounts will not be offered to new customers after October 3, 2008.
3 Customers may renew at the end of their 12 month term commitment period on a month-to-month basis.
4 24 Month Commitment will not be offered to new customers after October 3, 2008.
Customers who have completed their initial 24 Month Commitment will receive renewal discounts on a month-to-month basis equal to their original initial term discount as listed above in Section 15.
5 Initial discounts will not be offered to new customers after June 20, 2009.
6 6 or 12 Month Commitment customers with initial, existing or renewal periods ending on or after 9/1/09 will receive renewal discounts on a month-to-month basis equal to their original initial, existing or renewal term discount as listed above in Section 15.
7 Initial discounts will not be offered to new customers after January 16, 2010.
8 Discount effective June 4, 2011.
9 Effective January 18, 2014, existing customers may upgrade their existing Frontier® FiberOptic Internet and Frontier® FiberOptic Internet TV choices and may retain their existing discounts as applicable. (T) (T)
10 Effective March 21, 2015, existing customers who enrolled prior to March 21, 2015 on a listed discount plan and whose discounts are continued by Frontier after the initial period will continue to receive monthly discounts equal to their existing bundle discounts under the terms and conditions, plus an additional $2.00 per month discount.
* Service not regulated under this product guide.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

10. Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages – Grandfathered eff 3/17/2012

SERVICE IS LIMITED TO EXISTING CUSTOMERS AS OF MARCH 16, 2012. EXISTING CUSTOMERS MAY REVISE THEIR SERVICES AS ALLOWED BY THE TARIFF.

General

Unlimited DTL and Unlimited CustoPAK Basic Packages are optional business flat-rated usage packages with Exchange Access Service, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

1. Unlimited DTL Basic Package includes the following:

- One (1) exchange access sevice line.
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forward, Caller ID and a specified non-regulated service

a. Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forward, Caller ID and a specified non-regulated service.

(2) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five(1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forward, Caller ID and a specified non-regulated service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

10. Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages (Cont'd)

General (Cont)

The following two (2) options are available: (Cont'd)

2. Unlimited CustoPAK Basic Package includes the following:

- One (1) Flat Rate CustoPAK Line
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and a specified non-regulated service

a. Unlimited CustoPAK Expansion Lines

At least one (1) CustoPAK Expansion Line is required with each Unlimited CustoPAK Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one or both the following calling features:

Caller ID and a specified non-regulated service.

(2) Expansion Lines without unlimited calling

CustoPAK Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and a specified non-regulated service.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

10. Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages (Cont'd)

Regulations

1. Unlimited DTL and CustoPAK Basic Packages are available only where facilities and conditions permit.

2. Unlimited DTL and CustoPAK Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.

3. Unlimited DTL and CustoPAK Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of America Long Distance and Frontier high-speed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through Frontier Communications of America Long Distance.

4. Unlimited DTL and CustoPAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.

5. Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited CustoPAK Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine such lines per customer location can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by Verizon.

6. Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

7. Unlimited DTL and CustoPAK Basic Packages are not available with the following services:

- ISDN Service
- Remote Call Forward Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Lines or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan
- Corporate Rewards
- Business Calling Plus
- Business Local Usage Packages with allowances for Centrex and Business service
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections
- Maximum Value Plan (MVP)
- Foreign Zone Service
- Easy Savings Flat Rate Plan for Business
- Pay Telephone Lines

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

10. Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages (Cont'd)

Regulations (Con't)

8. Unlimited DTL and CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.

9. Unlimited DTL and CustoPAK Basic Packages do not apply to the following calls or services:

- Collect Calls - Easy Number Service
- Calling Card - Emergency Interrupt
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)
- Third Number Billed - Busy Line Verification
- Intercept Call Completion - Circuit 9 Service
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Easy Number Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- All other operator Handled Calls
- Three-Way calling (per activation)

10. Unlimited DTL and CustoPAK Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

11. Details on calls made will not be available for this service.

12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or CustoPAK Basic Packages.

13. Applicable Service Charges as specified in D. following will be waived for customers subscribing to a three-year agreement.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

10. Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages (Cont'd)

Termination Liability

Unlimited DTL and Unlimited CustoPAK Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited CustoPAK Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement	3-year term agreement
$75	$225 for default within the 1st year of the term $150 for default within the 2nd year of the term $75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

(1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
(2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
(3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

10. Unlimited Dial Tone Line (DTL) and Unlimited CustoPak Packages (Cont'd)

Rates

		Monthly Rate 1-Year Term	Monthly Rate 3-Year Term	
1.	Unlimited DTL Basic Packages [1]	$143.00	$160.25	(I)

	Monthly Rate	
Expansion Line with Unlimited Calling, per line [2]	$116.75	(I)
Expansion Line without Unlimited Calling, per line [2,3]	$36.50	

		Monthly Rate 1-Year Term	Monthly Rate 3-Year Term
2.	Unlimited CustoPAK Basic Packages [1]	$154.00	$170.00

	Monthly Rate
Expansion Line with Unlimited Calling, per line [2]	$157.00
Expansion Line without Unlimited Calling, per line [2,3]	$136.50

[1] At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited CustoPAK Basic Package ordered.

[2] Customers may have a combination of Expansion Lines, but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines With Unlimited Calling per customer location.

[3] Usage rates apply in addition to the monthly rate.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

11. Voice Discount Plan

Residence 1) customers who call to disconnect their primary line, 2) customers who change their local service from another provider to Frontier, 3) customers who have changed their local service from another provider to Frontier within the past 30 days and specifically request these rates in response to direct mailings, advertising or other Frontier marketing activities, 4) customers who have Frontier Online high speed internet or Frontier® FiberOptic Internet service but do not have local service from Frontier and request this offer in response to a direct mailing, advertising, or other Frontier marketing activity, 5) customers who contact Frontier citing competitor's offers or otherwise indicate potential future disconnection base on price considerations, or 6) customers who respond to marketing activity or have been offered VDP by a Frontier Representative to negotiate service will be eligible for the following Voice Discount Plan. (T)

	Discount (on or before March 5, 2010)
Regional Calling Value [3]	$21.05
Regional Essentials [1, 3]	$18.05
Regional Calling Value [2, 3]	$23.00
Regional Essentials [2, 3]	$15.00

	Discount (on or after March 6, 2010)
Regional Calling Value	$26.05
Regional Essentials [2,4]	$23.00
Regional Calling Value [2]	$18.00
Regional Essentials [2, 4]	$15.00

	Discount (on or after September 15, 2012)
Regional Calling Value	$26.05
Regional Essentials [3,4]	$23.00
Regional Calling Value [2]	$18.00
Regional Essentials [2, 4]	$15.00
Regional Essentials [, 2]	$10.00

1 Purchased with additional line.
2 Bundled with a qualifying unlimited long distance calling plan.
3 As of September 14, 2008, discounts will no longer be provided on new additional lines except on those additional lines of customers subscribed to the Voice Discount Plan on or before September 13, 2008, and only until the expiration of their renewal periods.
4 Not available to customers who currently subscribe to package services: Local Calling Plan, Local Calling Plus, Regional Calling, Regional Calling Extra, Regional Calling Value and Regional Essentials.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

11. Voice Discount Plan

Customers, who subscribed to the Voice Discount Plan or promotional offer found in Section 21 of this product guide, may receive renewal discounts as listed below on a month-to-month basis upon expiration of their initial 12 month discount.

	Renewal Discount (through March 31, 2009)
Regional Calling Value	$11.05
Regional Essentials [1]	$ 8.05
Regional Calling Value [2]	$20.00
Regional Essentials [2]	$12.00

	Renewal Discount (April 1, 2009 through March 5, 2010)
Regional Calling Value	$21.05
Regional Essentials [1]	$18.05
Regional Calling Value [2]	$23.00
Regional Essentials [2]	$15.00

Customers who initially enrolled on or after March 6, 2010, will receive renewal discounts equal to their original initial term discounts.

Discontinuance of any one of the services listed above will result in immediate termination of the discount.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Frontier Communications of America Long Distance Posted Rates, Terms and Conditions.

1 Purchased with additional line.
2 Bundled with a qualifying unlimited long distance calling plan.
3 As of September 14, 2008, discounts will no longer be provided on new additional lines except on those additional lines of customers subscribed to the Voice Discount Plan on or before September 13, 2008, and only until the expiration of their renewal periods.
4 Not available to customers who currently subscribe to package services: Local Calling, Local Calling Plus, Regional Calling, Regional Calling Extra, Regional Calling Value and Regional Essentials.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

12. Single Line Business PAK

SERVICE IS LIMITED TO EXISTING CUSTOMERS AS OF MARCH 16, 2012. EXISTING CUSTOMERS MAY REVISE THEIR SERVICES AS ALLOWED BY THE TARIFF.

General

Single Line Business Pak is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business Pak includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features:
  Call Waiting, Three-Way Calling, Call Forward, Caller ID and standard business Voice Messaging Mailbox (a non-regulated service).

(Additional credit will apply if provisioned with Frontier Broadband Service, Frontier High Speed Internet or Frontier® FiberOptic Internet Service. (T) (T)

Regulations

1. Single Line Business Pak is available only where facilities and conditions permit.

2. Single Line Business Pak is available only to customers who subscribe to Frontier for their local usage and intraLATA toll calls.

3. Single Line Business Pak is available only on a one-year or three-year term agreement.

4. Single Line Business Pak is only available to business customers who agree to subscribe to a business unlimited nationwide long distance calling plan through Frontier Communications of America Long Distance or Frontier High-Speed Internet service or Frontier® FiberOptic Internet Internet service. (T)

5. Single Line Business Pak is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

6. Customers may only have one Single Line Business Pak per account. A maximum of ten lines may have Unlimited Calling either with this plan or any other Unlimited Local or Unlimited Local and Toll Usage product offered by Frontier. Customers may not combine this package with the Unlimited Dial tone Line and Unlimited CustoPak Packages.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

12. Single Line Business PAK (Cont'd)

Regulations (Cont'd)

7. Single Line Business Pak is not available with the following services:

- Centrex or CustoPak
- ISDN Service
- Remote Call Forward Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Lines or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan
- Corporate Rewards
- VPNS
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections
- Foreign Zone Service
- Pay Telephone Lines
- Unlimited Dialtone Line and Unlimited CustoPak Packages

8. Single Line Business Pak is not available in combination with other optional calling plans or virtual private network services.

9. Single Line Business Pak does not apply to the following calls or services:

- Collect Calls
– Calling Card
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- Third Number Billed
- Intercept Call Completion

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

12. Single Line Business PAK (Cont'd)

Regulations (Cont'd)

9. Single Line Business Pak does not apply to the following calls or services: (Cont'd)

- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Easy Number Service
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- All other operator Handled Calls
- Three-Way calling (per activation)
- Busy Redial, *69, Call trace (per activation)

10. Single Line Business Pak may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

11. Details on calls made will not be available for this service.

12. Service Connection Charges will be waived in the event a class of service change is required in order to have the Single Line Business Pak.

13. Applicable Service Charges as specified in this product guide will be waived for customers subscribing to a three-year agreement.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

12. Single Line Business PAK (Cont'd)

Termination Liability

1. Single Line Business Pak is offered on a one-year or a three-year term agreement.

2. Early termination of Single Line Business Pak term agreement by the customer will result in a one-time flat Termination Charge of:

   1-year term agreement:

   $75

   3-year term agreement

   $125 for default within the 1st year of the term
   $100 for default within the 2nd year of the term
   $75 for default within the 3rd year of the term

3. If the customer cancels any of the components: the business unlimited nationwide long distance calling plan through Frontier Communications of America Long Distance or the Frontier High-Speed Internet Service or Frontier® FiberOptic Internet Service, the remaining components will revert to the individual rate and/or the rate associated with that component. (T) (T)

4. If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

5. Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

6. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

7. An early termination charge will not apply under the following circumstances:

   (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
   (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
   (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

12. Single Line Business PAK (Cont'd)

Rates

		Monthly Rate		
		3-Year Term		1-Year Term
1.	Single Line Business Pak*	$141.25	(I)	$65.00

		Monthly Discount	
		3-Year Term	1-Year Term
2.	Frontier Affiliate Broadband Bundle Discount	$6.00	$0.00

(*) Available 2-way calling plans may be added to bundles, and will be priced separately as shown in Section 6 of this product guide.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

13. Solutions for Business Bundle

General

Solutions for Business Bundle is an optional business package that includes a network access line (or CustoPAK), calling features and Voice Messaging [1] service offered for a month-to-month or two year term commitment as well as three additional line types that are offered on a month-to-month basis.

Solutions for Business Bundle Main Line [2] includes the following:

- One Network Access Line (or CustoPAK) with touch calling or Business exchange line
- Unlimited Local and IntraLATA Toll calling
- Choice of zero to five (0 – 5) of the following calling features [3]:

  - Call Waiting
  - Three-Way Calling
  - Call Forward
  - Caller ID
  - Voice Messaging

Solutions for Business Bundle Additional Line [4] includes the following:

Additional Bundle Line
- One CustoPAK line or Business exchange line

Additional Bundle Line-Plus or Business exchange line
- One CustoPAK line
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited or Business exchange line
- One CustoPAK line
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

[1] Voice Messaging in a non-regulated service and listed for informational purposes only.
[2] One line customers will be provisioned with a network access line.
[3] Features may not be available in all serving areas.

[4] CustoPAK lines include Call Waiting, Three-Way Calling and Call Forward.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

13. Solutions for Business Bundle (Cont'd)

Conditions

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of America Long Distance. A Bundle Completion Credit will be applied when a customer chooses to also subscribe to a broadband product (High Speed Internet or Frontier® FiberOptic Internet). A customer choosing a broadband product under a month-to-month term will receive a credit of $4.00 a month and a customer choosing a broadband product on a 2-year term will receive a credit of $14.00 a month. (T)

A customer subscribing to Additional Bundle Line – Unlimited with a Frontier broadband product (High Speed Internet or Frontier® FiberOptic Internet) will receive an additional monthly credit of $22.00. (T) (T)

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines per location (voice grade or voice grade equivalent).

Customers may have only one Solution for Business Bundle per customer location. A maximum of ten (10) lines can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, or Unlimited Local and Toll Usage for Business.

Solutions for Business Bundle is not available with the following services:

- ISDN Service
- Remote Call Forward Service
- Auto Universal call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Line or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan
- Corporate Rewards
- Business Calling Plus
- Business Local Usage Package with allowances for Centrex and Business Service
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections
- Maximum Value Plan (MVP)
- Foreign Zone Service
- Easy Savings Flat Rate Plan for Business
- Pay Telephone Lines

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

13. Solutions for Business Bundle (Cont'd)

Conditions (Cont'd)

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls - Easy Number Service
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)
- Third Number Billed - Busy Line Verification
- Intercept Call Completion - Circuit 9 Service
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Easy Number Service
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- All other operator Handled Calls
- Three-Way calling (per activation)

Lines with unlimited calling may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

13. Solutions for Business Bundle (Cont'd)

Customer Solutions for Business Bundle Offer

If the customer notifies the Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.

This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.

Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.

No customer will be entitled to discontinue service pursuant to this offer more than once per service.

The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.

The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.

The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.

Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, E911 surcharges, or other surcharges.

This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.

This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.

This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.

This offer does not apply to any customers with voice services already provisioned.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

13. Solutions for Business Bundle (Cont'd)

Termination Liability

Solutions for Business Bundle is offered on a Month-to-Month or a 2-year term agreement.

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2-year term, except as noted in under Satisfaction Guarantee, will result in early termination charges as follows:.

Plan 1 - A one-time flat Termination Charge of $50.00 will apply. At the end of the term period customers will continue at their current billed rates. Customers not under a term, or on an expired term will be subject to price changes. Customers must contact Frontier to enter into a new term contract.

Plan 2 - The early termination charge will be calculated at 100% of the monthly recurring charge(s) for the remainder of the term on a per line basis. Expiration date for all terms will be coterminous based on the date of the first term established. Term contracts will automatically renew at the end of the existing term to a new 2-year term with 30 days to opt out before the end of a term to 60 days after the term automatically renews with no early termination charge.

Customers who subscribe to a 2-year term agreement before June 1, 2014, will be able at the end of the term period to continue service at their current rate until notified of a rate change. Customers must contact Frontier to enter into another term contract.

Customers who subscribe to a 2-year term agreement on or after June 1, 2014, and existing customers who choose to renew to a 2–year term may choose either Plan 1 termination liability/early termination, or Plan 2 termination liability/early termination as described above.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;

- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

- At the end of the term period, the customers will revert to monthly changes on a month-to-month basis at their current rate, unless the customer re-subscribes to another term commitment. Customers not under a term commitment will be subject to rate change.

- Solutions for Business Bundle Additional Lines will be offered on a month-to-month basis and the customer can add and delete the additional lines without termination charges as long as the main line remains on the account.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

13. Solutions for Business Bundle (Cont'd)

Rates

Rates for Solutions for Business Customers – Plan 1 who subscribe on or after June 1, 2014. Plan 1 termination liability/early termination fees apply, as described previously in the Termination Liability language.

	Monthly Rate		
	Month-to-Month		2-Year Term
Solutions for Business Bundle Main Line***	$164.00		$159.00
Solutions for Business Bundle Main Line ****	$145.00	(I)	$91.00

	Monthly Credit	
	Month-to-Month	2-Year Term
Bundle Completion Credit	$4.00	$14.00

	Monthly Rate	
Solutions for Business Bundle Additional Line		
Additional Bundle Line	$119.89	(I)
Additional Bundle Line-Plus	$60.00	
Additional Bundle Line-Unlimited	$141.00	(I)

	Monthly Credit
Additional Bundle Line Unlimited Credit*	$22.00

Multi-Line Discount (*****)

Customers subscribing to Solutions for Business and existing customers adding a new line (for a total of four or more lines) on or after April 17, 2011 will receive the following discount::

	Monthly Credit
Additional Bundle Line-Plus – fourth and above line**	$ 8.00
Additional Bundle Line-Unlimited Credit – fourth and above line**	$10.00

(**) Discounts apply to customers who have four or more lines per account. The monthly discount will be applied per line to the fourth and higher Additional Bundle Lines. Discounts do not apply to Basic Additional Bundle Lines or Solutions Bundle Main Line. However, Basic Additional Bundle Lines and the Solutions Bundle Main Line are included in the total line count to determine discount eligibility

(***) Available 2-way calling plans may be added to bundles, and will be priced separately as shown in Section 6.

(*****) Effective March 17, 2012 new lines ordered or existing lines moved to another location will be subject to the rate increase.

(*****) Effective March 17, 2012 existing customers may keep their Multiline discounts on existing lines while new customers or existing customers ordering additional lines are not eligible.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

13. Solutions for Business Bundle (Cont'd)

Rates

Rates for Solutions for Business Customers – Plan 2 who subscribe on or after June 1, 2014. Plan 2 termination liability/early termination fees apply, as described previously in the Termination Liability language on sheet 66.

	Monthly Rate		
	Month-to-Month	2-Year Term	
Solution for Business Bundle Main Line(1)	$156.00	$166.00	(I)

	Monthly Discount		
	Month-to-Month	2-Year Term	
Frontier Affiliate Broadband Discount (discount applies to Solutions Bundle Main Lines with A 2 – year term)	$ 4.00	$14.00	

	Month-to-Month		2-Year Term	
Additional Bundle Line	$130.00	(I)	$135.00	(I)
Additional Bundle Line-Plus	50.00		145.00	(I)
Additional Bundle Line-Unlimited	152.00	(I)	159.00	(I)

	Monthly Discount
*Frontier Broadband Bundle Discount (discount applies per Additional Bundle Line-Unlimited)	$22.00

(1) Lines subscribed under Plan 2 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 Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

14. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service

General

Integrated Services Digital Network (ISDN) **-** Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

Conditions

ISDN PRI Bundle Service is available where technically feasible.

The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.

Ports will be provided at the T-1 level only.

Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.

Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates following.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

14. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service (Cont'd)

Rates

	Monthly Rate	
2-Year Term [1]		
ISDN-PRI Bundle	$6,525.00	(I)
ISDN-PRI Bundle with 20 DID Numbers	$6,540.00	
ISDN-PRI Bundle with 50 DID Numbers	$6,545.00	
ISDN-PRI Bundle with 100 DID Numbers	$6,550.00	
3-Year Term [1]		
ISDN-PRI Bundle	$4,550.00	
ISDN-PRI Bundle with 20 DID Numbers	$4,565.00	
ISDN-PRI Bundle with 50 DID Numbers	$4,570.00	
ISDN-PRI Bundle with 100 DID Numbers	$4,575.00	
5-Year Term [1]		
ISDN-PRI Bundle	$3,250.00	
ISDN-PRI Bundle with 20 DID Numbers	$3,265.00	
ISDN-PRI Bundle with 50 DID Numbers	$3,270.00	
ISDN-PRI Bundle with 100 DID Numbers	$3,275.00	(I)

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

15. Frontier Commercial Voice Unlimited[1]

General

Frontier Commercial Voice Unlimited is a bundled offering available to business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle
Single Party Flat Rate Access Line
Unlimited Extended Area Service
Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting ID
Three-Way Calling
Multi-line Hunting

Conditions

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

The bundle rate will appear as a single line item on the customer's bill.

The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service or Foreign Exchange Service.

[1] Effective December 20, 2017, this service is limited to existing customers at their existing locations.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

15. Frontier Commercial Voice Unlimited[1] (Cont'd)

Conditions (Cont'd)

The bundle is offered on a month-to-month or one year term basis.

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

At the end of the one year term, customers will be moved to the month-to-month pricing.

Rates

Interstate End User Subscriber Line Charge and Access Recovery Charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.

	Monthly Rate
Basic Bundle Month-to-Month	$33.00
Basic Bundle One Year Term	$28.00

[1] Effective December 20, 2017, this service is limited to existing customers at their existing locations.

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

16. Frontier OneVoice (N)

General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle
Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID
Anonymous Call Rejection
Call Forward
Multi-line Hunting
3-Way Calling

Premium Feature Package
Call Return (*69)
Call Transfer
Distinctive Ring
Busy Number Redial (*66)
Priority Call
Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

Conditions

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable schedules of the product guide.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

Customers may add or delete any features offered within the bundle without incurring a Service Charge.

The bundle rate will appear as a single line item on the customer's bill.

The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer. (N)

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

16. Frontier OneVoice (Cont'd)

Conditions (Cont'd)

The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex or Foreign Exchange Services.

The bundle is offered on a month-to-month or one year term basis.

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

Term plans will auto renew unless notification is received from the customer sixty days in advance.

Service Order charges relating to the installation and setup of the service will be waived.

Rates

Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	Monthly Rate	
Basic Bundle Month-to-Month	$109.99	(I)
Basic Bundle One Year Term Commitment	94.99	(I)
Premium Feature Package	9.99	

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

17. Frontier Residential Unlimited Voice Service (N)

General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic Price List.

Basic Bundle
Local Exchange Network Access Line
Caller ID
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Call Waiting ID
Anonymous Call Rejection
Basic Voicemail
Touch Calling

Conditions

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the product guide.

When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual rates.

Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing product guide rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

No discounts will be given to subscribers that do not use all the features or have some features turned off.

The bundle is offered on a month-to-month basis.

The bundle rate will appear as a single line item on the bill.

The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List. (N)

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

17. Frontier Residential Unlimited Voice Service (Cont'd) (N)

Rates

All other surcharges and taxes apply and will be billed in addition to the bundle.

An Activation Charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

	Monthly Rate	
Frontier Residential Unlimited Voice Service	$20.00	(N)

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

18. Frontier Unlimited Voice and Feature Bundle (N)

General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located In the Frontier Communications of America, Inc. Domestic Price List.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Block/Rejection	*69 Call Return
Basic Voicemail	Selective Call Acceptance
Touch Calling	Selective Call Rejection
Speed Call 30	Selective Call Forward
Wire Care	Directory Listing

Regulations

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the Catalog.

Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Catalog rules.

Customers may add or delete any features offered in the bundle without a service order charge.

No discounts will be given to subscribers that do not use all the features or have some features turned off.

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List. (N)

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

18. Frontier Unlimited Voice and Feature Bundle (Cont'd) (N)

Regulations (Cont'd)

Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Unlisted, Non-Published and Foreign Listing.

Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

Rates and Charges

All other surcharges and taxes apply and will be billed in addition to the bundle.

An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate	
Frontier Unlimited Voice and Feature Bundle	$50.00	(N)

AUTOMATIC ANSWERING AND RECORDING SERVICE

GENERAL

Automatic answering and recording service is available for use with all exchange and private branch exchange stations, except Public Telephone Service, where full selective ringing is employed.

The automatic answering and recording equipment automatically disconnects the called telephone after the completion of the period provided by the equipment for recording incoming messages.

Since the customer and calling parties have exclusive control over the quality and characteristics of speech used in the messages recorded, the Telephone Company has no liability for the quality of, or defects in, the recording of such messages.

The customer indemnifies and saves the Telephone Company 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 or omission of the customer or of the calling party in connection with facilities provided by the Telephone Company.

AUTOMATIC ANSWERING AND RECORDING SERVICE

RESTRICTIONS

This service will not be permitted in locations where in the judgement of the Telephone Company service will be impaired to the general public as provided in the General Rules and Regulations section of this Tariff.

Where Automatic Announcement Services are associated with local exchange telephone services, identities of customers and their addresses will be furnished to all persons requesting such information, provided that the inquiring parties specifically identify the telephone numbers for which customers' names and addresses are desired.

A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is connected with service of the Telephone Company, or

All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing or be part of, and obtained at the start of the recording.

In lieu of the preceding paragraph, the recording party can give verbal notification in a clear, unambiguous manner, which is recorded at the beginning and as part of the call.

A broadcast licensee shall be exempt from the above recording requirements provided at lease one of the following requirements is met:

the licensee informs each party to the call of its intent to broadcast the conversation; or

each party to the call is aware of the licensee's intent to broadcast the call; or

such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

The FCC has established the following exceptions to the foregoing requirements:

Recordings made of incoming calls to telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:

Recordings made at the United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.

AUTOMATIC ANSWERING AND RECORDING SERVICE

RESTRICTIONS (Con't)

Recordings made by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operations Center.

Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:

Recordings made by the United States Secret Service of the Department of Treasury of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

Recordings of calls made by Federal, State or local law enforcement authorities, or federal intelligence authorities, acting under color of law.

Automatic Answering and Recording Service shall not be used for the transmission of prerecorded announcements concerning weather, time, temperature, or other information of a general public interest. Such service will be provided by utilizing the equipment specified as to type and capacity in the Announcement Systems Section of this tariff.

SECRETARIAL ANSWERING BUREAU SERVICE
(TELEPHONE ANSWERING BUREAUS)

GENERAL

Facilities for telephone secretarial answering service are furnished to permit the answering at one location of incoming calls on the central office lines of patrons receiving secretarial answering service by means of switching equipment and secretarial lines connecting the central office lines to the customer provided secretarial equipment in compliance with Part 68 of the FCC Rules and Regulations.

The customer furnishing the secretarial answering service shall contract with the Telephone Company for the necessary facilities. The patron receiving secretarial answering service shall contract with the Telephone Company for the necessary facilities which may be required to furnish service.

Secretarial equipment may be arranged for the interconnection of lines terminated therein. The bridging arrangement shall not be used in connection with foreign exchange lines, WATS or on lines which are extended to other attendants' positions. Calls may be extended beyond the Bureau's local service calling area over the Long Distance Telecommunications Network only. The Telephone Company reserves the right to disconnect all service to any telephone answering bureau which fails to comply with this regulation.

SECRETARIAL ANSWERING BUREAU SERVICE
(TELEPHONE ANSWERING BUREAUS)

GENERAL (Cont'd)

In accordance with the provisions of the General Rules and Regulations section of this General Exchange Tariff dealing with use of service, residence service extended to or terminated at answering bureau locations will be reviewed to insure that the use of such service is not for business purposes. Otherwise, the customer (patron) will be required to contract for business individual line service. The patron's telephone or private branch exchange switching equipment must be so located that transmission will be satisfactory for exchange and toll service from the secretarial equipment via the secretarial line.

Firms offering secretarial service are required to have business service listed in their own names.

Tie line mileage charges for the tie line trunks apply.

Charges for tie line trunk termination in excess of 4 will be based on cost.

SECRETARIAL ANSWERING BUREAU SERVICE
(TELEPHONE ANSWERING BUREAUS)

GENERAL (Cont'd)

Secretarial Line

An extension of a main service to a secretarial answering bureau location where it is terminated in the equipment furnished to the bureau or in a telephone instrument modified for inward service only. Secretarial line mileage is measured airline from the patron's location to the bureau location.

Exchange Access Arrangement

An arrangement whereby a patron's main service is terminated at a secretarial answering bureau location in the equipment furnished to the bureau.

Concentrator-Identifier Bridging Connection

A connection between the patron's telephone circuit and the concentrator facilities at the secretarial answering bureau.

Alternate Call-Number Listing

A directory listing instructing calling parties to call the regular business service number of the secretarial answering bureau when the customer's (patron's) telephone does not answer.

The secretarial answering bureaus' regular telephone service will not be terminated on these answering units.

Except for the Alternate Call-Number Listing provisions, the following arrangements are provided only to individual line customers (patrons) who desire to have their incoming calls answered by a secretarial answering bureau.

SECRETARIAL ANSWERING BUREAU SERVICE
(TELEPHONE ANSWERING BUREAUS)
EXISTING CUSTOMERS ONLY

RATES

Secretarial answering service facilities will be provided on the basis of secretarial switchboards or concentrator-identifier systems, depending upon the number of secretarial lines and type of operation required by customer.

Desk Turret Assembly		Nonrecurring Charge	Rate Per Month
Secretarial Line			
Secretarial line mileage	1/4 EXT MI 760	--	(2)
Main Line			

The monthly rates and service charges in effect at the local exchange for individual line service.

Concentrator-Identifier Bridging Connection

Bridging charge per line, (3)

Each	SAS BRDG CHG 960	$	3.00	7.00

(2) See Section 15 for rates.

(3) The bridging charge will be billed to the telephone answering bureau's patron.

SECRETARIAL ANSWERING SERVICE
(ANSWERING BUREAUS)

FOREIGN SECRETARIAL LINES

GENERAL

In addition to the regulations and definitions applicable to secretarial answering service in this General Exchange Tariff, the following regulation will apply to foreign secretarial lines.

Definition of Terms

Local Exchange

The local exchange is the exchange in which the telephone answering bureau is located.

Foreign Exchange

The foreign exchange is the exchange normally service the customer desiring secretarial answering service of another exchange.

SCOPE

Foreign secretarial lines for the purpose of this instruction are those lines required to connect a customer in a foreign exchange to an answering bureau in another exchange. As in the case of regular secretarial lines, these lines will also be required to be placed on an inward-only basis.

RATES

The following combination of rates will apply.

Between exchanges (contiguous, with or without EAS) the answering bureau will pay the secretarial line terminal charge (business extension rate) in the local exchange, the secretarial line mileage from the local central office to the answering bureau, and the full period circuit rate between the normal rate centers of the exchanges involved as provided in the Private Line Services and Channels section of this product guide.

SECRETARIAL ANSWERING SERVICE
(ANSWERING BUREAUS)

BRIDGING ARRANGEMENT

A bridging arrangement provides a device which will permit the attendant to hold an incoming call on a client's line, dial out on a customer's local line and then physically interconnect the incoming line with the outgoing line so that the two parties may talk directly.

The Telephone Company shall not be responsible for the quality of transmission which may result from such connections.

The bridging arrangement shall not be used in connection with foreign exchange lines, WATS or on lines which are extended to other attendants' positions. Calls may be extended beyond the Bureau's local service calling area over the Long Distance Telecommunications Network only.

The customer indemnifies the Telephone Company against and holds the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs of liability in law or in equity, of every kind and nature whatsoever including, without limiting the generality of the foregoing losses, claims, demands, causes of action, damages, costs of liability for (1) libel, slander, invasion of rights of privacy or (2) failure in transmitting, receiving or delivering messages over the facilities of the Telephone Company and/or connecting companies arising directly or indirectly from any act or omission of the customer or of any third party while using or attempting to use service provided by the Telephone Company.

FOREIGN SWITCHING OFFICE AND FOREIGN EXCHANGE SERVICES

FOREIGN SWITCHING OFFICE SERVICE

GENERAL

Foreign switching office service is service furnished from one switching office of a multioffice exchange to a customer located in the serving area of another switching office of that same multioffice exchange.

When facilities are available and service conditions will permit, the Telephone Company may furnish foreign switching office service subject to the regulations below.

REGULATIONS

Foreign switching office service is furnished only on a one party, PBX/PABX trunk, key or ISAL exchange access arrangement basis. If transmission and signaling conditions permit, additional exchange access within the local exchange area may be connected to an exchange access arrangement in the local exchange area.

"Detached" additional exchange access may be associated with foreign switching office service.

Foreign switching office service is normally furnished on a two-point basis; but where conditions permit, a third point may be added. Foreign switching office service is furnished to a maximum of three switching offices and exchange connection may only be made at one of these points.

FOREIGN SWITCHING OFFICE AND FOREIGN EXCHANGE SERVICES

FOREIGN SWITCHING OFFICE SERVICE (Cont'd)

REGULATIONS (Cont'd)

Use of service, as defined in the "General Rules and Regulations" section of this General Exchange Tariff, also applies to the use of foreign switching office service.

Foreign switching office service is not in accord with the general plan of furnishing telephone service, and will be furnished only under special conditions where the service is warranted by the circumstances involved. The Telephone Company does not obligate itself to furnish this service, particularly where it involves undue expense or impairment of the service furnished the general public.

FCO service will not be used to extend Automatic Inward and Outward Dialing (AIOD), Direct Inward and Outward Dialing (DIOD), or any other special central office features from one exchange to another (custom calling features excepted). Any of these services now being provided via FCO arrangements are grandfathered (effective with the date of this tariff sheet) and restricted to "Existing Customers Only."

If facilities are not available and unusual expenditures are involved in making them available, the customer may be required to pay an additional charge to cover the unusual expenditures or to contract for service beyond the initial period, or both.

RATES

Foreign switching office mileage charges are measured V&H (method of computing airline mileage between two central office locations) between each central office and exchange access arrangement as follows:

		Monthly Rate
1st one quarter mile or fraction thereof	FCOMI 733	$ 2.50
Each additional quarter mile or fraction thereof	ADD FCO MI 734	1.25

FOREIGN SWITCHING OFFICE AND FOREIGN EXCHANGE SERVICES

BUSINESS FOREIGN EXCHANGE SERVICE

GENERAL

Business foreign exchange service is the service of one exchange furnished to a customer located in the serving area of another exchange. The exchange from which the service is furnished is the foreign exchange (serving exchange). The exchange normally serving the area in which the customer is located is the local exchange (secondary exchange).

The Telephone Company may furnish business foreign exchange service, subject to the regulations listed below, provided facilities are available, service conditions will permit and satisfactory arrangements can be made with a connecting company when such company is involved in furnishing a portion of the service.

RATES

Foreign exchange service is rated from the Southwestern Bell Private Line Service Tariff.

(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.

FOREIGN SWITCHING OFFICE AND FOREIGN EXCHANGE SERVICES

FOREIGN EXCHANGE SERVICE (Cont'd)

GENERAL (Cont'd)

Foreign exchange service is not in accord with the general plan of furnishing telephone service, and will be furnished only under special conditions where the service is warranted by the circumstances involved. The Telephone Company does not obligate itself to furnish this service, particularly where it involves undue expense or impairment of the service furnished the general public.

If facilities are not available and unusual expenditures are involved in making them available, the customer may be required to pay an additional charge to cover the unusual expenditures or to contract for service beyond the initial period, or both.

The furnishing of foreign exchange service contemplates the service being furnished on a two-wire basis. In those cases requiring utilization of four-wire or equivalent in order to provide satisfactory service, the mileage charges will be computed based on two circuits.

Other rates and charges may apply according to the conditions outlined above.

When four-wire channel-terminal equipment in the central office is required the following rates and charges will apply:

		Nonrecurring Charge	Monthly Rate
Four-Wire Channel Terminal Equipment	4WCHN TERM 1656	$ 10.00	$ 37.50

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

APPLICATION

Services provided for in the Frontier Southwest Incorporated Texas IntraLATA Interexchange Services Product Guide shall be ordered to provide intraexchange service where applicable.

Services not provided for in the Frontier Southwest Incorporated Texas IntraLATA Interexchange Services Product Guide shall be ordered from this section and if not available herein then from the Southwestern Bell Telephone Company Private Line Service Tariff.

REGULATIONS

The regulations contained in this section and those contained in the General Rules and Regulations of Section 5 of this tariff apply in addition to those of the Frontier Southwest Incorporated Texas IntraLATA Interexchange Services Product Guide or the Southwestern Bell Telephone Company Private Line Service Tariff whichever is applicable to the service offering.

Full Period Service

For each multipoint channel, the total mileage is the sum of the direct airline distances to the nearest building served at each premise to its serving office, plus the shortest combination of airline distances between the serving central offices. The rates apply to the total mileage so obtained. When an off-premises channel terminates in more than one building on the same premise, the on-premise rates apply.

Channels for Miscellaneous Purposes

In addition to the regulations and definitions as set forth in this product guide, the following regulations apply to channels for remote metering, supervisory control, telewriting, and miscellaneous signaling purposes.

Mileage Measurement

When the channel is totally within a central office location the measurement is "point to point."

Channels from a customer location in one central office to a customer location in another central office are measured from customer location "A" to central office "A", from central office "A" to central office "B", and from central office "B" to the customer location "B".

Four Wire Channel

When a channel is four wire the rate included in this section is doubled.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

REGULATIONS (Cont'd)

Description of Channels

The following types of channels are furnished between specified locations for such purposes as to indicate the readings of meters at other locations, to operate switches which in turn perform some desired operation, to transmit and receive longhand written material, or to operate signals:

Grade I [1] - Low frequency channels suitable for the transmission of direct current mark-space signal pulses at a constant level up to a rate of 30 baud. These channels are not suitable for the transmission of alternating current tones and are not provided with line battery.

Grade II [1] - Unconditioned channels having transmission characteristics similar to those channels furnished for 60-speed (45 baud), speed (55 baud) and l00-speed (75 baud) private line teletypewriter services. These channels are capable of transmitting direct current mark-space signals and are not suitable for the transmission of alternating current tones. These channels are equipped with line battery.

Grade III [1]- Channels having transmission characteristics similar to those channels furnished for private line telephone service. These channels are not suitable for the transmission of direct current mark-space signal pulses. (These channels are suitable for telewriting purposes.)

1 Effective October 31, 2014, Grade I, II, and III Channels 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.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

REGULATIONS (Cont'd)

Description of Channels (Cont'd)

The channels specified in Grade I*, Grade II*, and Grade III* above are furnished for half-duplex or duplex service.

Channels furnished under this section may be used by the customer, in accordance with the normal transmission characteristics of such channels, for remote metering, supervisory control, and miscellaneous signaling purposes only.

Station Equipment

Station equipment other than any equipment necessary for the suitable termination of this channel on the customer's premises, shall be provided by the customer.

Use of Intraexchange Private Line Channels

Services provided under this tariff shall be used by private line customers for use in obtaining end-to-end private line services. Interexchange Carriers may use services found in this product guide that will meet their administrative needs; however, an Interexchange Carrier is restricted from utilizing services found in this tariff to furnish a portion of their authorized service offerings.

* Effective October 31, 2014, CHANNELS FOR MISCELLANEOUS PURPOSES – Grade I, II, and III Channels and all Metallic Services 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.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

FULL PERIOD SERVICE		Nonrecurring Charge	Rate Per Month
Rates			
Common Battery Service* (with Central Office Battery on a paired circuit)			
Between buildings including one point of termination at each end:			
On different premises, airline, 0-4/4 mile per channel	PLCB PBASIC 3327	$ 7.50	$20.00
Each additional l/4 mile or fraction Thereof	PLCB PQMI 2055	--	2.60
Between building on same premises airline, 0-l200 feet per channel	PLCBDBASIC 3328	7.50	5.40
Each additional 300 feet or fraction Thereof	PLCB BDB 2056	--	1.35
Within the same building including two points of termination, per channel	PLCB WISB 2058	7.50	2.40
Additional points in same building, Each	PLCB WISBA 2059	3.75	1.25

(*) Service is not available in all fiber exchanges, as noted in Section 6 or in areas within an exchange where only fiber access is provided.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

FULL PERIOD SERVICE (Cont'd)		Nonrecurring Charge	Rate Per Month
Rates (Cont'd)			
Magneto Service* (Paired circuit without Central Office Battery)			
Between buildings including one point of termination at each end:			
On different premises, airline, 0-4/4 mile per channel:			
.....	PLMG BASIC 3329	$ 7.50	$ 10.40
Each additional 1/4 mile or fraction thereof per channel:			
.....	PLMAGLC BDB 2060	--	2.60
Between buildings on same premises airline, 0-I200 feet per channel			
.....	MGLCBASIC 3330	7.50	2.80
Each additional 300 feet or fraction thereof per channel			
.....	LCHLBB MAG 0739	--	.70
Within the same building including two points of termination, per channel			
.....	PLMAG LCWB 206l	7.50	2.40

(*) Service is not available in all fiber exchanges, as noted in Section 6 or in areas within an exchange where only fiber access is provided.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

CHANNELS FOR MISCELLANEOUS PURPOSES*(3)

Rates			Nonrecurring Charge	Rate Per Month
Intraexchange Service				
Grade I (1)(3)				
Simplex, Per Channel:				
0-4/4 mile	TMSGISBASC	333I	$ 7.50	$ 9.00
Each additional I/4 mile or fraction thereof	TMGSIGGIS	072I	--	2.60
Duplex:				
0-2/4 mile	TMSGIDBASC	3332	7.50	7.80
Each additional I/4 mile or fraction thereof	TMGSIGID	0722	--	3.90
Grade II (1)(3)				
Simplex:				
0-4/4 mile	TMSG2SBASC	3333	7.50	11.00
Each additional I/4 mile or fraction thereof	TMGSIGG2S	0723	--	2.60
Duplex:				
0-2/4 mile	TMSG2DBASC	3334	7.50	8.30
Each additional I/4 mile or fraction thereof	TMGSIGG2D	0724	--	3.90
Grade III (1)(2)(3)				
Simplex:				
0-4/4 mile	TMSG3SBASC	3335	7.50	11.00
Each additional I/4 mile or fraction thereof	TMSGIGG3S	0725	--	2.60

(1) Multipoint channels will be priced out in the foregoing rates by totaling the direct air line distances from each building to its serving central office, plus the shortest combination of air line distances between the serving central offices, fractional l/4 mile being treated as full l/4 mile for each two-point segment of distance.

(2) Additional Points of Termination in Buildings, per point of Termination are at rates as specified for Full Period (Common Battery) Service.

(3) Effective October 31, 2014, All CHANNELS FOR MISCELLANEOUS PURPOSES - Grade I, II, and III Channels 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.

(*) Service is not available in all fiber exchanges, as noted in Section 6 or in areas within an exchange where only fiber access is provided.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

RECORDED MUSIC AND SPEECH CHANNELS*[1]		Nonrecurring Charge	Rate Per Month
Local Channels			
Channel from music station to music customer (1)			
0-4/4 mile	RECMSCBASC 3336	$ 7.50	$ 12.00
Each additional 1/4 mile or fraction thereof	RCRD MSCH 0726	--	3.00
Channel from bridging amplifier to music customers, per 1/4 mile per channel	RCRD MSCH 0726	7.50	3.00
Bridging amplifier installed in central office			
To accommodate 50 terminals	PL BAMP50T 2I02	7.50	73.50
To accommodate 100 terminals	PL BAMPI00 2I03	7.50	78.25
To accommodate 150 terminals	PL BAMPI50 2I04	7.50	83.25

(1) 36-Month Minimum Revenue Guarantee.

(*) Service is not available in all fiber exchanges, as noted in Section 6 of this Tariff, or in areas within an exchange where only fiber access is provided.

CHANNEL FOR REMOTE OPERATION OF MOBILE RADIO SYSTEMS* GARLAND/IRVING EXCHANGE ONLY			
Local Remote Channel, off premise, per 1/4 mile or fraction thereof	LCH MRT NC 727	7.50	2.50
Local Remote Channel, same premise, per 1/4 mile or fraction thereof	LCHMRTCPRP 736	7.50	2.40
Local Remote Channel, same building, Each	LCH MRT SB 732	7.50	2.50

(*) Service is not available in all fiber exchanges, as noted in Section 6 or in areas within an exchange where only fiber access is provided.

[1] Effective October 31, 2014, Recorded Music and Speech Channels 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.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

DEDICATED CABLE FACILITIES*

Reserved block of facilities requested by the customer for their dedicated and exclusive use and will not be utilized by the Telephone Company for any other purpose:		Nonrecurring Charge	Monthly Rate
50 pair facility, per 1/4 mile direct route or fraction thereof	50PRFAC D206	(1)	$ 100.00(2)
100 pair facility, per 1/4 mile direct route or fraction thereof	100PRFAC D207	(1)	150.00(2)
200 pair facility, per 1/4 mile direct route or fraction thereof	200PRFAC D208	(1)	200.00(2)

(1) Applicable Service Charge in Section 13 for each work function performed on each Channel by the Telephone Company.
(2) No additional monthly rate applies for these facilities when placed in service by the customer.

(*) Service is not available in all fiber exchanges, as noted in Section 6 or in areas within an exchange where only fiber access is provided.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

	Nonrecurring Charge	Rate Per Month
Dedicated Digital Cable Facilities*		
Reserved block of digital cable facilities Requested by the customer for his dedicated and exclusive use; these facilities will not be utilized by the Telephone Company for any other use.		
50-pair facility, per ¼ route mile or fraction thereof	50PRFACDIG(1)	$ 235.00 (2)
100-pair facility, per ¼ route mile or fraction thereof	100PRFACDIG(1)	$ 340.00 (2)
200-pair facility, per ¼ route mile or fraction thereof	200PRFACDIG(1)	$ 470.00 (2)

(1) Applicable Service Charge in Section 13 for each work function performed on each channel by the Telephone Company.
(2) No additional monthly rate applies for these facilities when placed in service by the customer.

(*) Service is not available in all fiber exchanges, as noted in Section 6 or in areas within an exchange where only fiber access is provided.

INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS

SPECIAL BROADCAST EXCHANGE ACCESS SERVICE*(2)

GENERAL

Special Broadcast Exchange Access Service is a special local exchange service terminated in jacks for radio broadcasts.

The radio station will be responsible for all calls made and billed on this Service.

Rate

Broadcast Exchange Access Service, Per day	BRCSTACCLN	$l2.00

Service Charge (1)

New install including jack	40.00
Reconnect access service line and jack in Place	22.50

(1) These service charges apply in lieu of the service order, line connection, and trip charges in Section 13.

(*) Service is not available in all fiber exchanges, as noted in Section 6 of this Tariff, or in areas within an exchange where only fiber access is provided.

(2) Effective October 31, 2014, Special Broadcast Exchange Access 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.

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® FiberOptic Internet or HSI product are ineligible for this promotion. (T)

   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 (N)

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)

CENTREX CustoPAK SERVICE

A. GENERAL

CustoPAK is a non-engineered Centrex service which, once the switch is pre-positioned, does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. Centrex CustoPAK is classified as a business service, and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. CustoPAK is a customized package for small business may not exceed a maximum of 30 lines (Exception: There is a six-line limit in the DMS 10 Central Office). All existing rules, regulations, rates and charges associated with the conversion will apply.

CustoPAK provides an enhanced dial tone from the central office to the customer's premises along with an attractive menu of basic services.

CustoPAK is furnished from compatible digital type switching equipment located on the Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system. CustoPAK services includes local exchange service (no dial "9" required), direct inward-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, touch-tone Calling Service and intercept to the main listed number. No Network Access Register (NARs) required for local access.

No other Centrex Classes of Service can be mixed with CustoPAK Service. The customer does have the flexibility of having any combination of standard business individual lines and hunt group lines that meets the communication needs of the business as well as choosing features from within the offered CustoPAK package for each line or hunt group.

CustoPak is available only where technically feasible.

B. CONDITIONS

1. Service Options

Basic Standard Services – Services included with a CustoPAK Service line:

Assume Dial "9"
Call Transfer - All Calls
Call Hold
Consultation Hold
Direct Inward & Outward Dialing
Distinctive Ringing (Inside/Outside Ringing)
Intercom
Three-Way Calling
Touch-Tone

CENTREX CustoPAK SERVICE

B. CONDITIONS (Cont'd)

1. Service Options (Cont'd)

Selectable Standard Services (1) – Services listed in this section are available for each CustoPAK line at no additional charge. A customer may customize their service by selecting as many of the following services as desired for each individual CustoPAK line:

Automatic Callback (within system only)
Call Forward - Busy
Call Forward - No Answer
Call Forward – Variable – (All Calls)
No Call Restriction
Call Restriction One
Call Restriction Two
Call Restriction Three
Call Restriction Four
Call Restriction Five
Call Restriction Six
Call Restriction Seven
Call Waiting/Cancel Call Waiting
Dial Call Waiting-Originating
Call Pick-up Directed
Call Pick-up Group
Hunting – Series
Hunting - Multi-line
Speed Calling (6 or 8)

(1) Available only where technically feasible and features may not be available in all serving areas.

CENTREX CustoPAK SERVICE

B. CONDITIONS (Cont'd)

1. Service Options (Cont'd)

Optional Services (1) – Services listed in this section are also available for each CustoPAK line at an additional monthly recurring charge per feature:

Automatic Busy Redial *66
Call Block *60
Call Park – Multiple
Call Park Directed
Automatic Call Return *69
Caller ID-Number
Caller ID-Name & Number
Call Trace (refer to the Local Exchange CLASS tariff)
Executive Busy Override
Last Number Redial
Special Call Forward
VIP Alert

The following services may also be used with CustoPAK, where available for TXG: Call Tracing Sevice, Enhanced Call Forward – Existing, and ECF with Call Manager; and for TXC: Call Tracing Service.

2. Term Options

Customers who sign up on or after June 1, 2014, either new or existing, may select a month–to-month, 2–year term 2), or a 3–year term. The term commitment becomes effective upon the installation date of the service. CustoPAK payment options may be selected by billing account number within a customer's system.

Effective June 1, 2014, customers who subscribe to a 2–year term will automatically renew at the end of the existing term to a new 2–year term with a 30 day opt out period with no early termination charge. At the expiration of a 3–year term if a new term commitment is not established, service will continue to be provided at the applicable month-to-month rate, unless the customer terminates the service.

3. Adding Lines Under Contract

Additional CustoPAK lines may be added to an existing system, up to a maximum of 30, during the term commitment option period. For customers subscribing to a 2-year or 3-year term, the obligation with respect to any additional lines will be coterminous.

4. Termination Liability

There is no termination liability for customers who have elected the month-to-month payment option.

Except as provided below, when a customer chooses a 3-year term and disconnects or terminates it's CustoPAK service 30 days after installation, the non-recurring and installation charges will not be refunded. In addition, the customer will be liable for any charges applicable in the Termination Liability tariff in Section 5, General Rules and Regulations.

(1) Available only where technically feasible and services may not be available in all serving areas.
(2) 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.

CENTREX CustoPAK SERVICE

B. CONDITIONS (Cont'd)

4. Termination Liability (Cont'd)

When a customer disconnects or terminates its CustoPAK service prior to the expiration, an early termination charge will apply. The early termination charge for 3-year term will be at 25% of the monthly recurring charge(s) for the remainder of the term on a per line basis.

The charge for a 2-year term will be calculated at 35% of the monthly recurring charge(s) for the remainder of the term on a per line basis. If a CustoPAK customer on a 2-year term disconnects or terminates its CustoPAK service within 30 days following installation of the service, the termination liability will be waived.

5. Transfer of Term Commitment Obligation

With the written permission of the Telephone Company, the obligation to pay the CustoPAK charges for the remainder of the term commitment period may be assigned to another customer and the new customer assumes all outstanding charges. Refer to Termination Liability in Section 5, General Rules and Regulations, of the General Exchange Tariff.

6. CustoPAK Service System

CustoPAK service lines sharing a common intercom arrangement and a primary Directory listing will be considered a CustoPAK Service System. A system may not exceed a maximum of thirty CustoPAK Service lines. CustoPAK Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication, and services are not offered separately.

7. Subscriber Line Charge

An applicable interstate Subscriber Line Charge will be applied to all CustoPAK lines. Refer to the SLC tariff in Section 4, for TXC, or Section 13, for TXG, of the FCC tariffs.

8. Incoming Toll Free Service Access Arrangement

Incoming calls on Toll Free Service access lines can be terminated on a CustoPAK Service System. Incoming calls terminated in this manner may be transferred to other lines of the same CustoPAK Service System.

9. Off-Premises Lines

CustoPAK Service lines can be provided at a separate customer premises. No mileage charges apply to lines of the same CustoPAK Service system that are located at different premises but situated within the same wire center serving area.

10. Optional CustoPAK Services

Optional services may be available where Telephone Company facilities permit at the rates specified in Section D. These service descriptions and regulations are specified in Section C of this tariff. Only the Centrex services specified in this section will be available under CustoPAK Service. Other Centrex, Custom Calling, and CLASS services are not available under the CustoPAK Service.

11. Feature Restriction

Call Transfer, Three-Way Calling, Call Forward Busy, Call Forward Don't Answer and Call Forward Variable services may generate local, regional toll, or long distance usage charges. If generated, these charges are the responsibility of the CustoPAK customer.

CENTREX CustoPAK SERVICE

B. CONDITIONS (Cont'd)

12. Customer Satisfaction Guaranteed

Customers subscribing to the month-to-month or the 24 months term commitment options of CustoPAK Service and who request that the Telephone Company disconnect the service within 30 calendar days of installation will be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, prior to 30 days of disconnect. In addition, customers who are not satisfied with their CustoPAK service may have their previous Verizon's Service reinstalled, at no cost, in accordance with the following terms and conditions:

Customers who had no previous service and subsequently elect to have their CustoPAK Service disconnected will be converted by the Telephone Company to Verizon Business Lines or Trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the CustoPAK system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service, which has been "Grandfathered."

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual services offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Premises Visit charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

CENTREX CustoPAK SERVICE

C. FEATURE DESCRIPTIONS

CUSTOPAK BASIC STANDARD FEATURES [1]

The features listed here are automatically included on every CustoPAK line, and are the backbone of the CustoPAK offering:

1) **Assume Dial "9" –** Allows the customer to place calls outside the group without having to dial the access code "9".
2) **Touch Tone –** Provides push button tone signaling for dialing calls, and accessing features. Rotary dial telephones are not compatible with CustoPAK.
3) **Direct Inward Dial (DID) -** The ability of each member of the CustoPAK group to receive calls from outside the group directly to their station.
4) **Direct Outward Dial (DOD) -** The ability of each member of the CustoPAK group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.
5) **Distinctive Ringing (Inside/Outside Ringing)** - This feature allows the user to distinguish between calls originating from within the CustoPAK group and Calls originated from outside the CustoPAK group. Calls originating from inside the group will receive one ring, and calls originated from outside the group will receive a double ring.
6) **Call Transfer (All Calls) -** The ability for a CustoPAK line to transfer an established incoming call to another line. The "transfer to line" location may be inside the group or outside the group. This service may generate local, regional toll, or long distance usage charges. If generated, these charges are the responsibility of the CustoPAK customer.
7) **Call Hold -** The ability to place an established call on hold for an extended period of time by dialing the feature code *01. This frees the line to place or receive another call. Only one call can be put on hold at a time per line.
8) **Consultation Hold –** A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.
9) **Three-Way Calling –** Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll, or long distance usage charges. If generated, these charges are the responsibility of the CustoPAK customer.
10) **Intercom dialing –** Provides the customer with the ability to communicate between lines within your own CustoPAK group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number.

[1] Features may not be available in all serving areas.

CENTREX CustoPAK SERVICE

C. FEATURE DESCRIPTIONS (Cont'd)

CUSTOPAK SELECTABLE FEATURES

The following features may be selected at no charge by the customer, and may be placed on any Line or Hunt Group of the customer's choosing.

1) **Automatic Call Back (within system only) –** When a CustoPAK user reaches a busy line within the CustoPAK group, a code (*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the CustoPAK group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator.
2) **Call Forward – Busy -** A fixed feature, provisioned by the telephone company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is busy. Calls forwarded outside the CustoPAK group are subject to local and/or long distance charges billed to the CustoPAK customer.
3) **Call Forward - No Answer -** A fixed feature, provisioned by the Telephone Company using data provided by the customer. To automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the CustoPAK group are subject to local and/or long distance charges billed to the CustoPAK customer.
4) **Call Forward – Variable (All Calls) -** Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded to number, and may change the forwarded to number as often as they wish. The user also has the ability to turn the feature off and on as needed to better serve the users needs. Calls forwarded outside the CustoPAK group are subject to local and/or long distance charges billed to the CustoPAK customer.
5) **Call Waiting/ Cancel Call Waiting -** When a busy CustoPAK line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option of either placing their present call on hold and answering the incoming call or to disregard the call. The calling party will receive ringing tone instead of a busy tone. The user may cancel the Call Waiting Terminating feature at any time by dialing the Cancel Call Waiting Code *70. Canceling the Call Waiting Feature is good for only one call, and must be repeated for each call the user does not wish to be interrupted by the call waiting tone.
6) **Dial Call Waiting-Originating -** When a user calls another member of the CustoPAK group, and reaches a busy signal, this feature will automatically send a call waiting tone to the line when the user dials the code *54. This feature can be activated or deactivated by the user. The called line, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone.
7) **Call Pick-up Directed** - This feature enables a user to answer (pick-up) calls directed to any other line within the CustoPAK group by dialing a code (*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered.
8) **Call Pick-up Group** - This feature allows the user to answer (pick-up) any call directed to any other line within the users Pick-Up Group simply by dialing a Call Pick-Up Code (*17).

CENTREX CustoPAK SERVICE

C. FEATURE DESCRIPTIONS (Cont'd)

9) **Hunting (Series and/or Multi-line only)** - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for CustoPAK Customers will be provided in a Series or Multi-line arrangement only, and must be programmed by Verizon from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to CustoPAK customers.

10) **Speed Call (6 or 8)** - This feature allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of 8 numbers in all switch types except the 5ESS, which will only provide 6. This is a customer programmable feature, and each user will have their own list.

11) **Call Restriction Options (8 options) -** The customer has the option of choosing the type call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call blocking features.

- **TYPES OF CALL RESTRICTIONS ARE:**
  a. **No Restrictions** - This option allows the user to make and receive calls without any restrictions of any kind.
  b. **Restriction One** - This option blocks all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.
  c. **Restriction Two** - This option blocks all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), local calls (outside the group), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.
  d. **Restriction Three -** The user is not permitted to make any outgoing calls to numbers outside the CustoPAK group (toll or local, including 911). This option allows all incoming calls with no restrictions.
  e. **Restriction Four** - The user cannot make or receive calls to or from outside the CustoPAK group (including 911). Only inside the group (intercom) calling is allowed.
  f. **Restriction Five -** Other requests for call blocking may be for 900, 700 and 976. These types of calls may be added to the No Restriction class of service as required.
  g. **Restriction Six -** This option blocks casual dialing (101XXXX). This type of call may be added to the No Restriction class of service as required.
  h. **Restriction Seven –** This option blocks international type calls. This type of call may be added to the No Restriction class of service as required.

CENTREX CustoPAK SERVICE

C. FEATURE DESCRIPTIONS (Cont'd)

CUSTOPAK OPTIONAL FEATURES

These features may be selected by the customer and may be added to any line or hunt group of the customers choosing, however there will be additional charges for these features.

1) **Automatic Busy Redial -** This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (*66) and be automatically connected to that line when both lines are idle. Once activated, a 30 minutes queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.
2) **Call Block -** This feature provides the user the ability to block up to twelve external telephone numbers, of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated any calls from these twelve numbers will be routed to an intercept message instead of completing.
3) **Call Park - Multiple** - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.
4) **Call Park Directed** -This feature is an enhanced call park feature and enables the user to "park" a call on any number within the CustoPAK group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time.
5) ***69** - 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.

   This feature is offered on a monthly subscription or per activation basis. 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. The customer is billed for any call placed by means of this service.

   General Disclaimer/Conditions - Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

   Rates & Charges - 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.

CENTREX CustoPAK SERVICE

C. FEATURE DESCRIPTIONS (Cont'd)

CUSTOPAK OPTIONAL FEATURES (Cont'd)

6) **Caller ID-Number** - This feature allows the user (with compatible CPE) to view the telephone number, of the incoming call, typically by the second ring. Telephone numbers of incoming callers will be forwarded for non-blocked calls subject to technical and other limitations, including availability of the number for forwarding.
7) **Caller ID-Name and Number -** This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), associated with the incoming call, (typically by the second ring), subject to limitations such as those described below:

   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 call, 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 Verizon, (iv) for certain telephone numbers for which Verizon 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.

8) **Executive Busy Override -** This feature allows the user, upon reaching a busy line inside the group, to dial a code (*40) to gain access to the busy line, thus establishing a Three-way call. The called number must be in the CustoPAK group, and will receive a warning tone prior to the establishment of the three-way conference call.
9) **Last number redial** - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.
10) **Special Call Forward -** This feature allows the user the ability to program up to twelve numbers of their choosing that they want call forwarded. When one of the numbers on the user list calls them, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If Call Forward all calls is activated, it will override this feature.
11) **VIP Alert –** This feature enables the customer to program up to twelve telephone numbers so the customer will be notified of incoming calls from these special numbers by a distinctive ring tone. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.
12) **Unlimited IntraLATA Toll Usage for Business –** This plan allows the Centrex CustoPAK customer to have unlimited intraLATA toll voice usage for a flat monthly rate within the customer's intraLATA area. See Texas Long Distance Message Telecommunication Service Tariff, Section 2.
13) **Unlimited IntraLATA Toll Usage for Business Feature Package Two** – This feature allows the Centrex CustoPAK customer that is subscribed to Unlimited IntraLATA Toll Usage for Business to choose Caller ID with Name and Voice Messaging. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.
14) **Unlimited IntraLATA Toll Usage for Business Feature Package Three** – This feature allows the Centrex CustoPAK customer that is subscribed to Unlimited IntraLATA Toll Usage for Business to choose Caller ID with Name and One Point Voice Messaging. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

CENTREX CustoPAK SERVICE

D. RATES

	NRC	IOSC	Monthly Rate	IOSC	
1. CustoPAK Service Lines, each[1]		57860			
Includes:					
Assume Dial "9"					
Call Transfer - All Calls					
Call Hold					
Consultation Hold					
Direct Inward & Outward Dialing					
Distinctive Ringing (Inside/Outside Ringing)					
Intercom					
Three-Way Calling					
Touch-Tone					
Non Metro Service:					
Month-to-Month Option:	$ 20.00[2]	57856	$143.15	57821	(I)
2-Year Option[3, 5]	-		$122.00[4]	57912	(I)
3-Year Option[4, 5]			$122.00	57720	(I)
Metro (EAS) Service:					
Month-to-Month Option:	$ 20.00[2]	57856	$150.00	58390	(I)
2-Year Option[5]	-		$122.00[4]	57911	(I)
3-Year Option[5]			$122.00	57721	
Measured EAS (Nassau Bay)					
Month-to-Month Option:	$ 20.00[2]	57856	$143.15	57823	(I)
2 – Year Option[5]			37.00[4]	57913	
3 – Year Option[5]			37.00	57892	
2. Extended Metro Service (EMS)					
Month-to-Month Option			$24.15	58388	

This EMS charge is in addition to the Metro (EAS) Service charges listed under 1. CustoPAK Service Lines.

1 The CustoPAK Service Line includes a network access line so no additional network access line is required from Section 6, Local Exchange Schedules, for TXG, or Schedule No. A-1, Network Access Line Service for TXC.

2 This NRC should apply instead of the Line Connection Charge in Section 13, Service Charges.

3 Applicable Metro and Non Metro Exchanges are identified in this product guide, Section 34, Sheet 52, footnotes 2 and 3.

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.

5 Effective May 28, 2019, this service is no longer available to new customers. Existing customers may maintain their service at their existing locations.

CENTREX CustoPAK SERVICE

D. RATES (Cont'd)

3. CustoPAK Selectable Services:

	No MRC	IOSC
Automatic Callback (within system only)	-	57825
Call Forward – Busy	-	57826
Call Forward - Don't Answer	-	57827
Call Forward - Variable-All Calls	-	57828
No Call Restriction	-	57829
Call Restriction One.	-	57830
Call Restriction Two.	-	57831
Call Restriction Three	-	57833
Call Restriction Four.	-	57834
Call Restriction Five	-	57835
Call Restriction Six	-	57857
Call Restriction Seven.	-	57858
Call Waiting/Cancel Call Waiting	-	57836
Dial Call Waiting-Originating	-	57837
Call Pick-up - Directed	-	57838
Call Pick-up - Group	-	57839
Hunting - Series	-	57841
Hunting - Multi-line	-	57859
Speed Calling (6 or 8)	-	57842

CENTREX CustoPAK SERVICE

D. RATES (Cont'd)

4. CustoPAK Service Optional Services:

	Additional MRC Per Month		IOSC
Automatic Busy Redial.	$4.00		57843
Call Block.	3.00		57844
Call Park - Multiple.	3.00		57845
Call Park - Directed	4.00		57849
Automatic Call Return	4.00		57846
Caller ID Number, per line	17.00	(I)	57847
Caller ID Name & Number, per line	18.00	(I)	57848
Executive Busy Override	4.00		57850
Last Number Redial	4.00		57851
Special Call Forward	4.00		57852
VIP Alert	3.00		57853
Unlimited IntraLATA Toll Usage for Business[1]			
Unlimited IntraLATA Toll Usage for Business Feature Package Two[2]			
Unlimited IntraLATA Toll Usage for Business Feature Package Three[2]			

5. Additional Services Available for Use with CustoPAK Service

The following services may also be used with CustoPAK Service and their description and rate are included in Section 16 for TXG: Call Tracing Service (40719), Enhanced Call Forward – Existing (41384), and Enhanced Call Forward with Call Manager – Existing (41386); and in Schedule A-1 for TXC: Call Tracing Service (40719).

6. Foreign Central Office Service Charges

When the CustoPAK station line is located in a different central office area of the serving exchange, the Foreign Central Office Service Charge applies as specified in this product guide.

1 See Texas Long Distance Message Telecommunication Service Product Guide, Section 2, for rates of this service.
2 See Section 16 for rates of these services.

CENTREX CustoPAK SERVICE

D. RATES (Cont'd)

7. Service Charges

See Section 13 for TXG and Schedule No. A-5 for TXC for applicable service charges. Line Connection Charges do not apply to the initial installation of CustoPAK lines when installed under a term commitment option.

No service charges will apply for CustoPAK Custom Calling and CLASS Services, if installed initially with the CustoPAK system. When features are added or rearranged on an existing line subsequent to the installation of the CustoPAK System, the appropriate service charges, as specified in the General Exchange Tariff will apply.

8. Foreign Exchange Service

Rates and charges are as specified for Foreign Exchange Service in Section 19 of the General Exchange Tariff.

9. Calling Plans

A CustoPAK customer may subscribe to a local calling plan. A CustoPAK customer is also eligible for a toll Discount Calling Plan. Refer to the Local Exchange Schedules in Section 6, for TXG, or Schedule No. A-1, for TXC, in the Calling Plan section for rates of the Local Calling Plans and the Discount Calling Plans.

SPECIAL ASSEMBLIES

GENERAL

Special assemblies consist of modifications of service arrangements for which provision is not otherwise made in this product guide. They will be furnished, when practical, by the Telephone Company at charges equivalent to the estimated cost of furnishing such arrangements if in connection with and not detrimental to any of the services furnished under the Telephone Company's tariffs and product guides.

When, through no fault of the Telephone Company, work is not started within 90 days of the scheduled start date for a particular project, the customer may be liable for the following charges: (I) interest on project costs at the current rate for new venture capital to the Telephone Company, (2) moving, transportation, and storage costs, (if incurred).

SPECIAL ASSEMBLIES

RATES

Computation

Rates for special assemblies are equivalent to the estimated costs of furnishing the special assembly.

Estimated cost consists of an estimate of the total cost to the Telephone Company in providing the special assembly including:

Cost

Maintenance

Depreciation based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

General administration expenses, including taxes on the basis of average charges for these items.

Any other items of expense associated with the particular special assembly.

An amount, computed on the estimated cost installed of the facilities used to provide the special assembly, for return on investment.

Estimated cost installed includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor,
supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

Special assembly rates are subject to review and revision conditioned upon changing costs.

At such time as a special assembly item becomes a product guide offering, the product guide rates will apply.

CUSTOM REDIRECT SERVICE

GENERAL

Custom Redirect Service (CRS) enables customers to redirect all or a part of their incoming-switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers the ability to define three routing options to redirect calls. There are up to six additional options available per group. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options, or the customer may select Optional Features described herein. It is assumed that the first option call will be a basic redirect to the dialed number, but that is not a requirement. If the dialed number is not part of one of the options, then calls will always be redirected away from the dialed number. The customer can then choose two additional telephone numbers to elect to redirect calls to.

FEATURE DEFINITIONS

Standard Features

1. Equipped Telephone Number

   A telephone number equipped with Custom Redirect Service is referred to as an Equipped Telephone Number.

2. Group

   A group is the collection of Equipped Telephone Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three “active” in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

   Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

CUSTOM REDIRECT SERVICE

FEATURE DESCRIPTIONS (Cont'd)

Standard Features (Cont'd)

3 Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

4 Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of subscribing to Custom Redirect Service and redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination(s).

5 Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a TOUCH-TONE telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service. The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

CUSTOM REDIRECT SERVICE

FEATURE DEFINITIONS (Cont'd)

Optional Features

1. Time-of-Day/Day-of-Week Redirection

   Time-of-Day/Day-of-Week Redirection is an optional feature which allows customers to redirect the customer's calls to another location at designated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

2 Percentage Redirection

   Redirection may be done by percentages. For example, when Percentage Redirection is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%.

3 Number Identification Redirection

   Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed.

   The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirection may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

   Number Identification may not be used to pass the calling party's number to the customer.

4. Reserved for Future Use

5. SuperGroups

   The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example, if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

   The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. SuperGroup 105 would be set to option 2.

CUSTOM REDIRECT SERVICE

FEATURE DEFINITIONS (Cont'd)

Optional Features (Cont'd)

6. Single Number Destination Service

   This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning customers must designate an interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer.

7. Custom Applications

   Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Dialed Number Recovey (DNR) is an example of a Custom Appllication.

   Dialed Number Recovery (DNR) is a Custom Application where the orginal dialed number is presented to a new customer location.

   It is not the intent to provide all AIN custom applications through this tariff item. Very complex applications and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies. These applications would be priced by the ICB group and subsequently billed at those rates.

8. Alternate Central Office Triggers

   The ability to place triggers in central offices, other than the original terminating central office, allows customers to redirect from the office in which the call originates without requiring the call to complete to the serving central office. In the event that the serving central office is out of service the customer's Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time.

   Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Average Monthly Group Volume charges would be reflective of this increased call volume.

CUSTOM REDIRECT SERVICE

CONDITIONS

1. Custom Redirect Service is available where Company facilities permit.

2. Custom Redirect Service may be provisioned with group sizes as small as one.

3. Tariff rates will not apply to numbers requiring excessive translations work. Individual Case Basis pricing may be available to customers whose numbers meet this criteria.

4. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.

5. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. NOTE: In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.

6. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.

7. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.

8. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.

9. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

10. Minimum Period

    When Line Features with a Minimum Period are originally ordered, a one-year Minimum Period will apply. If the Custom Redirect Service is canceled prior to the one-year period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

CUSTOM REDIRECT SERVICE

CONDITIONS (Cont'd)

11. Term Commitment / Termination Liability

    Customers with more than 500 lines provisioned may choose to sign a five-year term commitment, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period, the rate will be recalculated to the month-to-month rate and the twelve month termination liability will apply.

12. Initial Average Monthly Query Volumes are estimates only. After installation, Verizon will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustment to the monthly charges base upon the results of the audit.

APPLICATION OF RATES

1. Service Establishment Charge

   Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group(s), or a request for additional security forms, will result in a Service Establishment Charge.

2. Equipped Number (Monthly Rate Per Number)

   There will be a monthly rate, in addition to a nonrecurring charge, for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

3. Average Monthly Group Volume (Queries/Mo./Group)

   A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped telephone numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped telephone numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume, as enhancements to the call processing logic are added and additional triggers placed the query volume may exceed the call volume. The customer upon establishing Custom Redirect Service will provide their estimated monthly volume. Verizon, on a quarterly basis, may review the query volume data and, if necessary, will change the Average Monthly Group Volume, if there is an increase or decrease, at no charge.

4. Rearrangement Charges

   A nonrecurring charge will apply to each rearrangement made and a nonrecurring charge will apply to each equipped telephone number impacted by the change. In addition to the nonrecurring charge, the applicable tariffs service order charges will apply.

CUSTOM REDIRECT SERVICE

APPLICATION OF RATES (Cont'd)

5. Password Initialization

   A nonrecurring charge will apply each time, after service establishment, that the customer requests the Company to reinitialize the pass code to the default pass code or requests the Company to modify existing security profiles. A service order will be generated after the initialization takes place and the applicable Secondary Service/Subsequent Order Change charge will apply.

6. Redirection Charges

   There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired. When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

7. Redirecting Telephone Numbers

   A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purpose of generating a trigger to access ANI logic.

8. Equipped Telephone Number

   There will be a monthly charge for each CRS equipped telephone number. The line feature will be based on the number of equipped telephone/Day-of-Week numbers within the group. In addition to the monthly rate, a nonrecurring charge will apply for each number installed.

9. Optional Feature Charges

   Time-of-Day/Day-of-Week
   A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

   Percentage Redirecting
   A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

   Number Identification Redirection
   A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.

CUSTOM REDIRECT SERVICE

APPLICATION OF RATES (Cont'd)

9. Optional Feature Charges (Cont'd)

SuperGroups
A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature.

Single Number Destination
A monthly rate and nonrecurring charge will apply for each group on which this feature is ordered.

Custom Application
A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature.

Alternate Central Office Trigger
A nonrecurring charge will apply at the time of the establishment of the triggers and a flat monthly rate will be billed for each central office in which the trigger is placed.

Special CRS Transactions
Occasionally customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. A non-recurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged.

CUSTOM REDIRECT SERVICE

RATES AND CHARGES

	Nonrecurring Charge	Monthly Rate
Equipped Number, rate per Number:		
Per Telephone Number Equipped 1 – 50	$ 2.35	$ 2.50
Per Telephone Number Equipped 51 – 100	2.35	2.35
Per Telephone Number Equipped 101 – 500	2.35	2.00
Per Telephone Number Equipped 501 – 1000	2.35	1.50
Per Telephone Number Equipped over 1000	2.35	1.10
Equipped Number - minimum 500 lines (5-Year Term Commitment)	$2.35	1.10

Optional Features:

	Nonrecurring Charge	Monthly Rate
Additional Options Charge (per Additional Option over Three)	$ 200.00	$ 25.00
Number Identification Redirection:		
First 100 numbers	500.00	50.00
Additional 100 numbers	100.00	10.00
Percentage Feature Redirection	100.00	25.00
Redirecting Telephone Number, each number	5.00	1.00
Time-of-Day / Day-of-Week Redirection	100.00	25.00

Other Charges:

Alternate Central Office - Triggers	$ 500.00	$ 1.00
Custom Applications, per option	200.00	25.00
Password Initialization	50.00	-
Rearrangement Charge:		
Per occasion	250.00	-
Per number	2.35	-
Service Establishment Charge (Per Service Order or Per Account)	500.00	-
Single Number Destination Service	50.00	10.00
Special Custom Redirect Service Transaction	100.00	-
SuperGroups	50.00	1.00

CUSTOM REDIRECT SERVICE

RATES AND CHARGES

Average Monthly Group Volume: (Queries/Mo.Group)

	Nonrecurring Charge	Monthly Rate
Up to 1,000 calls per month	$ 50.00	$ 25.00
Up to 10,000 calls per month	50.00	80.00
Up to 25,000 calls per month	50.00	150.00
Up to 50,000 calls per month	50.00	280.00
Up to 75,000 calls per month	50.00	425.00
Up to 100,000 calls per month	50.00	550.00
Up to 250,000 calls per month	50.00	1,300.00
Up to 500,000 calls per month	50.00	2,500.00
Up to 750,000 calls per month	50.00	3,600.00
Over 750,000 calls per month	The rate is determined by adding the rates for the increments above. For example, the Monthly Rate for Up to 1,000,000 calls per month would be determined by adding the $3,600 rate for Up to 750,000 calls per month plus the $1,300 rate for Up to 250,000 calls per month for a Monthly Rate of $4,900.	

RESALE OF LOCAL EXCHANGE SERVICES*

Services offered under this tariff will be offered consistent with obligations under the FCC's decision to deregulate resale services, UNE loops, and UNE transport. *See Petition for Forbearance Pursuant to 47 U.S.C. § 160(c) to Accelerate Investment in Broadband and Next Generation Networks*, WC Docket No. 18-141, Memorandum Opinion and Order, 34 FCC Rcd 6503 (Aug. 2, 2019), *Business Data Services*, Report and Order on Remand and Memorandum Opinion Order, WC Docket Nos. 18-141 et al., 34 FCC Rcd 5767 (rel. July 12, 2019). CLECs and local service resellers may continue to order UNE transport under this tariff through January 12, 2020, and resale services and analog UNE loops under this tariff through February 2, 2020. The Telco will not accept orders for UNE transport under this tariff after January 12, 2020, or resale services or analog UNE loops under this tariff after February 2, 2020. Resale services and analog UNE loops ordered after February 2, 2020 will be provided pursuant to an alternative commercial agreement. Embedded base UNE transport must be transitioned to an alternative commercial agreement no later than July 12, 2022, and embedded base resale services and analog UNE loops must be transitioned to an alternative commercial agreement no later than August 2, 2022.

Effective September 1, 2021, UNE DS3 loop orders will no longer be accepted in competitive counties published at: https://www.fcc.gov/bds-competitive-and-noncompetitive-lists (or relevant successor site). Effective February 8, 2024, existing UNE DS3 loops will be sunset and will no longer be offered under the tariff. Customers must contact Frontier for an alternative commercial agreement. (N)

Effective September 1, 2021, UNE dark fiber transport orders will no longer be accepted under the tariff for routes in which both the "to" and "from" wire centers are on the list published at: https://www.fcc.gov/clli-code-list (or relevant successor site). Effective February 8, 2029, UNE dark fiber transport circuits that were ordered prior to September 1, 2021 and are on routes in which both the "to" and "from" wire centers are on the list published at: https://www.fcc.gov/clli-code-list (or relevant successor site), will no longer be available under the tariff. Please contact Frontier for potential alternative commercial arrangements. UNE dark fiber transport orders will continue to be accepted under the tariff only for routes in which either the "to" or "from" wire centers (or both) are not on the list published at: https://www.fcc.gov/clli-code-list. (N)

GENERAL

The services, rates and conditions in this tariff 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 Texas in the provisioning of their authorized local exchange telephone service within the certificated territory of Frontier Southwest Incorporated (hereafter referred to as the Telephone Company).

REGULATIONS

The regulations in this section of the Tariff are in addition to the Rules and Regulations found elsewhere in this Tariff.

When ordering from this section of the Tariff, a customer must state that he/she holds an SPCOA or COA granted by the Public Utility Commission of Texas. A copy of said certificate will be requested by the Telephone Company.

Both flat rate local services from this section of the Tariff and local measured facilities (as provided in Section 27 of this Tariff) may not terminate on the same customer's premises.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022.

(M) Some material previously shown on this page now appears on 2nd Revised Sheet No. 2. (N)

RESALE OF LOCAL EXCHANGE SERVICES*

REGULATIONS (Cont'd)

The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. 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 tariff 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. (M)

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 sections of the tariff.

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 tariff 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.

As an SPCOA or COA holder ordering services out of this Tariff for resale purposes, you are required to comply with Chapter 283 of the Texas Local Government Code and the reporting and compensation requirements of the Public Utility Commission of Texas Substantive Rules 26.465 and 26.467. Purchases of services under this Tariff for resale are conditioned on the acceptance of responsibility to directly report the number of access lines to the PUC of Texas (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)).

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 elsewhere in the Telephone Company's Tariffs.

Services provided under this Section of the tariff shall not be used to avoid the rates, terms and conditions of the Telephone Company's other Tariffs.

Flat rate local exchange services from this tariff 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).

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.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022.

(M) Material previously appeared on 1st Revised Sheet No. 1. (N)

RESALE OF LOCAL EXCHANGE SERVICES* (T)

REGULATIONS (Cont'd)

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 of a paper print out.

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.

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.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

RESALE OF LOCAL EXCHANGE SERVICES*

REGULATIONS (Cont'd)

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 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 tariff rates. Category B services are available for resale at 100 percent of the monthly and nonrecurring tariff 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 tariff 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.

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 Secondary Service Order Charge as found in Section 13 of this Tariff.

The End User Common Line (EUCL) charge, as found in Section 13 of the Frontier Telephone Companies Tariff FCC No. 14, will continue to apply for each local exchange line resold under this section of the Tariff. All federal rules and regulations associated with that FCC tariff will also apply.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

RESALE OF LOCAL EXCHANGE SERVICES* (T)

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
Extra Listing Services (Regular, Alternate, Duplicate, Lines of Information, Foreign Listings, Residence Family Plan Directory Listing Service)
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
Individualine Service
Reserved Telephone Number Service
Private Pay Telephone Access Lines
Intraexchange Private Line Services and Channels
Custom Routing Service
DS1 Service
Centrex
ISDN-BRI
ISDN-PRI
Digital Channel Service [2, 3]
Fractional T1
Fiberconnect
Switched Data Service
Digital Data Service
Packet Switching Service [1]
MegaConnect Service
MultiMedia Data Service
Frame Relay Service
Video Connect Service
Service Order Charges
Line Connection Charges
Premises Visit Charges
Cyber DS1 3,[4]
Business Traffic Study Service

[1] Service is limited to existing customers at existing locations until 12-31-06, and then will be discontinued.
[2] Service is limited to existing customers at existing locations as of October 31, 2011.
[3] Effective November 3, 2012, moves, additions or changes to subscribers' existing CyberDS1 Service and Digital Channel Service are not permitted. CyberDS1 Service and Digital Channel Service continue to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.
[4] Effective December 1, 2014 Cyber DS1 is hereby canceled and withdrawn.
***** Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

RESALE OF LOCAL EXCHANGE SERVICES* (T)

SERVICES (Cont'd)

CATEGORY B SERVICES

Optional Extended Metropolitan Service (EMS)
Optional Local Calling Plans
Optional Extended Area Calling
Expanded Local Calling Surcharge
DS-1 Public Service
9-1-1 Network Services
Tel-Assistance

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

LOCAL MEASURED FACILITIES* (T)

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 Texas, under the terms, conditions and rates as set forth in this section of the Tariff.

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 tariff, 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 Section 26 of this tariff) and services ordered from this section of the tariff.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

LOCAL MEASURED FACILITIES* (T)

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 tariff.

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 Frontier Southwest Facilities for State Access Tariff.

Multiplexing will provided by the company at the rates, terms and conditions in Section 5 of the Frontier Southwest Incorporated Facilities for State Access Tariff.

An LMF customer shall not order multiplexing from this tariff as a means to avoid payment of appropriate usage charges from any Frontier Access or Toll Tariffs.

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 Section 11 of this Tariff.

For Special Service Arrangements not covered under this tariff, special charges shall apply as provided in Section 37 of this Tariff.

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.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

LOCAL MEASURED FACILITIES* (T)

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 Section 13 of this Tariff 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 Section 12 of this Tariff:

- 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 ate specified in Section 6 of this product guide. If billing for Frontier's utility services is found to differ from its tariff rates, billing adjustments will be calculated as described in Section 5.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

LOCAL MEASURED FACILITIES* (T)

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 tariff, 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 tariff 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.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N) (N)

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)

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 Texas.

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.

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022. (N)

(N)

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 tariff. 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.

RATES AND CHARGES

Applicable business service charges, as specified in Section 13 of this Tariff, apply for the ordering and provisioning of LMF service.

	Monthly Rate	
LMF Service		
2 Wire	$26.00	(I)
2 Wire Dry Loop	$26.00	(I)

* Effective February 2, 2020, these services have been grandfathered. Further, embedded base services must be transitioned to an alternative commercial agreement no later than August 2, 2022.

GENERAL CUSTOMER PLANS

Special Offerings – Reconnect Credit Offer

A. GENERAL

Frontier may offer residence customers who attempt to disconnect or who change their local service from another provider to Frontier, a one time benefit of either $25 or $50 that may either take the form of a gift card or bill credit.

B. REGULATIONS

Eligible customers who have been identified as a customer likely to disconnect based upon criteria determined by the company may receive the $25 benefit.

Eligible customers who are responding to a Frontier direct mailing, advertisement, or other marketing activity, may receive the $50 benefit.

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.

The offers are not available to customers disconnecting dial tone service for seasonal service.

This offers are limited to one per customer and cannot be combined with any other offers except as authorized by Frontier.

GENERAL CUSTOMER PLANS

Special Offerings: Save Offer – Business

A. Offer Description:

As dictated by competitive market conditions, Frontier may make various offers to business customers to attract, retain, or reacquire them as Verizon local exchange customers.

B. Program Regulations:

1. Qualified customers, as determined by the Company, are new, existing, or former business customers who:
   a) cite a competitive offer or are contemplating disconnecting their Frontier service but agree to retain their Frontier local exchange service; or
   b) as a direct result of Frontier's outbound telemarketing, direct mail campaigns, or other marketing campaigns, change their local service provider back to Frontier; or
   c) as a direct result of Frontier's outbound telemarketing, direct mail campaigns, or other marketing campaigns, subscribe to Frontier local exchange service.
2. Qualified customers may be offered credits, discounts, gift certificates, or other items of equivalent monetary value. No customer will receive a credit, discount, gift certificate, or other items of equivalent monetary value that results in a price lower than the Long Run Incremental Cost (LRIC) of the subscribed services.
3 Qualified Frontier business customers must have annual Frontier local exchange service billing of less than $25,000 per year.
4. Qualified customers may be offered credits, discounts, gift certificates, or other items of equivalent monetary value equal to a discount that would range from 10% to 40% of the customer's local exchange service spend level. No individual customer will receive any combination of discounts worth more than 40% of their local exchange service spending level during any consecutive 12-month period.
5. Qualifying Services include month-to-month and term agreements: Business – Exchange Access Service, Centrex and Centrex Metro, CustoPAK, Unlimited CustoPAK Basic Packages and Unlimited DTL Basic Packages with Expansion Lines, Single Line Business PAK, Unlimited IntraLATA Toll Usage for Business, Solutions for Business, and features.

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 Southwest Incorporated exchange serving areas as approved by the Public Utility Commission of Texas.

Service Provider Number Portability (SPNP) 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 Texas.

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 tariff is 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 numbers to accommodate the end-user's request to change the telephone number, to prevent fraudulent use of 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 six (6) months notice of the effective date and an explanation of the reason(s) for such change(s).

SPNP will not be provided in conjunction with Coin, Private Pay Telephone, ISDN or any other technically limited services.

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

CONDITIONS (Cont'd)

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 rendering them non-functional to calls sent to the CLC's end-users.

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.

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.

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.

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.

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

CONDITIONS (Cont'd)

The CLC is responsible for coordinating the provisioning of the SPNP service with the Telephone Company.

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 tariff.

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.

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

CONDITIONS (Cont'd)

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 database that all such calls be denied; however, the Telephone Company will not guarantee such denial. The indicator default 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 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.

Each Local Service Provider shall provide for the Automatic Location Identification (ALI) record retrieval of the directory number, a 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. The Telephone Company shall provide and enable all the above consistent with NENA standards. Each Local Service Provider is responsible for any 9-1-1 interactions on behalf of its subscribers. 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.

RATES AND CHARGES

SPNP	Nonrecurring Charge	Monthly Rate
Each Forwarded Number	$13.20	$ 3.40
Each Additional Simultaneous Path		--

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 tariff 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 tariff are provided only within the Frontier Southwest Incorporated exchange serving areas as approved by the Public Utility Commission of Texas.

DID Service, from this tariff, is only available to Competitive Local Carriers. Competitive Local Carriers are defined in this tariff 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 Texas. 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.

DID service is available with extended metropolitan service (EMS) only in those exchanges offering EMS service as identified in Section 6 of this product guide. In addition to the DID Trunk Termination monthly rate, each trunk termination will also be charged 50% of the difference between the local calling scope automatic trunk rate and the EMS automatic trunk rate in Section 6.

SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

DIRECT INWARD DIAL (DID) SERVICE (Cont'd)

RATES AND CHARGES

	Nonrecurring Charge	Monthly Rate
DID Trunk Terminations, per trunk	--	$ 1.70
DID Station Numbers Block of 20 numbers(1)	--	0.03

(1) Available only from Digital Central Offices.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

GENERAL REGULATIONS

Customer-provided equipment and facilities may be connected to facilities of the Telephone Company, subject to the provisions of the "General Regulations" contained in Section 5 of this General Exchange Tariff and the regulations, rates and charges specified herein.

Certain items provided in this section may require the use of commercial power. The rates quoted contemplate the use of standard equipment designed to operate on ll0 volts, 60 cycles a.c. power. When special equipment, designed to operate on other voltages or frequencies, is required, the Telephone Company may make a reasonable additional charge. The commercial power, power wiring and outlets necessary for the operation of the equipment will be furnished by the customer.

Basis of Connection

The operation, maintenance and operating characteristics of the customer-provided equipment and the magnitude and character of the voltages and currents delivered to the Telephone Company connecting equipment shall be such as not to interfere with any of the services offered by the Telephone Company or interfere with the service of others. Such equipment shall operate in such a manner as to avoid hazard and/or damage to Telephone Company plant or injury to Telephone Company employees or customers because of the character or location of the customer-provided apparatus and power source to which it is connected. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

Obligation of the Customer

The customer indemnifies and saves the Telephone Company harmless against libel, slander or the infringement of copyright or patents arising from the improper use of material transmitted over its facilities or from combining with, or using in connection with, facilities of the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

Responsibility of Telephone Company

The Telephone Company shall not be responsible to the customer for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission (except those caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service). The liability of the Telephone Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in the "General Regulations" contained in Section 5 of this General Exchange Tariff.

The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment. Exchange service is not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for long distance message telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility the Telephone Company shall not be responsible for (l) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment.

The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in this tariff, or in any of the facilities operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

GENERAL REGULATIONS (Cont'd)

Responsibility of the Customer

Where service is available under this tariff for use in connection with customer-provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided systems do not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided facilities. In instances where the trouble is determined (within a 30 minute time period) to be caused by customer-provided equipment or facilities a service charge of $35.00 will be applicable. In instances where Telephone Company personnel are required to be at the customer's location for a period in excess of 30 minutes time for purposes of testing, trouble-shooting or any other work in connection with the customer's equipment or facilities, the customer shall be billed the actual cost for time materials, etc., expended on that particular call out.

Violation of Regulations

Where any customer-provided equipment is used with exchange service in violation of any of the provisions in this tariff, the Telephone Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within l0 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the timestated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

Cancellation of Application for Service

When a firm request for service which required a special assembly of equipment or special engineering, is cancelled in whole or in part before service is established, the applicant or customer is required, on demand, to reimburse the Telephone Company for all expense incurred in connection with the application for service and the installation of the required equipment and facilities before notice of cancellation is received.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

Connections of Customer-Provided Communications Systems

Customer-provided communications systems may be connected at a service point of the customer, on a voice grade basis, with exchange service either through a network control signaling unit and connecting arrangement, furnished, installed and maintained by the Telephone Company or through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/ or receiving. The customer-provided system shall comply with the minimum network protection criteria contained in this tariff.

The customer is responsible for specifying the connecting arrangement required to interconnect the customer-provided equipment. Customers requesting a connecting arrangement that is not specified in the applicable Bell System Technical reference will be advised that the requested connecting arrangement is not correct. When the customer insists that an incorrect connecting arrangement be installed, the Telephone Company will, at his request, provide such connecting arrangement. In such cases the customer will be advised that the Telephone Company does not guarantee that the connecting arrangement will function properly and thereby is released from any liability associated with such installation should the connecting arrangement not function properly. In such cases, the customer will be billed all applicable service charges associated with the installation of the appropriate connecting arrangement.

Network Protection Criteria

To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects the signal from the customer-provided communications system to the network must comply with the following minimum network protection criteria:

Where the customer-provided communications system is connected with exchange and long distance message telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company, the customer-provided communications system must comply with the following criteria:

To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed l2db below one milli-watt when averaged over any three second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the l2db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises will be specified for each customer's location, but in no case shall it exceed one milliwatt.

To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises meets the following limits:

The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least l8db below the power of the signal as specified preceding.

The power in the band from 4,000 Hertz to l0,000 Hertz shall not exceed l6db below one milliwatt.

The power in the band from l0,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd)

Network Protection Criteria (Cont'd)

To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

Where the customer-provided communications system is connected with exchange and long distance message telecommunications service through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided communications system must comply with the following criteria:

To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input of the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three-second interval.

To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the net- work control signaling unit (i.e., at the input to the Telephone Company line):

The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least l8db below the power of the signal as specified preceding.

The power in the band from 4,000 Hertz to l0,000 Hertz shall not exceed l6db below one milliwatt.

The power in the band from l0,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd)

Connections with Certain Facilities of Power, Pipe Line and Railroad Companies

Telephone facilities of an electric power company of oil, oil products or natural gas pipe line company, or railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company, may, in lieu of the provisions of this tariff preceding, be connected with exchange service, for the following purposes: (a) (l) in cases of emergency involving safety of life or property; (2) in addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance or construction of railroad right-of-way, structures, or equipment; (b) in cases where the customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities; (c) during an interim period in cases where the customer has arranged for replacement of said customer facilities with facilities of the Telephone Company.

Telephone circuits of such companies will be connected to a local or toll central office access line to form a through connection only through manual switching equipment, or an attendant's position of dial private branch exchange equipment furnished to the customer by the Telephone Company. Such equipment or position may be located at either or both ends of the customer's circuit.

Connection of a telephone circuit of such companies as specified in this tariff preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

Connection with Certain Facilities of the U. S. Army, Navy and Air Force

Facilities of a telephone system of the U. S. Department of the Army, Navy orAir Force which serves an establishment operated and administered under the direction of the Department and commanded by authorities of such establishment, may, in lieu of the provisions of this tariff preceding, be connected with exchange service where the Secretary of the Department certifies in writing that reasons of military necessity require that the establishment be served by a telephone system of the Department. In addition, the facilities of a temprary telephone system of such Department located of a permanent establishment of the Department for maneuvers, mobilization tests or technical service tests will be so connected.

Telephone facilities of the U. S. Department of the Army, Navy or Air Force, other than those described above, may, in lieu of the provisions of this tariff preceding be connected by means of switching or connecting equipment furnished by the Telephone Company, to a private branch exchange switchboard or other telephone switching or terminal equipment, where the Secretary of the Department or his authorized representative notifies the Telephone Company in writing that such connection is required for reasons of military necessity. Such Department telephone facilities will be connected with exchange service only in cases of emergency involving safety of life or property, unless the aforesaid Department facilities are in locations where it is impracticable for the Telephone Company to furnish its facilities.

Connections of Service Station Lines and Facilities Furnished by the Customer Which Involve Hazardous or Inaccessible Locations

Service station lines and facilities furnished by the customer may be connected with exchange facilities furnished by the Telephone Company as specified in the Service Station Service section of this General Exchange Tariff.

Telephone circuits owned and maintained by a mining company or a powder manufacturing company and located on the property of such company in inaccessible or hazardous locations may be connected with a private branch exchange furnished the customer by the Telephone Company.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd)

U. S. Government Executive Department and Agencies

Equipment of a Department or Agency of the Executive Branch of the U. S. Government used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Telephone Company station equipment, or to Telephone Company facilities in lieu of such station equipment, subject to the regulations and conditions stated below:

The head of the Department or Agency whose equipment is to be connected, or his authorized representative, shall notify the Telephone Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information disclosure of which to unauthorized persons would be detrimental to the public interest.

The connection shall be made by means of connecting equipment or arrangements furnished by the Telephone Company.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Customer-provided terminal equipment may be used with the facilities furnished by the Telephone Company, for exchange telecommunications service, as specified in the following paragraphs.

Terminal Equipment

Data Transmitting and/or Receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company may be used with such facilities for exchange and long distance message telecommunications service through a data access arrangement provided by the Telephone Company as described in this tariff. Use of such service is on a two-point basis.

Data Set - Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Telephone Company, the data set shall perform the functions of:

Network Control Signaling

Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Telephone Company facilities, and Conditioning signals transmitted by means of Telephone Company facilities to data signals suitable for reception by customer-provided equipment.

Data Access Arrangement - The use of customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement:

The customer shall furnish the equipment which performs the functions of data signal conditioning referred to above.

The Telephone Company shall furnish the data access arrangement for use with the network control signaling unit.

Acoustic, Inductive Connections

Customer-provided data transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company network control signaling unit. If the acoustical device requires a change to a different instrument, the appropriate service charges will apply.

Voice Transmitting and/or Receiving Terminal Equipment and Accessories

Customer-provided voice transmitting and/or receiving terminal equipment and accessories, devices and/or miscellaneous terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company for exchange service may be used with such facilities in accordance with the following:

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Cont'd)

Terminal Equipment (Cont'd)

Voice Transmitting and/or Receiving Terminal Equipment and Accessories (Cont'd)

The connection shall be made through a Telephone Company connecting arrangement which shall be furnished, installed and maintained by the Telephone Company. As provided in accordance with the regulations pertaining to Terminal Equipment Attested by a Manufacturer or Supplier, a connecting arrangement is not required for the connection of certain classes of attested customer-provided terminal equipment.

Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company facilities for exchange service provided the acoustic or inductive connection is made externally to a Telephone Company network control signaling unit.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

FIELD LINE TERMINATIONS (For Terminating Customer-Owned Lines)

REGULATIONS

Field lines are to be connected directly to the switchboard or to telephones on the premises of the customer where standard operation and transmission can be obtained on all connections. Field lines are furnished for communication between stations directly connected to and located on the same premises as the switchboard involved. Accordingly, field lines are used in connection with trunks, off premises stations or other field lines only, subject to the condition that in some cases standard operation and transmission may not be obtained when such connections are established.

Customer-owned telephone facilities will not be connected to a local or toll central office line to form a through connection except as follows:

In case of emergency involving safety of line or property:

In addition, in case of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity or reliability of railroad service to the public, and related to the movement of passengers, mail, property or equipment by railroad, or the repair, maintenance or construction of railroad rights-of-way, structure or equipment;

In cases where the customer-owned facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities;

During an interim period in cases where the customer has arranged for replacement of said customer-owned facilities with facilities of the Telephone Company.

Connection of customer's telephone circuit as specified preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

Telephone circuits of the customer extending between or beyond exchange areas of the Telephone Company will be connected for exchange or message toll service only through manual switching equipment, or an attendant's position of dial PBX equipment. Such equipment or position may be located at either or both ends of the customer's circuit.

RATES

For rates, see Section 14 (Tie Line Terminations).

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND AUTOMATIC ANSWERING AND RECORDING EQUIPMENT

Customer-provided recording, reproducing and automatic answering and recording equipment may be used in connection with facilities of the Telephone Company for the following purposes and subject to the following conditions:

RECORDING OF TWO-WAY CONVERSATIONS

Direct Electrical Connection

Connection of customer-provided voice recording equipment with facilities of the Telephone Company for the recording of two-way telephone conversations is, except as provided under acoustic or inductive connections following, permitted only by means of a direct electrical connection through a connecting arrangement furnished, installed and maintained by the customer, which contains a recorder tone device (recorder connector) which automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use. Such distinctive tone need not be produced when the recording equipment is used as follows:

With private line service which has no connection or means of connection with the exchange line facilities;

When the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air. (Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December I3, I972.)

By a public fire and police service for the recording of two-way telephone conversations provided that proper public authority certifies that the service will be used exclusively for the receipt of emergency fire and police calls.

The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.

Acoustic, Inductive Connections

Customer-provided voice recording equipment may be connected with facilities of the Telephone Company for the recording of two-way telephone conversations by means of acoustic or inductive connections without the distinctive recorder tone described under "direct electrical connection" preceding, only under the following conditions:

By a customer who has reason to believe that the call to be recorded will be a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another; profane or obscene language; used for an unlawful purpose; and the call is recorded solely for the purpose of obtaining evidence of such violation. (Filed pursuant to the Federal Communications Commission's Memorandum Opinion and Order adopted December I9, I973.)

Federal Communications Commission licensed broadcast station customers recording of two-way telephone conversations solely for broadcast over the air. (Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December I3, I972.)

Such acoustic or inductive connections must be in accordance with regulations contained in this section.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

INFORMATION SYSTEM ACCESS LINE

GENERAL

Customer-provided data transmitting and receiving equipment that process data and/or perform calculations will be connected to the exchange network of the Telephone Company through the provision of an Information System Access Line. Examples of data transmitting and receiving equipment would include computers, associated buffering devices and/or concentrating devices with store and forward capabilities located on the same premise. Teletypewriter machines and similar input terminal devices are not within the provisions of this service.

An Information System Access Line working in conjunction with an appropriate modem is the communication link between the customer-provided data transmitting and receiving equipment and the Telephone Company Central Office. An Information System Access Line is a business exchange service and as such is assigned a telephone number and has incoming and outgoing call capabilities. Information System Access Lines may be provided with CENTREX or PABX systems.

REGULATIONS

Customer-provided data transmitting and receiving equipment shall be connected through Information System Access Line to the Exchange Network by means of appropriate data set or data access arrangement.

A directory listing is not provided in connection with an Information System Access Line.

For mileage charges on an Information System Access Line extending outside the same building or beyond the premises, see applicable "Mileage" section of this tariff.

CHARGES

The applicable charges indicated in Section 6 of this tariff will apply for an Information System Access Line.

Reserved for Future Use

AIRPORT TELEPHONE SERVICE

I. GENERAL

Airport Telephone Service is a special telephone service arrangement designed for the common use of airline companies and other businesses located at the Dallas-Fort Worth Airport. The service is provided by switching equipment, and station lines as required. The arrangement contemplates primarily voice service for inward and outward local and long distance calling without operator assistance.

The service will be furnished at the rates and charges specified herein for customers located within the airport service rate area. Qualification of customers for this service will be determined by the Telephone Company. Regular exchange service, as well as Airport Telephone Service, may be provided within the airport service rate area at the special rate for the particular exchange service provided at this exchange.

The airport service rate area shall include the land and the buildings used in the operation of the airport located thereon. This land may be intersected by streets and/or alleys. The airport service rate area shall be defined by an airport service rate area map showing the boundaries of the area to be served under the rates and regulations specified herein. For purposes of this tariff, the airport service rate area is considered the same premises for private line mileage purposes only. The airport service rate area is to be treated as an exchange for other tariff application.

The switching equipment is provided in the type and quantity as determined by the Telephone Company.

Directory listings of Airport Telephone Service customers will be provided in the regular telephone directory applicable for the serving exchange, subject to the regulations, rates and charges specified in the Directory Listings section of this Tariff for regular customer service. The Telephone Company does not furnish directory listings for restricted stations. The Telephone Company, at its option, may also publish a separate directory containing only the directory listings of customers for Airport Telephone Service. Any such special directory and the listings therein are also subject to the regulations, rates and charges prescribed in the directory listing section of this Tariff.

Long distance calls will be identified by telephone number on the customer's bill.

AIRPORT TELEPHONE SERVICE

I. GENERAL (Cont'd)

Toll diverting service is not offered in connection with Airport Telephone Service.

The initial contract period for Airport Telephone Service is one month.

The station rates, as specified, are subject to the following regulations, mileage and incremental charges as appropriate:

Mileage charges will not apply to main stations located within the airport service rate area. The regular extension line mileage charge treatment will apply to all extension stations located outside of the building in which the main station is located.

Airport Intercommunications Telephone service (Restricted) may be provided and used for intercommunications only. Airport Intercommunications Telephone service is arranged that it cannot originate or receive local or long distance calls. Airport Intercommunications Telephone service can access only other Airport Telephone Service stations, Tie Lines and CCSA. Airport Intercommunications Telephones may not be extended beyond the Airport Service Area.

AIRPORT TELEPHONE SERVICE

I. GENERAL (Cont'd)

Regular Foreign Exchange mileage, as provided in this Tariff, will apply from the airport service rate area to the point of termination for Airport Telephone Service. Airport Telephone Service will not be made available outside the airport service rate area in lieu of appropriate local exchange service. Airport Telephone Service Foreign Exchange Service will be available only to customers having a business location within the Airport Service Rate Area and subscribing to Airport Telephone Service at their airport location. Airport Telephone Service Foreign Exchange Service is subject to all conditions included in other sections of this tariff.

Private Branch Exchange Systems will not be permitted to terminate Airport Telephone Service stations. Services not specifically provided for in this section may be provided as applicable in other sections of this Tariff.

The following service features will be available to all Airport Telephone Service Stations for the specified basic rate:

(1) Direct Inward Dialing
(1) Direct Outward Dialing
(1) Expanded Direct Distance Dialing
(2) Rotary Service (Within Customer Group)
(1) Station Transfer (Within Customer Group)

Abbreviated Dialing
Individual Station Billing
Touch Calling
Intercept

(1) Not available in connection with Airport Intercommunications Telephone Service.
(2) Rotary Intercommunications Telephones are available in two-line rotary groups at the rate specified in this tariff.

AIRPORT TELEPHONE SERVICE

II. DEFINITIONS

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business.

ACD Overflow of Enqueued Calls - Enhances the existing ACD call-overflow capability by adding new timing thresholds for enqueued calls. Calls enqueued for a predetermined amount of time are routed to a defined overflow queue for appropriate action. When a call has overflowed based on time enqueued, it remains in the original queue and is also routed to the overflow queue.

ACD Secondary Directory Number - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls.

ACD Walkaway/Closed - Allows agents to enter a three-digit code, to identify the reason for unavailability to calls, when activating the Not Ready key; the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts, and determine staffing requirements, schedule work shifts, and determine staffing requirements.

Additional Queue Slots (greater than the number of access positions) - Dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents. When the Answer Agent key is pressed, the calling agent's directory number is displayed.

AIRPORT TELEPHONE SERVICE

II. DEFINITIONS (Cont'd)

Call Agent - Allows the supervisor to directly call an agent without having to dial the agent's secondary directory number.

Call Center Manager – A call center management information service that provides call center managers with the ability to monitor and control both their calls and their agents. Within the same Centrex customer group, the customer may monitor and control multiple ACD groups through a single Call Center Manager MIS Link. The use of an additional MIS Link allows the customer to have multiple supervisory terminals supporting the same Centrex ACD groups.

Call Center Reporting - Automatically sends basic ACD reports to a customer designated fax machine. The structure and parameters of the reports are predefined by the Company and contain statistics relating to agent and group performance.

Call Source Identification - Provides for the display, at the agent's position, of the incoming facility (e.g. calls from within the same customer's group, the agent's extension number is displayed). Calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Allows the agent quick access to the supervisor for help or consultation.

AIRPORT TELEPHONE SERVICE

II. DEFINITIONS (Cont'd)

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with the first agent).

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Controlled Interflow - This feature allows a supervisor to temporarily divert a group's new incoming ACD calls to another group because of a change in business conditions.

Display Agents Summary - This feature-key-activated option enables the ACD supervisor using a Business Set with Display to quickly check the status of all ACD agent positions assigned to a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls.
- waiting for calls (idle).
- not ready to receive ACD calls.
- not available (agent logged in or Make Set Busy activated).

Display Queue Status - Allows the supervisor to monitor the efficiency in which incoming calls are being handled. Activation of this feature shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions.
- number of calls waiting in the incoming call queue.
- number of calls logically queued against the group.
- waiting time (in seconds) of the oldest call in queue.

AIRPORT TELEPHONE SERVICE

II. DEFINITIONS (Cont'd)

Emergency Alerting – To enable the ACD agent to confer immediately with the supervisor, the agent can be provided with an Emergency key and the supervisor with an Answer-Emergency key.

Emergency Alerting Enhanced - Enhances the existing Emergency Alerting feature by allowing an ACD agent to add both a supervisor and a recording device to a call simultaneously by pressing a single key.

Emergency Answer – Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key.

Emergency Answer Backup - Provides a method for redirecting Emergency Key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. The feature is key activated on an individual agent basis.

Group Intercom Paging - The Group Intercom All Call (GIAC) feature enables any Meridian Business Set (MBS) user (the originator) who is a member of a Group Intercom Call (GIC) group to simultaneously page up to 29 predefined MBS-equipped members of the same GIC group. Individual group members hear the page over their own set's built-in speaker, and can (when required) respond to the originator.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

AIRPORT TELEPHONE SERVICE

II. DEFINITIONS (Cont'd)

Observe Agent - Permits the supervisor position to monitor the agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

Supergroups - Enables multiple ACD groups, located in a single or multiple locations but served by the same ACD node (central office), to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service - Can eliminate or minimize calls left unanswered in the incoming-call queue at the onset of night service.

Three-Way Calling/Call Transfer to ACD - Permits a supervisor to transfer a call to another agent, with or without establishing a three-way conference first.

Transfer to In-Calls Key - Enables the ACD agent to transfer an incoming ACD call directly to another agent's In-Calls key.

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES

MDC CUSTOMER TERMINAL EQUIPMENT

Attendant Console
- Console Key and Lamp Functions
- Console Interface
- Console Testing
- Performance Specifications, Technical
- Performance Specifications, Power
- Performance Specifications, Environmental

BASIC MDC - ATTENDANT FEATURES

Attendant Access to Paging
Attendant Call Park Recall Timer
Attendant Call Selection
Attendant Camp-On
Attendant Conference (Maximum Six Conferees)
Attendant Console Display
Attendant Control of Trunk Group Access
Attendant Locked Loop Operation
Attendant Release Upon Completion of Dialing
Attendant Speed Calling
Attendant to Recorded Announcement
Attendant Transfer
Attendant Recall
- Stations
- Trunks

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

BASIC MDC - ATTENDANT FEATURES (Cont'd)

Call Hold
Call Park
Code Calling Line Termination
Console Test
Delayed Operation
Interposition Calls and Transfers
Lockout
Maintenance and Administration Position
(MAP) Display for Attendant Operational Measurements
Multiple Console Operation
Multiple Listed Directory Numbers
Position Busy
Secrecy
Serial Call
Straightforward Outward Completion
Supervisory Console (Basic)
Switched Loop Operation
Trunk Group Busy/Trunk Group Access Control Through Special Keys
Through Dialing
Timed Recall Set to Zero
Trouble Key on MDC Console

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

BASIC MDC - ATTENDANT FEATURES (Cont'd)

Trunk Group Busy Indication
2-Way Splitting
Uniform Call Distribution From Queue
Wild Card Key

BASIC MDC - SERVICES

Access
- Common Control Switching Arrangement (CCSA) E&M Types I & II
- CO From PBX
- 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)

Class-of-Service Restrictions
- Fully Restricted Service
- Semirestricted Service
- Toll Restricted Service
- Unrestricted Service

Code Call Access

Code Restrictions

Data Call Protection

Dial Pulse Conversion

Dial Tone Upon Trunk Seizure

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

BASIC MDC - SERVICES (Cont'd)

Dictation Access and Control (DTMF Only)
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
End-To-End Signaling
Flexible Intercept
Foreign Exchange (FX) Line-Analog
Foreign Exchange (FX) Trunk, Digital 2-Way
Hunting
MDC Outpulsing to Plain Ordinary Telephone Service (POTS) Trunks
MDC Quantity Control (100 Lines)
Increase in Number of Customer Groups
Individual Line Business Service - PBX Application
Loudspeaker and Radio Paging Access
Loudspeaker Paging - Line Termination
Multicustomer Operation
Night Service
- Fixed
- Flexible
- Trunk Answer From Any Station (TAFAS)

Off-Premises Stations and Extensions
Operational Measurements - MDC
Service Order System
Simplified Dialing

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

BASIC MDC - SERVICES (Cont'd)

Six-Port Conference Circuit Use Control
Station-to-Station Calling
Tandem Switching of Special Service Circuits (Senderized Operation)
Uniform Numbering Plan Capability

BASIC MDC - STATION FEATURES

Automatic Line
Call Forward
- All Calls
- Busy
- No Answer

Call Hold
Call Pickup
Call Transfer Enhancement
Call Waiting
Consultation Hold
Meet-Me Conference
Ring Again
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
Call Forward No Answer Interaction with 3WC

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

BASIC MDC - STATION FEATURES (Cont'd)

Station Controlled Conference (Six Ports Maximum)

3-Way Conference/Transfer
- 3-Way Conference
- Call Transfer of Incoming Calls
- Call Transfer of Outgoing Calls
- Call Transfer of All Calls

MDC ENHANCED BUSINESS SERVICE - SYSTEM FEATURES

Flexible Console Alerting

MDC ENHANCED BUSINESS SERVICE - SERVICES

Audio Input On Incoming Calls In Queue (Attendant and Uniform Call Distribution)
Distinctive Ringing
Executive Busy Override (EBO)
Intergroup Calling
Overlap Outpulsing - MDC
Uniform Call Distribution (UCD)

MDC STATION MESSAGE DETAIL RECORDING (SMDR) - ADMINISTRATION

SMDR For Operator Number Identification (ONI) Lines
ESN - Answer Supervision Generation
Station Message Detail Recording (SMDR)

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

MDC STATION MESSAGE DETAIL RECORDING (SMDR) - NUMBER IDENTIFICATION/CHARGING

Trunk Identifier In AMA/SMDR Record

MDC STATION MESSAGE DETAIL RECORDING (SMDR) - SERVICES

ESN - Variable Types of Outpulsing On Same Call

SMDR ENHANCED - ESN

Authorization Codes

SMDR ENHANCED - MDC

Account Code/Acceptance and Recording
Attendant Call Detail Entry
Authorization Codes - Verification and Recording
Direct Inward System Access (DISA)
Separate Station Message Detail Recording (SMDR) Output Files For MDC SMDR and Automatic Message Accounting (AMA)
Separate Station Message Detail Recording (SMDR) Output Files By Customer Group
Authorization Code Immediate Dialing

MDC/ESN TRUNK QUEUING (FOR OUTBOUND CALLING ONLY)

Automatic Route Selection (ARS)
Expensive Route Warning Tone (ERWT)
Off-Hook Queuing (OHQ)
Callback Queuing (CBQ)

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

MDC/ESN TRUNK QUEUING (Cont'd)

Callback Queuing (CBQ) Enhanced
Off-Hook Queuing (OHQ) Enhanced

MDC LARGE CONFERENCE – CONFERENCE FEATURES

Attendant Conference (Large)
Meet-Me Conference (Large)
Station-Controlled Conference (Large)

MDC - VIRTUAL FACILITY GROUPS

Class 5 MDC INWATS
Class 5 MDC OUTWATS
Off-Hook Queue. Callback Queue For OUTWATS Virtual Facility Groups (VFG)

MDC - ATTENDANT CONSOLE MEASUREMENT

Dynamic Attendant Console Measurements

MDC - PRESET CONFERENCE

Preset Conference

MDC - PRIORITY CONSOLE ALERTING

Attendant Console Immediate Alerting

MDC - CUT-THROUGH DIALING

Cut-Through Dialing

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

BUSINESS SET FEATURES

Auto Answer Back
Feature Code Access
Listen On Hold
Make Set Busy
Malicious Call Hold

ENHANCED BUSINESS SET SERVICES

Call Park Recall ID
Enhanced MADN Call Control
Individual Page From Group Intercom
Last Number Redial Associated With Set
Make Set Busy Except Group Intercom
Originating/Terminating Line Select
Privacy Release Conference Control (1)
Ring Again On Idle Meridian Business Sets (2)

(1) This feature requires dedicated conference circuits which will involve additional charge to the customer.
(2) Business Group Option

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

ENHANCED BUSINESS SET SERVICES II

Access Feature Group Enhancement
Access Feature Grouping
Call Forward-Busy/No Answer/Split
Call Forward - Remote Activation
Direct Station Selection
Do Not Disturb
Enhanced Service Order
Interactive Display For
Meridian Business
Group Intercom Paging
Meridian Business Set Power
Feature-Name Programming
Multiple Executive Message Waiting
Keys for Directory Number
Music-On-Hold for EBS
Recorded Announcement-Custom
Repeated Alert
Reset Dialing for Direct Inward
System Access
Second and Third Recorded Announcement-
Custom
Secondary MADN Call Forward
Service Order Simplification
for Hunt Groups
Station Camp-on for Meridian
Business Sets
Three-Way Calling/Call Pickup
Interaction

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

REAL-TIME STATION MESSAGE DETAIL RECORDING (VIA DNC50) SERVICE

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICES

BASIC AUTOMATIC CALL DISTRIBUTION (ACD) FEATURES

ACD Call Agent
ACD Agent Key
ACD Overflow of Enqueued Calls
ACD Called Name/Number Display
Night Service
Call Delay Announcement
Music on Queue
ACD Call Supervisor Key
Call Source Identification
ACD Incalls Key
Attendant Console to ACD
Incoming Call Priority
Incoming Call Queue
Agent Queue
ACD Agent Login Enhancement
ACD Directory Numbers
Agent Status Lamp
Abandoned Call Clearing
ACD Call Forcing
ACD Not Ready Key
Display Queue Status Key
ACD Queue Status Lamps
Automatic Overflow
Three-Way Call
Call Transfer to ACD

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICES (Cont'd)

ADVANCED AGENT FEATURE PACKAGE FEATURES

ACD Overflow of Enqueued Calls
ACD Multiple Line of Business Codes
Call Transfer With Time
Emergency Alerting
Emergency Alerting Enhanced
Transfer to In-Calls Key

Available with Business Sets:
ACD Walkaway/Closed
Called Name/Number Display
Call Source Identification
Call Supervisor
Multistage-Queue Status Display

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICES (Cont'd)

SUPERVISOR FEATURE PACKAGE FEATURES

Answer Agent
Call Agent
Controlled Interflow
Emergency Answer
Emergency Answer Backup
Forced Agent Availability
Observe Agent
Supervisor Control of Night Service
Three-Way Calling/Call Transfer to ACD

Available with Display Sets:
Called Name/Number Display
Call Source Identification
Display Agents Summary
Display Queue Status

OPTIONAL FEATURES

ACD Secondary Directory Number
Additional Queue Slots
Supergroups
Call Center Manager
Call Center Reporting

AIRPORT TELEPHONE SERVICE

III. FEATURES AND SERVICES (Cont'd)

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) FEATURES

Automatic Busy Redial and
Automatic Call Return
Call Block
Call Trace
Calling Number Identification
Cancel Calling Number Delivery
Special Call Acceptance
Special Call Forward
VIP Alert

)

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES

Airport telephones extended beyond the airport service rate area are not included in number of stations to determine rate applicable for Airport Telephone Service.

Airport telephones extended beyond the airport service rate area that terminates at the same secondary location do qualify for ATS rate treatment at the secondary location.

Station Feature Changes (i.e., number change, custom calling, call pick up, etc.), requested after initial installation, will require the application of a business secondary service order charge. Up to 10 feature changes per service order.

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

Airport Telephone Service (Access To: ATS/EMS TOLL)

Rotary and/or Nonrotary Number Stations		Monthly Rate	
ATS Stations Ordered or Established Prior to July 27, 1983:			
First 10, each	ATS 10	$46.55	
Next 90, each	ATS 90	23.30	
Next 200, each	ATS 200	13.80	
All others, each	ATS OTH	8.05	
Additional Station, each	ATS EX	6.00	
ATS Stations Ordered or Established After July 27, 1983:			
First 10, each	ATS 10 ACC	68.85	
Next 90, each	.ATS 90 ACC	65.60	(I)
Next 200, each	.ATS 200 ACC	13.10	
All Others, each	ATS OTH ACC	55.35	(I)
Additional Station, each	.ATS EX	6.90	

See Section 13 for applicable service charges.

Feature Changes (1)

Station Feature Changes for Airport Telephone Service (Up to 10 Feature Changes Per Service Order)

(1) Business Secondary Service Order Charge in Section 13 applies.

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

Airport Intercommunications Telephone Service (Restricted)

		Monthly Rate
Airport Intercommunications Telephone Service	ATS AIT A9 415	$10.50
Additional Station, each	ATS AIT EX 416	6.90

Note 1: Airport Intercommunications Telephone service is not included in number of stations to determine rate applicable for Airport Telephone

Service.

Note 2: Rotary Airport Intercommunications Telephone service is available in two-line rotary groups only at the above rate. Requests for Airport Intercommunications Telephone service in rotary groups over two lines will be on Special Assemblies of Equipment basis.

Enhanced Business Set Services

NRC	Monthly Rate
ATS EBSS	ATS EBSSM
$620.00	$55.00

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

Enhanced Business Set Services II

	NRC (1)	Monthly Rate
Access Feature Group Enhancement, per customer group		$32.00
Access Feature Grouping, per customer group		32.00
Direct Station Selection, per customer group		32.00
Interactive Display for Meridian Business Sets, per line (2)		.50
Group Intercom Paging for Meridian Business Sets, per station		.50
Meridian Business Set Power Feature-Name Programming, per customer group		32.00
Multiple Executive Message Waiting Keys for Directory Number, per customer group		32.00
Repeated Alert, per line		.25
Reset Dialing for Direct Inward System Access, per customer group		40.00

(1) Secondary Service Order Charge from Section 13.

(2) Maximum MRC per business group is $35.00.

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

Enhanced Business Set Services II (Cont'd)

	GSEC	NRC (1)	Monthly Rate
Service Order Simplification for Hunt Groups, per customer group	ATS SOHGRPM		$80.00
Station Camp-on for Meridian Business Sets, per customer group	ATS COMBSM		32.00
Three-Way Calling/Call Pickup Interaction, per customer group			.00
Call Forward-Remote Activation, per line	ATS CFRAM		.25
Call Forward-Busy/ No Answer/Split, per line	ATS CFSM		.25
Do Not Disturb per line	ATS DNDM ATS DNDM		.75
Enhanced Service Order, per line	ATS ESOM ATS ESO	 $ 1.00 (2)	.25
Music-On-Hold for EBS, per line (3)	ATS MOHM		.50
Recorded Announcement-Custom	ATS RANCUSM ATS RANCUS	 145.00 (2)	40.00
Second and Third Recorded Announcement-Custom	ATS RANCUSM2 ATS RANCUS2	 50.00 (2)	35.00
Secondary MADN Call Forward, per line	ATS SMCFM		.25

(1) Secondary Service Order Charge from Section 13.
(2) In addition to Secondary Service Order Charge from Section 13.
(3) The Telephone Company provides the music source.

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

	GESC	NRC ATS SMDR	Monthly Rate ATS SMDRM
Real-Time Station Message Detail (N) Recording (Via DNC50) (N)		$1,300.00	$141.00
Automatic Call Distribution (ACD)			
Basic ACD, per line (feature detail on sheet No. 11E)	ATS BACDM ATS BACD	 50.00	30.00
ACD Management Information System (MIS) Data Stream, per MIS System(1)	ATS ACDMISM ATS ACDMIS	 90.00	95.00

(1) A Full Duplex Data Channel is required. Refer to the Southwestern Bell Private Line Tariff for rates.

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

Automatic Call Distribution (ACD) (Cont'd)

	NRC	Monthly Rate
Advanced Agent Feature Package(1)		
per ACD Group	$25.00	
per ACD Line		$ 5.00
Supervisor Feature Package		
per Line	10.00	30.00
Optional Features (1)		
Secondary Directory Number		
per Number	N/A	2.00
Additional Queue Slots		
per System	25.00	
per Slot		2.50
Supergroups	50.00	25.00

(1) Customers will be required to have Basic ACD before they can subscribe to either the Advanced Agent Feature Package or the Optional Features.

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

Automatic Call Distribution (ACD) (Cont'd)

Optional Features (Cont'd) (1)

	NRC	Monthly Rate
Call Center Manager (CCM) (2)		
1st CCM	$75.00	$200.00
2nd CCM	75.00	150.00
3rd & Subsequent CCM	75.00	125.00
Call Center Reporting (3)		
per customer	100.00	
per agent		15.00

(1) Customers will be required to have Basic ACD before they can subscribe to either the Advanced Agent Feature Package or the Optional Features.

(2) In addition to the rates for Call Center Manager, the customer must purchase one copy of Perimeter workstation software per Call Center Manager, one modem per Call Center Manager, a four-wire analog data circuit from the serving central office to the customer's premises, and data processing equipment including, but not limited to, a 486 personal computer, monitor, and printer.

(3) In addition to the rates for Call Center Reporting, the customer must provide the fax machine and appropriate telephone line.

AIRPORT TELEPHONE SERVICE

IV. RATES AND CHARGES (Cont'd)

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (T)

	GSEC	NRC (1)	Monthly Rate
Automatic Busy Redial and Automatic Call Return, per line	ATS ABRACR		$ .35
Call Block, per line	ATS CLBLOCK		2.25
Call Trace, per occurrence	ATS CLTRACE	$10.00 (2)	
Calling Number Identification (3)(4)			
2 - 25 lines, per line	ATS CNID 25M		3.00
26 - 50 lines, per line	ATS CNID 50M		2.00
51+ lines, per line	ATS CNID 100M		1.00
Cancel Calling Number Delivery			No Charge
Special Call Acceptance, per line	ATS SPCLACP		3.00
Special Call Forward, per line	ATS SPCLFWD		2.35
VIP Alert, per line	ATS VIPALRT		2.65

(1) Secondary Service Order Charge from Section 13.
(2) 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 Tracing Service or subscription to Call Tracing Service is not a suitable solution.
(3) If the customer has Meridian Business Sets (MBS), charges must be applied to all MBSs in the business group.
(4) Maximum MRC per business group is $200.00 (GSEC: ATS CNID SYSM).

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (C)

General

Digital (ISDN) Single Line Service is a local exchange telecommunications service which is provided via Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office-based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

Frontier Southwest Incorporated (hereafter called the Telephone Company) supports and will provide to customers the industry standards for National ISDN 1 and National ISDN 2 for Basic Rate Interface (BRI).

The Telephone Company's goal is to provide BRI services to customers which are fully NI-1 and NI-2 compliant. The Telephone Company will provide these ISDN-related services, features and functions where switch technology and software loads will accommodate these features. Should a customer request any BRI feature included in NI-1 or NI-2, that is not available from their normal serving ISDN switch, Frontier will provide ISDN BRI service from another switch which will provide the ISDN service and the requested feature, at no additional cost to the customer.

For reasons of privacy the Telephone Company will not provide, except to law enforcement officials, the following three features. This is in accordance with a waiver granted from the Commission in Docket #15042.

- Trace of Call in Progress
- Trace of Terminating Calls
- Tandem Call Trace

[1] ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Conditions

Customer-provided equipment used in conjunction with services provided in accordance with this product guide must conform with the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.

The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

When Digital ISDN Single Line Service is desired at a customer location that is not an ISDN capable central office, the service will be provisioned from a central office that can support Digital (ISDN) Centrex Service. If the central office is within the same serving exchange as the customer, Foreign Switching Office mileage charges are NOT applicable.

If Digital (ISDN) Single Line Service will be provisioned as Foreign Exchange service, the FX rates in this tariff are applicable. The FX rates in this tariff are applicable ONLY for the provisioning of ISDN in exchanges not facilitated, at this time, to provide the service. Pursuant to PUC Substantive Rule 23.69, FX charges do not apply to any customer served by base unit switches. Exchanges and central offices will be continually added therefore customers need to contact their ISDN Frontier sales representative for this information.

If Digital (ISDN) Single Line Service is available from the customer's serving central office or from a central office within the customer's serving exchange, a customer must accept service from the local central office(s) or pay FX charges.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Conditions (Cont'd)

One bill will be rendered for each Digital (ISDN) Single Line Service.

Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.

Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

If remote units are required to provide switching capabilities for intracommunication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.

Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

A minimum service period of three months is required for each ISDN Single Line service.

Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

Termination Liability

(See General Rules and Regulations.)

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Conditions (Cont'd)

Digital (ISDN) Single Line Service

Digital (ISDN) Single Line Service is composed of the following elements:

- Single line access (includes local loop)
- Line/Channel - B-Voice/CSD, per line

Digital (ISDN) Single Line Service is digital exchange service.

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Single Line Access is a service which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line access element is required for each digital local loop.

A customer may order multiple Single Lines.

A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

Data sent to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of 2 channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this tariff.

[1] ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Conditions (Cont'd)

Digital (ISDN) Single Line Access

Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

More Than Two B-Channel Terminals on a BRI allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

Individual Line Loop Extension

Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (Db) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Frontier engineering practice of maximum loss for the Digital Centrex (ISDN) loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Single Line.

The customer's network access line is preengineered to determine when the U-Repeater/power modules are required. The customer will NOT be charged for the Digital (ISDN) Single Line Individual Line Loop Extension. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX or 101XXXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [2] (Cont'd) (C)

Features

Definitions of the CLASS Features are provided in Section 16 of this product guide.

Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Basic Package: Add On, Add Previously Held Call to Conference, Additional Call Offering - ACO Unrestricted, Additional Call Offering - Notification Busy Limit, Analog Members in Hunt Group, Automatic Callback - Intra-switch, Call Forward-Busy, Call Forward-Courtesy Call, Call Forward-Don't Answer, Call Forward-Privacy of Redirecting Number, Call Forward-Redirecting Number, Call Forward-Redirecting Reason, Call Forward-Reminder Notification, Call Forward-Variable, Call Hold - B Channel Reservation, Call Hold and Retrieve, Call Pick-up, Circular Hunting, CNID Svcs-Calling Party Number Privacy, CNID Svcs-Redirecting Number, CNID Svcs-Redirecting Reason, CNID Svcs-Privacy of Redirecting Number, Conference Hold & Retrieve, Consultation Hold, Display Service-Uniform Text, Drop Last Call on Conference, EKTS Analog Member/Key System Coverage for Analog Lines, EKTS Automatic/Manual Bridged Call Exclusion, EKTS Bridging, EKTS Hold/Retrieve, EKTS Intercom Calling, EKTS Manual Bridged Call Exclusion, EKTS-Membership in a Multiline Hunt Group, EKTS Multiple DNs per Terminal/Shared Call Appearance, Feature Function Buttons, Feature Inspect, Implicit and/or Explicit Call Transfer, Linear Hunting, Multiple Directory Number Buttons, Three Way Conference Calling, Time and Date Display, Uniform Hunting.

Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Deluxe Package: MBKS Basic Package plus the following features: Display for Ringing Call Appearance Only, EKTS Abbreviated and Delayed Ringing, EKTS-Call Appearance Call Handling, inspect for ISDN Terminals, Outgoing Called Line ID for ISDN Terminals.

Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.

Circuit Switched Data 2000 Package: Data 1000 Package plus Data Circular Hunting, and Data Speed Call-Long List.

The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features [1]

Feature Name
DN Sharing over Multiple Call types on an Integrated Terminal
More than two B-Channel Terminals per BRI
Calling Number Identification Delivery
Parameter Downloading

1 An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. Applicable charges will apply as stated elsewhere in this product guide.

2 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Features (Cont'd)

Feature Matrices (Cont'd)

Voice and CSD Services	MBKS BASIC	MBKS Deluxe	Opt.
Feature Name			
Additional Call Offering (TR-857)			
ACO Unrestricted	x	x	
Notification Busy Limit	x	x	
Additional Numbers			x
Automatic Callback Intra-Switch (TR-855)	x	x	
Access to Analog Features (TR-847)			
Speed Calling -short list	x	x	
Call Forward (TR-853)			
Call Forward Don't Answer	x	x	
Call Forward Busy	x	x	
Call Forward Variable	x	x	
Courtesy Call	x	x	
Privacy of Redirecting Number	x	x	
Redirecting Number	x	x	
Redirecting Reason	x	x	
Reminder Notification	x	x	
Call Hold (TR-856)			
B-Channel Reservation	x	x	
Hold and Retrieve	x	x	
Calling Number Identification Services (TR860)			
Calling Name Delivery (TR-1326)			x
Calling Party Number Privacy	x	x	
Calling Number Identification Delivery	x	x	
Privacy of Redirecting Number	x	x	
Redirecting Number	x	x	
Redirecting Reason	x	x	
Call Pick-up (TR-854)	x	x	
Display Service (TR-865)			
Uniform Text	x	x	
Electronic Key Telephone System (EKTS) (TR-205)			
Abbreviated and Delayed Ringing		x	
Analog member in an EKTS group		x	
Automatic Bridged Call Exclusion	x	x	
Bridging/Directory Number (DN) Bridging	x	x	

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Features (Cont'd)

Feature Matrices (Cont'd)

Voice and CSD Services (Cont'd)	MBKS BASIC	MBKS Deluxe	Opt.
Call Appearance Call Handling/Multiple Directory Number Appearances		x	
Hold/Retrieve		x	
Intercom Calling		x	
Manual Bridged Call Exclusion	x	x	
Membership in a Multiline Hunt Group		x	
Multiple Directory Numbers per Terminal	x	x	
Flexible Calling (TR-858)			
Add On	x	x	
Add Previously Held Call to Conference	x	x	
Conference Hold and Retrieve	x	x	
Consultation Hold	x	x	
Drop Last Call on Conference	x	x	
Implicit and/or Explicit Transfer	x	x	
Six party Conference Calling			x
Three-way Conference Calling	x	x	
Multiline Hunt Groups (TR859)			
Analog Members in Hunt Group	x	x	
Circular Hunting	x	x	
Linear Hunting	x	x	
Make Busy			x
Stop Hunt			x
Uniform Hunting	x	x	
Terminal Management - (5E Custom)			
Display for Ringing Call Appearance		x	
Feature Function Buttons	x		
Feature Inspect	x	x	
Inspect for ISDN terminals		x	
Multiple Directory Number Buttons	x	x	
Terminal Management	x	x	
Time and Date Display	x	x	

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Features (Cont'd)

Feature Matrices (Cont'd)

Data Packages Features	CSD1000	CSD2000	X.25	X.25 DELUXE	Optional
Data Speed Call - Short List	X	X			
Data Call Forward	X	X			
Data Toll Restriction	X	X			
Data Multi-Line Hunt Group	X	X			
Data Circular Hunt		X			
Data Speed Call - Long List		X			

Definitions

Digital (ISDN) Single Line

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

Basic Rate Interface (BRI). BRI supports up to two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25* packet data.

Digital (ISDN) Single Line. Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1-D-Channel.

Integrated Services Digital Network (ISDN). A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Definitions (Cont'd)

Digital (ISDN) Single Line Access. The central office termination of a BRI Line arranged for access to the public switched network.

Kbps. Kilobits Per Second.

MBKS. Multibutton Key Set.

Mbps. Megabits Per Second.

User. A member of a business system.

Parameter Downloading allows automatic downloading from the Telephone Company switch to the user's terminal of parameters that need to be set for initialization of the terminal. To end-users, Parameter Downloading will be seen as an option. That is, users who do not have the Parameter Downloading capability in their terminal equipment will still have the option of entering the parameters manually into their terminal.

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

Circuit Switched Data 2000 Package - includes CSD 1000 Package plus

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Digital (ISDN) SL Voice & CSD Services

Additional Call Offering (Bellcore Reference TR-857)

Subfeatures:
Additional Call Offering (ACO) - Unrestricted - Provides notification to an ISDN user that a circuit mode call directed to that user is present at the serving switch, even though no B-Channel can be allocated for the call at that time. This notification allows user to free up a B-Channel (by clearing another call or putting another call on hold) and accept the ACO call, ignore the ACO call, or reject the ACO call.

Notification Busy Limit - The maximum number of calls that can be waiting against a particular Directory Number. The maximum is determined by the user's CPE parameters. Once the maximum is reached, the switch will no longer notify the user of another waiting call and will return busy treatment to the calling party.

Additional Numbers

Each Digital Single Line can support multiple directory numbers (DNs). Up to two primary DNs are provided with each activated ISDN line, one for each of two channels. If an additional DN is required on either channel, an additional number charge applies for each additional DN.

Automatic Callback Intra-switch (Bellcore Reference TR-855)-

Automatic Callback - Allows the user to press a function button or dial a code when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the calling party so that if the calling party goes off-hook, the call is placed. This feature is only available when the called number and the calling number are served by the same switch.

Access to Analog Features

Speed Calling (6 or 8 member list) - Allows a user to dial selected numbers using less digits than normally required. Each list can have up to six or eight numbers, depending on the serving Telco switch.

Call Control (Bellcore Reference TR-268)

Directory Number (DN) Sharing over Multiple Call Types on an Integrated Terminal - Allows an integrated terminal (i.e., a terminal that supports more than one call type, such as speech, circuit-switched data, and packet-switched data) to have only one DN that can be used for all call types and can simultaneously access both B-Channels.

More Than Two B-Channel Terminals on a BRI - Allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Digital (ISDN) SL Voice & CSD Services (Cont'd)

Call Forward (Bellcore Reference TR-853)

Subfeatures:
Call Forward Variable (CFV) -
Allows the user to forward all calls to another Directory Number (DN), regardless of whether the user's terminal status is busy or idle. The user also is able to deactivate CFV so that calls terminate normally. The user that activated CFV may receive a reminder notification which indicates to the user that the feature is active and that a call has just been forwarded.

The following options are available for activating CFV:
For Circuit-Mode Voice:
- Courtesy Call with Answer Required
- Courtesy Call with No Answer Required
- No Courtesy Call

For Circuit-Mode Data:
- No Courtesy Call

Call Forward Busy (CFB) - Allows the user to forward to another DN all incoming calls when his terminal is busy. The user also is able to deactivate CFB so that calls will not be forwarded when the terminal is busy. Courtesy Call is not available for either Circuit-Mode Voice or Circuit Mode Data.

Call Forward Don't Answer (CFDA) - Allows the user to forward calls to another DN when the user does not answer the call within a specified period of time, usually the equivalent of four rings. The user can also deactivate CFDA so that calls will not be forwarded. Courtesy Call is not available for either Circuit-Mode Voice or Circuit Mode Data.

Courtesy Call - Allows the user to talk with the party at the remote (forwarded-to) DN when the CFV is activated to inform them that calls will be forwarded.

Redirecting Number - When a call is forwarded, both the calling number and one or more numbers from which the call was redirected will be forwarded. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Reminder Notification - Indicates to the CFV user that the feature is active and that a call has just been forwarded. The reminder is typically one short ring as the call is being forwarded.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Digital (ISDN) SL Voice & CSD Services (Cont'd)

Call Hold (Bellcore Reference TR-856)

Subfeatures:
Hold and Retrieve - Allows a user to place a call on hold and make a B-Channel available for another call. After placing the call on hold, the user can: (1) retrieve the held call, or (2) drop the held call.

B-Channel Reservation (Excluding Release) - Used to ensure that a user who places a call on hold will always have a B-Channel available to reconnect to the call on hold.

Calling Number Identification Services (Bellcore Reference TR-860)

Subfeatures:
Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

Calling Party Number Privacy - Allows the user to invoke privacy on a per-call basis.

Calling Number Identification Delivery/Network Provided Number Delivery - Allows a user to receive the calling party's number on incoming calls. The default DN assigned to the terminal is used.

Redirecting Number - When a call is forwarded, both the calling number and one or more of the numbers from which the call was redirected are delivered. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Display Service (Bellcore Reference TR-865)

Uniform Text - allows for uniform delivery of display information.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Digital (ISDN) SL Voice & CSD Services (Cont'd)

Electronic Key Telephone System (EKTS) (Bellcore Reference TR-205)

Abbreviated and Delayed Ringing - The user can specify that one or more EKTS terminals that share a DN receive Abbreviated Ringing or Delayed Ringing. When a call attempts to terminate to the DN, the Abbreviated Ringing terminals will begin alerting the EKTS user as soon as the call is offered. The Delayed Ringing terminals will initially not alert. If the call is not answered by one of the Abbreviated Ringing terminals, within a pre-specified time interval, ringing will stop for them, and the Delayed Ringing terminals will begin ringing. The Delayed Ringing terminals will continue to alert until the call is answered or until the call is abandoned.

Automatic Bridged Call Exclusion - Allows an EKTS user to specify that no other EKTS user can bridge onto calls. The user can disable this capability on a call-by-call basis and thus allow bridging to occur. Automatic Bridged Call Exclusion is deactivated via one-button operation.

Bridging/Directory Number (DN) Bridging - When one EKTS user originates or receives a call on an EKTS DN, the other EKTS users that share the DN are aware of the call being present. These other EKTS users can bridge onto the call unless privacy has been invoked via Automatic or Manual Bridged Call Exclusion. DN Bridging allows an EKTS terminal with multiple call appearances of the same, or multiple, DNs to bridge a call that is present on one call appearance together with a call that is present on another call appearance, This allows bridging of far parties onto one call appearance.

Call Appearance Call Handling (CACH)/Multiple Directory Number Appearances - Provides the capability of having one EKTS terminal have multiple call appearances associated with an EKTS DN. The terminal sends information to the switch on originating calls indicating which call appearance of the DN is being used and, likewise, on terminating calls, the switch indicates to the terminal on which call appearance to accept the call.

Hold/Retrieve - Allows a user to place a call on hold and make the B-Channel on that user's interface available for another call. After placing the call on hold, the user can (1) retrieve the held call or (2)drop the held call.

Intercom Calling - Allows an EKTS user to be able to call another EKTS user within the EKTS intercom group without using a DN. Intercom groups can consist of just one other EKTS user, requiring no intercom address, two to ten EKTS users, which will require a one-digit intercom address, or two to one-hundred EKTS users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that allows one EKTS user to call another by simply hitting the intercom button and then dialing no, one, or two digits, respectively. The intercom call is not associated with any DN.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Digital (ISDN) SL Voice & CSD Services (Cont'd)

Manual Bridged Call Exclusion - The opposite of the Automatic Bridged Call Exclusion. EKTS users can bridge onto calls unless an EKTS user invokes privacy and, thus restricts bridging. Manual Bridged Call Exclusion is required to be activated/deactivated using one-button (i.e. toggle) operations.

Membership in a Multiline Hunt Group - Allows EKTS call appearances to be part of an ISDN Multiline Hunt Group (MLHG). During hunting procedures, if the hunt terminates at an EKTS call appearance, the call will be offered to all EKTS terminals that share that call appearance.

Multiple Directory Numbers per Terminal - A given EKTS terminal can have access to more than one DN. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Flexible Calling (Bellcore Reference TR-858)

Add On - This feature defines the process for adding new calls to a conference. The controller can request conferencing while (1) connected to a call and/or after one or more calls have been placed on hold or (2) while not associated with any existing calls. Either way, once the conference is established, additional calls can be added to the conference, up to the maximum allowed for that customer.

Add Previously Held Call to Conference - Allows the user to put a call on hold and then add the held call to a conference call.

Conference Hold and Retrieve - Allows a user to put a previously formed conference on hold while the establisher of the conference call dials the DN of the user to be added. Once dialing is finished, the user can retrieve the original conference from hold and merge the new user into the conference.

Consultation Hold - Allows the user that is establishing a three- or six port conference to speak with the user on the current call being established prior to adding that user to the conference.

Drop Last Call on Conference - Allows the user to remove the last user who was added onto the conference.

Implicit and/or Explicit Call Transfer - Allows the user to drop from an existing conference call and maintain the connection between the users remaining on the conference call. When transferring a non-conference call, however, the transferring user must remain on the call until the distant party answers. This is known as Explicit Call Transfer.

Six Party Conference Calling - Allows a user to add up to five other users together on a single bridge.

Three-way Conference Calling - Allows a user to add a third user to an already established call.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Digital (ISDN) SL Voice & CSD Services (Cont'd)

Multi-Line Hunt Groups (Bellcore Reference TR859)

Analog Members in a Hunt Group - Allows an analog line to be a member of an ISDN hunt group.

Circular Hunting - Allows all lines in a multiline hunt group (MLHG) to be tested for busy, regardless of the incoming call's point of entry into the group. When a call is made to a line in a MLHG, a regular hunt is performed starting at the station dialed. The search for an idle line continues to the last station in the MLGH, then proceeds to the first station in the group and continues to hung sequentially through the remaining lines in the group. A busy tone is returned if the called station is reached without finding one that is idle.

Linear Hunting - Provides sequential hunt for incoming calls. If the called line is busy, hunting will start with the called line and continue to the end of the list. A busy tone is returned if the end of the list is reached without finding one that is idle.

Make Busy - Allows a member of a hunt group to make the DN appear busy, so that an incoming call will rotate to the next DN.

Stop Hunt - Allows a member of a hunt group to temporarily break one or more members of the normal hunt group away from the group, so that incoming calls stop hunting at a DN not at the end of the list.

Uniform Hunting - A hunting arrangement that provides uniform distribution of incoming calls to members of a multiline hunt group. UCD does a pre-hunt for the next call by searching for the next idle member and setting the member as the start hunt position for the next call.

Terminal Management

Sub-features:
Display for Ringing Call Appearance - Will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Function Buttons - This feature on the station set can be assigned to activate various features, eliminating the need to dial an activation code. Indicator lights show the activation/deactivation status of the features. The following features can be assigned to feature function buttons:

Automatic Callback	Hold
Call Forward	Manual Exclusion
Call Pickup	Multiple Directory Number Buttons
Conference Calling	Transfer
Drop	

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure. (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Digital (ISDN) SL Voice & CSD Services (Cont'd)

Inspect for ISDN Terminals - Retrieves and displays called-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Multiple Directory Number Buttons - Provides access to more than one directory number on the station set. Indicator lights show the status of the directory number.

Terminal Management - Provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for Implicit Conference and Transfer
- Display for Ringing Call Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

Time and Date Display - A subscription feature for ISDN station set users. The Telco Switch provides the time and date to the ISDN station set.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [6] (Cont'd)

Rates

Home Digital (ISDN) Single Line Service **(D)**

	Nonrecurring Charges	Month-to-Month 12, 24, or 36 Monthly Contract Rates [2, 3, 4]	
Digital (ISDN) Single Line Access (includes local loop)	[1]	$13,273.08	(I)
B-Voice/CSD, per line	-	$863.46	(I)

Single Line Service - EMS Service

	Monthly Rate Per Line
Extended Metro [5]	
Business	$20.00
Residence	20.00

1 Applicable service charges as shown in Section 13.
2 Includes unlimited voice and data usage.
3 EMS is available in certain exchanges. If EMS is ordered by the customer, the residence EMS adder, specified following, will also apply.
4 Does not include ELC charge from Section 6 of this product guide nor the FCC Subscriber Line Charge in Frontier Telephone Companies FCC No. 14 Tariff.
5 In addition to Single Line Access rates and EAS rates in Section 6.
6 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(D) THIS SERVICE HAS BEEN DISCONTINUED AND WILL NO LONGER BE OFFERED TO NEW CUSTOMERS AS OF OCTOBER 22, 2004 IF DSL OR DSL-LIKE SERVICE IS AVAILABLE AND THE CUSTOMER'S LINE QUALIFIES FOR DSL OR DSL-LIKE SERVICE. THE DISCONTINUED SERVICE IS LIMITED TO EXISTING CUSTOMERS, AT THEIR CURRENT QUANTITIES AND AT THEIR EXISTING LOCATIONS.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [5] (Cont'd)

Rates (Cont'd)

Business Digital (ISDN) Single Line Service

	Nonrecurring Charges	Month-to-Month 12, 24, or 36 Monthly Contract Rates [2, 3, 4]	
Digital (ISDN) Single Line Access (includes local loop)	[1]	$58.74	(I)
B-Voice/CSD, per line	-	$3.33	(I)

1 Applicable service charges as shown in Section 13 of this product guide.
2 Includes unlimited voice and data usage.
3 EMS is available in certain exchanges. If EMS is ordered by the customer, the residence EMS adder, specified preceding, will also apply.
4 Does not include ELC charge from Section 6 of this product guide and FCC Subscriber Line Charge in Frontier Telephone Companies FCC No. 14 Tariff.
5 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [1] (Cont'd) (C)

Rates (Cont'd)

Packaged Services (Business or Home)

	Nonrecurring Charge	Monthly Rate	12 Month	36 Month
MBKS Basic Service, per line	$ 30.00	$ 6.50	$ 6.50	$ 6.50
MBKS Deluxe Service, per line	$ 30.00	$ 8.50	$ 8.50	$ 8.50
Data 1000, per line	$ 15.00	$ 3.00	$ 3.00	$ 3.00
Data 2000, per line	$ 15.00	$ 5.00	$ 5.00	$ 5.00
Individual Services Data Direct Connect per line	-	$ 1.00	$ 1.00	$ 1.00

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [3] (Cont'd) (C)

Rates (Cont'd)

Foreign Exchange (FX) Service One

Applicable FX charges when the central office(s) in the exchange of the customer's physical location cannot provide ISDN Single Line Service. The flat rate below is for the FX service only and in addition to rates for Home Digital and Business Digital (ISDN) Single Line Service. No FX mileage is applicable for FX Service One.

	Monthly Rate [1]
Foreign Exchange Service One per ISDN Single Line Access	$20.00

Foreign Exchange Service Two

Applicable FX charges when customer chooses ISDN Single Service from another exchange although ISDN Single Line Service is available in the customer's serving exchange. The charges below are FX charges only and in addition to the rates for Home Digital and Business Digital (ISDN) Single Line Service.

	Monthly Rate [1]
Foreign Exchange Service Two per ISDN Single Line Access	$72.19
Foreign Exchange Service Two Interoffice Transport, per V & H mile [2]	$1.75

1 In lieu of charges for FX Service in SWBT Private Line Tariff

2 Calculated using V & H coordinates and formula in SWBT Private Line Tariff except to rounded to nearest mile instead of nearest quarter mile.

3 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES – Grandfathered [3] (Cont'd) (C)

Rates (Cont'd)

Optional Features

	Nonrecurring Charge	Monthly Rate
Additional Directory Numbers, each	--	$ 2.00
Calling Name & Number Delivery (each line)		
2 - 25 lines	--	7.00
26 - 50 lines	--	5.50
51+ lines	--	4.00
Maximum total charge per customer at a single location is $300.00 (GSEC/IOSC: ISDNCNNDSYSM/16998)		
Six Party Conferencing	$160.00	$110.00
Make Busy	25.00	--
Stop Hunt	25.00	--
Data Base Changes	25.00 [1]	--
Software Changes [2]	25.00 [1]	--
Add Line Features	25.00 [1]	--

[1] Data Base Additions or Changes not listed in this tariff will be charged a rate of $50.00 per hour, or fraction thereof.

[2] Applies to changes to existing services.

[3] ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

GENERAL

Centrex Service is an exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) Centrex is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) [1] technology. It is a central office-based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and intrasystem communication features. A Centrex system may not be provided for stand alone service; that is, access to the Verizon Southwest's (hereafter called the Telephone Company) exchange network must be provided. (C)

The Telephone Company will determine the central office configuration required to conform to Telephone Company standards. Any deviations will be handled on an individual case basis and charged accordingly.

Rates and charges in this tariff contemplate the use of central office equipment selected by the Telephone Company. When special central office equipment or features are provided at the request of the customer, rates and charges will be determined on an individual case basis in addition to those shown herein.

The Telephone Company supports and will provide to customers the industry standards for National ISDN 1 and National ISDN 2 for Basic Rate Interface (BRI) [1]. (C)

The Telephone Company's goal is to provide BRI [1] services to customers which are fully NI-1 and NI-2 compliant. Should a customer request any BRI [1] feature included in NI-1 or NI-2 that is not available from their normal serving ISDN switch, the Telephone Company will provide ISDN BRI [1] service from another switch in the same exchange which will provide the ISDN service and the requested feature, at no additional cost to the customer. (C) (C) (C)

For reasons of privacy the Telephone Company will not provide, except to law enforcement officials, the following three features. This is in accordance with a waiver granted from the Commission.

- Trace of Call in Progress
- Trace of Terminating Calls
- Tandem Call Trace

[1] ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

REGULATIONS

The availability of services and ability to provide services may vary among serving central offices. Customer provided equipment used in conjunction with services provided in this tariff must conform with the technical specifications of the Telephone Company.

The Telephone Company may change telecommunications services, equipment operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If the changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Telephone Company shall not be responsible.

If remote units are required to provide switching capabilities for intracommunications purposes, they will be located on Telephone Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Centrex/Digital (ISDN) Centrex are provided by and remain the property of the Telephone Company.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

REGULATIONS (Cont'd)

Suitable and sufficient space for any remote unit required shall be leased by the company from the customer. Suitable space includes provisions for atmospheric control and encompasses the following environments requirements:

- dust free,
- controlled temperatures ranging from 50 degrees to 86 degrees Fahrenheit, with consideration to heat loss and/or gain of the equipment,
- Relative humidity of 20% minimum and 55% maximum.

If required, commercial power necessary to operate the remote units shall be provided by the customer and located on the customer's premises.

All existing tariff rules, regulations, rates and charges associated with the conversion will apply. When a Customer orders more than 400 lines, Verizon may, at its discretion, decline to provide the service. If Verizon elects to provide service for more than 400 lines, it may do so at its option under this tariff or on an individual case basis under contract. (See procedures detailed elsewhere in this tariff.)

Analog Centrex Service lines are loop start; a Digital (ISDN) Centrex line uses the "D" channel to signal the central office of off-hook condition. Neither analog nor digital (ISDN) lines may terminate as trunks on PBX/PABX systems.

Certain optional feature capabilities many not be compatible with other Feature Packages or Optional System features.

Rotary dial stations may not be capable of accessing all Centrex Service features.

Where an analog Centrex station line is located in a different central office area than the main customer service location, Foreign Switching Office mileage rates, in Section 19 of this Tariff, are applicable per Centrex line served from the foreign central office. (Exception: Those exchanges having access to AIN technology and the customer subscribes to MultiLocation Centrex.)

When Digital (ISDN) Centrex is desired at a customer location that is not an ISDN capable central office, the service will be provisioned from a central office that can support Digital (ISDN) Centrex Service. If that central office is within the same serving exchange as the customer, Foreign Switching Office mileage charges are NOT applicable.

If Digital (ISDN) Centrex Service must be provisioned as Foreign Exchange service, the FX rates in this tariff are applicable. The FX rates in this tariff are applicable ONLY for the provisioning of ISDN in exchanges not facilitated, at this time, to provide the service. Pursuant to PUC Substantive Rule 23.69, FX charges do not apply to any customer served from the exchanges of Azle, Carrollton, College Station, Denton, DFW Airport, Garland, Irving, Lewisville, Nausau Bay, Plano, San Angelo, Strafford or Texarkana. Additional exchanges will be continually added to this list therefore customers need to contact their Frontier representative for this information.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

REGULATIONS (Cont'd)

If Digital (ISDN) Centrex Service is available from the customer's serving central office or from a central office within the customer's serving exchange, a customer must accept service from that central office or pay for FX service.

Tie lines for direct connections between Centrex/Digital (ISDN) Centrex systems and other systems are provided primarily for communication between stations of the two systems. Tie line charges from Section 14 of the Tariff are applicable.

Digital (ISDN) Centrex Services are digital, business system exchange services, which include station connections and network access which maybe an alternative to or in conjunction with Centrex services.

Each Digital (ISDN) Centrex Line provides a digital ISDN-BRI [1] local loop access which includes up to two 64 kilobits per second (Kbps) channels and one 16 kilobits per second channel. The 64 Kbps channels are called B-Channels and the 16 Kbps channel is called the D-Channel. (C)

Digital (ISDN) Centrex Line is a service which terminates digital local loops at the central office and permits access to the exchange network. Only one Digital (ISDN) Centrex line element is required for each digital local loop; this element provides any configuration of the basic elements and counts as two stations for calculating facility group sizing.

Each Packaged Service is associated with a digital local loop, not with a channel.

A customer may select only one analog Centrex Feature Package per system and one type of digital Centrex Voice package per system. Digital (ISDN) Centrex Data Feature packages are selected on a per line basis.

Analog and Digital (ISDN) Centrex customers must select one feature package from Feature Packages 1000, 2000 or 3000 per Centrex line. The customer must select the same feature package for all Centrex lines. In addition, analog Centrex customers may also select the CCLASS Package on any of their Centrex lines.

Each digital local loop within a business system may be uniquely arranged. Configurations may consist of a Packaged Service with two B-Channels or with two B-Channels and one D-Channel.

The B Voice/Circuit SwitchedData (CSD) Channel option (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

One directory listing is provided without charge for each Centrex/Digital (ISDN) Centrex system. Additional directory listings for stations may be provided to the customer at the regular business extra listing rate in Section 12 of this Tariff.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

REGULATIONS (Cont'd)

Data sent to locations within a business system and to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps.

Data sent to locations in other business systems can be transported at a speed of either 64 kbps or 56 kbps in accordance with the rates, charges and conditions specified by the Telephone Company's tariffs, where 64 kbps is offered.

Customer requested temporary disconnections (e.g., vacation service) of Analog or Digital (ISDN) Centrex services are not permitted.

Centrex Service for Metro and Non-Metro Lines with a term of 60 months is no longer available to new customers. Existing customers may retain their 60 month term commitment and moves, additions, or changes to existing subscriber's 60 month term commitment line will be permitted. See Monthly Charges following.

BILLING REGULATIONS

Centrex Service is offered on a term commitment basis starting on the date service is established.

Digital (ISDN) requires a minimum service period of three months when the month-to-month payment option is chosen.

When additional network access trunks (manual or automatic) are requested, flat rate and measured service (for voice grade service) cannot be mixed within the same business group.

Due to the Company's method of provisioning ISDN, a single ISDN switch may provide dial tone to customers served from numerous wire centers in various exchanges. All Digital (ISDN) Accesses within a business group must be served from the same wire center. ISDN Access lines served from the same switch but NOT the same wire center, cannot be part of the same business group.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

BILLING REGULATIONS (Cont'd)

One bill will be rendered for each Centrex/Digital (ISDN) Centrex Service system. Separate bills are rendered monthly for Special Service access lines. The customer may request Summary Billing, which provides a separate listing of charges associated with each Centrex line and rendered as a part of the entire customer's bill (a "master bill") summarizing all the charges and credits for the customer's business system.

SUBSEQUENT ADDITIONS, DELETIONS AND CHANGES

Subsequent line additions will be rated under an existing term commitment or an addendum to an existing term commitment based upon the remaining period of the initial term commitment.

If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to Feature Package 2000, from Feature Package 3000 to Feature Package 2000, etc.), the customer's existing new term commitment rate will apply for the duration of the term commitment period. Database program charges will also apply.

The term commitment period for Centrex/Digital (ISDN) Centrex Optional Features is based upon the initial term commitment period for the Centrex/Digital (ISDN) Centrex System. Subsequent additions of Optional Features will be rated under a new term commitment or an addendum to an existing term commitment based upon the remaining period of the initial term commitment.

Any customer with Digital (ISDN) Centrex service prior to the effective date of this tariff can add any of the features added with this filing to his existing service. Non-recurring charges will not apply if the order is placed within 60 days of this tariff's effective date.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

SUBSEQUENT ADDITIONS, DELETIONS AND CHANGES (Cont'd)

Additional Service:

Existing customers who have term commitments for Analog Centrex Service prior to December 14, 1998 and have service in exchanges with EAS Rate Bands 4 - 8:

- Who agree to a new 12 or 36 month term commitment and order additional access paths (for a lower line-to-trunk ratio), may order at the reduced rate as shown on Sheet 56.1. At the same time, any existing additional access paths will be changed to the rate shown on Sheet 56.1.

- Who subscribe to 1-25 Analog Centrex Service lines, agree to a new 12 or 36 month term commitment, and order additional Analog Centrex Service lines (not exceeding 25 lines) may order them at the lower monthly rate shown on Sheet 52. At the same time, any existing additional access paths will be rerated at the rates shown on Sheet 56.1. The new access paths will also be rated at the rates shown on Sheet 56.1. (The rates on Sheet Nos. 52 and 56 will be effective the day the order changing the rates is issued.)

  If the customer chooses not to enter into a new 12 or 36 month term commitment, lines and additional access paths will continue to be added at the existing line rate (as shown in Section 40) and trunk access rate in Section 6.

Customers subscribing to Digital Centrex Service in exchanges with EAS Rate Bands 4-8 may order additional access paths at the rates shown on Sheet 56.1 under the same conditions described in the previous paragraph.

Customers in exchanges with EAS Rate Bands 1-4 will continue to be billed at the Analog Centrex Service line rate shown on Sheet 52 of this tariff, and additional access paths will continue to be billed at the trunk access rates in Section 6.

TERMINATION LIABILITY

(See General Rules and Regulations.)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

DIGITAL (ISDN) CENTREX ACCESS

Digital (ISDN) Access provides support for connection from one to eight terminals belonging to the same customer on an individual local line.

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access only the D-Channel.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital Centrex line.

ADDITIONAL TELEPHONE NUMBERS

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Centrex line, one for each of the two (2) channels. If more than two (2) telephone numbers are required, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates in Section 12 of this Tariff.

INDIVIDUAL LINE LOOP EXTENSION

Digital (ISDN) Centrex Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Centrex loop from approximately 18,000 feet to approximately 36,000 feet. (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-epeater.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

INDIVIDUAL LINE LOOP EXTENSION (Cont'd)

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34 dB loss at 40 kHz in either direction of the field repeater is acceptable. With the Frontier engineering practice of maximum loss for the Digital (ISDN) Centrex loop to be 38 dB at 40 kHz, it is assumed, if the customer's distance could exceed the 38 dB for standard installation, the U-Repeater would be mounted within the stated range of 34 dB and the customer's length would be extended another 34 dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Centrex line.

The customer's network access line is preengineered to determine when the U-Repeater/power modules are required. The customer will **NOT** be charged for the Digital (ISDN) Centrex Individual Line Loop Extension. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

ASSIGNED CENTREX TELEPHONE NUMBERS

GENERAL

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Verizon to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are “working at all times” to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES

Analog Centrex Service offers Feature Packages 1000, 2000 or 3000, and Centrex CLASS Package, and Optional Line and System Features at the rates and charges set forth in the Verizon Price List. Feature capabilities may vary depending on the host central office equipment.

Digital (ISDN) Centrex Service offers Feature Packages 1000, 2000 or 3000, and Optional Line and System Features at the rates and charges set forth in the Verizon Price List. Feature capabilities may vary depending on the host central office equipment

In addition, Digital (ISDN) Centrex Service offers ISDN Station MBKS Basic, MBKS Deluxe, and 3000-Deluxe Packages, Attendant Package, Circuit Switched Data 1000 and 2000 Packages, and Optional Line and System Features at the rates and charges set forth in the tariff. Feature capabilities may vary depending on the host central office equipment.

Analog Centrex Service Basic Operating Features: Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD),

Distinctive Ringing, Touch Call, Station-to-Station Calling.

Digital (ISDN) Centrex Service Basic Operating Features: Basic Business Group Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Automatic Identification of Outward Dial (AIOD), Distinctive Ringing, Touch Call, and Station-to-Station Calling, Incoming Calling Number Identification Delivery, Call Control-DN Sharing over Multiple Call Types on an Integrated Terminal, Call Control - More Than Two (2) B-Channel Terminals on a BRI, Abbreviated Dialing, Intercom Dialing.

Centrex Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8 (Individual), Call Transfer, Call Forward (All, Busy, No Answer - Fixed/Variable), Call Waiting Originating, Call Waiting Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction.

Centrex Feature Package 2000 - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Call 30 (System), and Uniform Call Distribution.

Centrex Feature Package 3000 - Feature Package 1000 and 2000 plus the following features: Remote Access to Features, Off-Hook Queuing, Ringback Queuing, Executive Busy Override, Incoming Call Forward, Within-Group Call Forward, and Speed Call 30 (Individual).

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex CLASS Feature Package: Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forward, and Special Call Waiting.

Centrex Optional System Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Time of Day Routing (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800 Service Access, Tie Facility Access, T1 Access, Limited Automatic Call Distribution, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Proprietary Set Interface, Authorization Codes (per group of 10), Speed Call 30 (Additional System), Terminal Make Busy, Paging/Public Address Access, Dictation Access, Code Calling Access, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port), Station Message Detail Recording, Attendant

Identification-Multiple Directory Numbers, Attendant Data Link Console Interface, Attendant Pre-determined Night Answer, Attendant Universal Night Answer, Attendant Mixed Night Answer, and Attendant Flexible Night Answer.

Digital (ISDN) Centrex Multi-Button Key Set (MBKS) Basic Package: Access Treatment Code Restriction/Station Restriction, Add On, Add Previously Held Call to Conference, Additional Call Offering - ACO Unrestricted, Additional Call Offering - Notification Busy Limit, Analog Members in Hunt Group, Automatic Callback - Intra-switch, Call Alternation/Flip-flop, Call Forward - Busy, Call Forward-Courtesy Call, Call Forward-Don't Answer, Call Forward-Privacy of Redirecting Number, Call Forward-Redirecting Number, Call Forward-Redirecting Reason, Call Forward-Reminder Notification, Call Forward-Variable, Call Hold - B Channel Reservation, Call Park, Call Pick-up, CNID Svcs-Calling Party Number Privacy, CNID Svcs-Redirecting Number, CNID Svcs-Redirecting Reason, CNID Svcs-Privacy of Redirecting Number, Conference Hold & Retrieve, Consultation Hold, Display Service-Uniform Text, Drop Last Call on Conference, EKTS Analog Member/Key System Coverage for Analog Lines, EKTS Automatic/Manual Bridged Call Exclusion, EKTS Bridging, EKTS-Hold/Retrieve, EKTS Intercom Calling, EKTS Manual Bridged Call Exclusion, EKTS-Membership in a Multiline Hunt Group, EKTS Multiple DNs per Terminal/Shared Call Appearance, Executive Busy Override, Feature Function Buttons, Feature Inspect, Hold and Retrieve, Hunting-Circular, Hunting-Linear, Hunting Uniform, Implicit and/or Explicit Call Transfer, Last Number Redial, Multiple Directory Number Buttons, Speed Calling - Individual Station 30, Speed Calling - System 30, Speed Calling (6 or 8), Terminal Management, Three Way Conference Calling, Time and Date Display, Toll Restriction.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Multi-Button Key Set (MBKS) Deluxe Package: MBKS Basic Package plus the following features: Display for Ringing Call Appearance Only, EKTS-Abbreviated and Delayed Ringing, EKTS-Call Appearance Call Handling, Initiated Priority Calling/Dial Call Wait, Inspect for ISDN Terminals, Off-Hook Queuing, Outgoing Called Line ID for ISDN Terminals, Priority Calling Incoming Only, Ringback Queuing.

Digital (ISDN) Centrex Multi-Button Key Set (MBKS) 3000 Deluxe: MBKS Deluxe Package plus the following features: Digital (ISDN) Centrex Multi-Button Key Set (MBKS) Deluxe Package plus Call Forward Within Group, Executive Busy Override, Incoming Call Forward, Within Group Call Forward.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Attendant Package: Aggregate Work Time/Number of Calls Handled, Busy Verification, Call Hold, Call Splitting, Call-Through Tests, Camp-On, Conference Calling, Console Terminal Management, Control of Voice Terminals, Direct Station Selection/Busy Camp, Direct Trunk Group Selection, Emergency Override, Incoming Calling Identification (Customer Group), Night Service, Originated Permission Display (Class of Service), Position Busy, Power Failure Transfer, Control of Facilities, Through Dialing, Timed Reminder, Traffic, Trunk Group Indicator, Trunk Identification, Trunk Queuing, Automatic Dropback to Attendant, Dial Access to Attendant, Even Call Distribution, Flexible Night Service/Call Forward, Calls on Queue, Queuing with Call Waiting Indication, Number of Calls Handled.

Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt

Group, Data Speed Call-Short List, and Data Toll Restriction.

Circuit Switched Data 2000 Package: Data 1000 Package plus Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List.

The following feature matrices indicate the availability of each feature with either Analog or Digital (ISDN) Centrex Service.

Feature Matrices

Basic Operating Features	Analog	Digital	
Feature Name			
Abbreviated/Intercom Dialing (TR850)	x	x	
Additional Numbers	x	x	
Basic Business Group (TR-849)			
Automatic Identification of Outward Dial	x	x	
Direct Inward Dialing	x	x	
Direct Outward Dialing	x	x	
Distinctive Alerting / Distinctive Ring	x	x	
Call Control (TR-268)			
DN Sharing over Multiple Call Types on an Integrated Terminal		x	
More Than two B-Channel Terminals on a BRI [1]		x	(C)
CNID Number Delivery (TR-860)		x	
Parameter Downloading		x	
Touch Call	x	x	

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Matrices (Cont'd)

Analog Centrex Voice Packages Features	Analog 1000 2000 3000	Optional	Corresponding Digital CNet Feature Available
Call Alternation/Flip-Flop	X X X		X
Call Forward-Don't Answer	X X X		X
Call Forward-Interface Busy	X X X		X
Call Forward-Variable	X X X		X
Call Park	X X X		
Call Pick Up	X X X		X
Call Transfer	X X X		X
Call Waiting	X X X		X
Conference Calling 3-Way	X X X		X
Consultation Hold	X X X		X
Dial Call Waiting/ Initiated Priority Calling	X X X		X
Hold	X X X		X
Hunting	X X X		X
Last Number Redial *	X X X		X
Speed Calling (6 or 8)	X X X		X
Station Restriction	X X X		X
Toll Restriction	X X X		X
Automatic Callback - Intra-business group	X X		X
Data Line Security *	X X		
Hunting-Circular	X X		X
Hunting-Uniform Call Distribution	X X		X
Multiple Classes of Service	X X		
Saved Number Redial *	X X		
Speed Calling-System 30	X X		X
Call Forward-Within Group	X		X
Executive Busy Override	X		X
Incoming Call Forward	X		X
Off-Hook Queuing	X		X
Remote Access to Features	X		X
Ringback Queuing	X		X

Notes:

1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Centrex line must subscribe to analog Centrex voice feature packages, not Digital (ISDN) Centrex MBKS Service feature packages.

* Not available on 5ESS.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Matrices (Cont'd)

Voice Packages Features (Cont'd)

Feature Name	Analog 1000 2000 3000	Optional	Corresponding Digital CNet Feature Available
Speed Call-Individual station 30-1st list	X		X
Additional Numbers		X	X
ARS		X	X
Attendant Data Link Console Interface	X	X	
Attendant Flexible Night Answer		X	
Attendant ID Multiple Directory Numbers	X		
Attendant Mixed Night Answer		X	
Attendant Universal Night Answer		X	
Authorization Codes		X	X
CNID		X	
Code Calling Access		X	X
Conference Calling 6-Way		X	X
Customer Moves and Changes		X	X
Dictation Access		X	X
Limited ACD		X	
Music on Hold		X	X
Paging Public Address Access		X	X
Pilot Number of Hunt Groups		X	
Preferencial Hunt		X	X
Priority Queuing		X	X
Proprietary Set Interface		X	
Recorded Announcement		X	X
SMDR (see Section 34F)			
Speed Calling-Individual station 30-addl. list		X	
Stop Hunt		X	X
T1 Access		X	X
Terminal Make Busy		X	X
TL Facility Access		X	X
VIP Alert		X	X
WATS/800 Access		X	X

Notes:
1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Centrex line must subscribe to analog Centrex voice feature package, not Digital (ISDN) Centrex MBKS Service feature packages.
2. CLASS Package can be used with analog Centrex line only.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Matrices (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features

Feature Name	MBKS Basic	MBKS Deluxe	MBKS 3000-D.	Opt.	Corres-ponding Analog Ftr Avail
Additional Call Offering (TR-857)					
ACO Unrestricted	x	x	x		
Notification Busy Limit	x	x	x		
Additional Numbers				x	x
Automatic Callback Intra-Switch (TR-855)	x	x	x		
Business Group Dial Access Features (TR-850)					
Access Treatment Code Restriction	x	x	x		
ARS				x	x
Code Restriction & Diversion				x	x
FX Access				x	x
T1 Access				x	x
TL Access				x	x
WATS/800 Access				x	x
Call Forward (TR-853)					
Call Forward Don't Answer	x	x	x		x
Call Forward Busy	x	x	x		x
Call Forward Variable	x	x	x		x
Courtesy Call	x	x	x		
Incoming Call Forward			x		x
Privacy of Redirecting Number	x	x	x		
Redirecting Number	x	x	x		
Redirecting Reason	x	x	x		
Reminder Notification	x	x	x		
Within Group			x		x
Call Hold (TR-856)					x
B-Channel Reservation	x	x	x		
Hold and Retrieve	x	x	x		
Call Pickup (TR-854)	x	x	x		x

Notes:
1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Centrex line must subscribe to analog Centrex voice feature package, not Digital (ISDN) Centrex MBKS Service feature packages.
2. CLASS Package can be used with analog Centrex line only.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Matrices (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features

Feature Name (Cont'd)	MBKS Basic	MBKS Deluxe	MBKS 3000-D.	Opt.	Corres-ponding Analog Ftr Avail
Calling Number ID Services (TR860)					
Calling Name Delivery (TR-1326)				x	x
Calling Party Number Privacy	x	x	x		
Calling Number Identification Delivery	x	x	x		x
Number Delivery on Intra/Inter Business Group Basis				x	x
Privacy of Redirecting Number	x	x	x		
Redirecting Number	x	x	x		
Redirecting Reason	x	x	x		
Display Service (TR-865)					
Uniform Text	x	x	x		
Electronic Key Telephone System (EKTS) (TR-205)					
Abbreviated and Delayed Ringing	x	x	x		
Analog Member in an EKTS group	x	x	x		
Automatic Bridged Call Exclusion	x	x	x		
Bridging/Directory Number (DN) Bridging	x	x	x		
Call Appearance Call Handling/ Multiple Directory Number Appearances		x	x		
Hold/Retrieve	x	x	x		
Intercom Calling	x	x	x		
Manual Bridged Call Exclusion	x	x	x		
Membership in a Multiline Hunt Group	x	x	x		
Multiple Directory Numbers per Terminal	x	x	x		
Flexible Calling Conference & Transfer (TR-858)					
Add On	x	x	x		
Add Previously Held Call to Conference	x	x	x		
Conference Hold and Retrieve	x	x	x		
Consultation Hold	x	x	x		x
Drop Last Call on Conference	x	x	x		

Notes:

1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Centrex line must subscribe to analog Centrex voice feature package, not Digital (ISDN) Centrex MBKS Service feature packages.
2. CLASS Package can be used with analog Centrex line only.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Matrices (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features

Feature Name (Cont'd)	MBKS Basic	MBKS Deluxe	MBKS 3000-D.	Opt.	Corres-ponding Analog Ftr Avail
Implicit and/or Explicit Transfer	x	x	x		
Six party Conference Calling				x	x
Three-way Conference Calling	x	x	x		x
Multiline Hunt Groups (TR859)					
Analog Members in Hunt Group	x	x	x		
Circular Hunting	x	x	x		x
Linear Hunting	x	x	x		x
Make Busy				x	x
Stop Hunt		x	x		x
Uniform Hunting	x	x	x		x
Music On Hold					x
SMDR (TR-867)				x	x
Terminal Management -					
Display for Ringing Call Appearance		x	x		
Executive Busy Override			x		x
Feature Function Buttons	x	x	x		
Feature Inspect	x	x	x		
Initiated Priority Calling/ Dial Call Wait		x	x		
Inspect for ISDN Terminals		x	x		
Last Number Redial	x	x	x		
Multiple Directory Number Buttons	x	x	x		
Outgoing Called Line ID for ISDN Terminals		x	x		
Priority Calling Incoming Only		x	x		
Time and Date Display	x				

Notes:
1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Centrex line must subscribe to analog Centrex voice feature package, not Digital (ISDN) Centrex MBKS Service feature packages.
2. CLASS Package can be used with analog Centrex line only.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Matrices (Cont'd)

Data Packages Features

Feature Name	CSD1000	CSD2000	X.25 BASIC	X.25 DELUXE	Optional
Data Speed Call - Short List	X	X			
Data Call Forward	X	X			
Data Toll Restriction	X	X			
Data Multi-Line Hunt Group	X	X			
Data Call Back		X			
Data Circular Hunt		X			
Data Group Speed Call 30		X			
Data Speed Call - Long List		X			

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Matrices (Cont'd)

Attendant Package Features - Digital (ISDN) Centrex

Feature Name

Aggregate Work Time/Number of Calls Handled
Busy Verification
Call Hold
Call Splitting
Call-Through Tests
Camp-On
Conference Calling
Console Terminal Management
Control of Voice Terminals
Direct Station Selection/Busy Lamp Field
Direct Trunk Group Selection
Emergency Override
Incoming Calling ID-Group
Night Service
Originated Permission Display
Position Busy
Power Failure Transfer
Control of Facilities
Through Dialing
Timed Reminder
Traffic
Trunk Group Indicators
Trunk Identification
Trunk Queuing
Auto Dropback to Attendant
Dial Access to Attendant
Even Call Distribution
Flexible Night Service/Call Forward
Calls on Queue
Queuing with Call Waiting Indication
Number of Calls Handled Display Data

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex Basic Operating Features

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forward - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available. Additional access paths required when calls are forwarded outside the business system. Customer controllable ringing is included where technically capable.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

Call Pick Up-Group - Permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - The calling station automatically sends a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party. Additional access paths required for this feature, when calls are forwarded outside the business system.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Package 1000 (Cont'd)

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Speed Calling 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

Speed Calling 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forward or Call Pick-Up.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Package 2000

The features listed below are provided in addition to Feature Package 1000 features.

Automatic Callback - Enables a station user encountering a busy station to request the system to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service which defines the station's calling privileges and restrictions.

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5ESS central office switching equipment.)

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line which has been idle the longest. (Applies to circular hunt only).

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Feature Package 3000

The features listed below are provided in addition to Feature Packages 1000 and 2000 features.

Call Forward/Incoming - Forwards incoming calls from outside the business group to a predetermined alternate number within the business group when the called station is busy.

Call Forward/Within Group - Forwards calls originating from within the business group to a predetermined destination. Calls originating from outside the business group are completed as if Call Forward were not in effect.

Executive Busy Override - Allows a station user, upon reaching a busy station within the same business group, to "break-in" to the existing conversation. The system sends an alert tone to the conversing parties and creates a three-way call controlled by the party breaking in.

Off-Hook Queuing - Allows a station user to remain off-hook and wait for an idle trunk in order to complete a dialed call.

Remote Access to Features - Allows an authorized user to call in from the exchange network and gain access to all features within a business group by supplying an authorization code. This also includes the Remote Activation of Call Forward function that allows customers to activate, change, or deactivate their Call Forward Service from a remote location.

Ringback Queuing - Permits a station user with activated queuing to hang up and wait for a trunk to become idle. When a trunk is available, the station user is notified by a distinctive ringing tone.

Speed Calling 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex CLASS

Automatic Busy Redial - allows the customer to redial automatically 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.

*69 - 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.

This feature is offered on a monthly subscription or per activation basis. 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. The customer is billed for any call placed by means of this service.

General Disclaimer/Conditions - Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

Rates & Charges - 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.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex CLASS

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. 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. Subject to technical availability, this service may also provide anonymous call rejection so that calls delivered without Calling Number Identification Delivery will be blocked.

Special Call Acceptance allows a customer to select up to 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.

Special Call Forward is an arrangement which permits a customer to perspecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forward is activated, only calls from the prespecified numbers will be forwarded.

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

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex Optional System Features

The features below can be ordered individually at the rates and charges set forth in this tariff.

Additional Numbers - A software number which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number.

Attendant Data Link Console Interface - Allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional Centrex Service lines. Available where technology exists).

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires Data Link Console.)

Attendant Identification-Multiple Directory Numbers - Enables the attendant to identify an incoming call by directory number using the console display. If the subscriber has multiple directory numbers, the number being called will be displayed on the attendant console. (Requires Data Link Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires Data link Console.)

Attendant Predetermined Night Answer - Allows incoming calls to an attendant position to be answered by a predetermined alternate station during nonbusiness hours or when the attendant's line is busy. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Attendant Universal Night Answer - Allows incoming calls to an attendant to be answered by any station in the attendant's business group during nonbusiness hours. This feature also allows for the transfer of calls during commercial power failure. (Requires Data Link Console.)

Authorization Codes - Used to override the calling restrictions placed on a particular line.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex Optional System Features (Cont'd)

Automatic Route Selection (ARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

Time of Day Routing - Provides for route selection based on the most economical path for a particular time-of-day or day-of-week.

Call Tracing Service allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signalling Service features are offered. Upon the customer's 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 Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that Frontier shall not be liable for damages due to an inability to trace the call(s).

Calling Number Identification Delivery (CNID) provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Calling Number Identification Delivery feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all telephone numbers (including Non-published and Non-listed telephone numbers) subject to technical limitations. This is an option available on Analog Centrex. Digital (ISDN) Centrex Service offers CNID as a part of the basic service.

All customer provided equipment used to interface with Calling Number Identification Delivery must be connected in accordance with the provisions of the Federal Communications Commission's Registration Program. Any intent to resell name(s) and or number(s) that is a result of Calling Number Identification Delivery service is prohibited.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex Optional System Features (Cont'd)

Cancel Calling Number Identification Delivery - Per Call provides free per call blocking in exchanges where Calling Number Identification Delivery is offered by the Company. Customers may prevent the delivery of their telephone number to the called party. This is accomplished on a per call basis when the customer dials the Cancel Calling Number Identification Delivery - Per Call activation code, *67 prior to placing the call.

Cancel Calling Number Identification Delivery - Per Line provides free per line blocking in exchanges where Calling Number Identification Delivery is offered by the Company. This service prevents the delivery of customer's telephone number to the called party. A CCNID - Per Line customer has the option of deactivating CCNID and forwarding their telephone number on a per call basis by dialing the code *82 prior to placing a call.

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

Code Call Access - Provides access to customer provided code calling signaling devices.

Customer Moves and Changes (CMAC) - Provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Dictation Access and Control - Provides for station access to customer provided dictation equipment.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex Optional System Features (Cont'd)

FX Access - Connects to foreign exchange line facilities.

Instant Call Accounting (ICA) - Provides the customer with records of calls originating from Centrex stations. Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.

Dedicated ICA - The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

Private Line Service as defined elsewhere in this tariff should be used to determine the appropriate provisioning and the applicable rates and charges for the required dedicated data channel between the serving central office and the customer premises equipment.

Dial-Up ICA - The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

CENTREX DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Centrex Optional System Features (Cont'd)

Proprietary Set Interface - Provides capability for central office connectivity for business proprietary sets.

Recorded Announcement - Routes calls to a recording in the Company's central office. The recording may be customized at the customer's option.

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Station Message Detail Recording (SMDR) - Provides a record of calls originating from Centrex Service station lines to locations outside of the same Centrex Service system. (See Section 34F)

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities which connect the business group to another CENTREX, PABX or similar facility.

T1 Access - Allows a Centrex customer to access a dedicated digital facility.

PRI Centrex Access – Allows a Centrex customer to access a PRI facility. ISDN PRI Access and Tie Channel Service are required for this application

PRI Voice over Internet Protocol (VOIP) Centrex Access – is a PRI that is augmented with Centrex features to integrate Centrex service with Voice over the Internet Protocol applications. PRI's that only require Tie Channel Intercom functionality do not require this NRC. ISDN PRI Access and Tie Channel Service are required for this application.

VIP Alert - 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 distinctive call waiting tone.

Unlimited IntraLATA Toll Usage for Business – Allows a customer to subscribe to unlimited intraLATA toll voice usage for a flat monthly rate within the customer's intraLATA area. See Texas Long Distance Message Telecommunication Service Tariff, Section 2.

Unlimited IntraLATA Toll Usage for Business Feature Package Two - Allows a customer that is subscribed to Unlimited IntraLATA Toll Usage for Business to choose Caller ID with Name and Voice Messaging. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

Unlimited IntraLATA Toll Usage for Business Feature Package Three - Allows a customer that is subscribed to Unlimited IntraLATA Toll Usage for Business to choose Caller ID with Name and One Point Voice Messaging. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

WATS Access - Allows a Centrex customer to access WATS for bulk toll calling.

800-Service Access - Allows 800 Service Access to terminate in the Centrex Service System.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex

General Definitions

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

Basic Rate Interface (BRI) [1]. BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D). (C)

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25* packet data.

Digital (ISDN-BRI) Centrex [1]. Centrex Service provided by ISDN-BRI. (C)

Integrated Services Digital Network (ISDN). A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

IntraSystem Caller ID. A function which allows a station within a system to identify a caller calling from another station within the same system.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Multi-Button Key Set (MBKS) Service. A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

Multipoint - any digital local loop supporting more than one user.

Parameter Downloading allows automatic downloading from the Telephone Company switch to the user's terminal of parameters that need to be set for initialization of the terminal. To end-users, Parameter Downloading will be seen as an option. That is, users who do not have the Parameter Downloading capability in their terminal equipment will still have the option of entering the parameters manually into their terminal.

User. A member of a business system.

Digital (ISDN) Centrex Voice and Circuit Switched Data Features

Abbreviated/Intercom Dialing (Bellcore Reference TR-850)

Allows an ISDN user in a Business Group to be able to call another Business Group member without using a DN. Intercom groups can consist of just one other member, requiring no intercom address, two to ten members, which will require a one-digit intercom address, or two to one-hundred members, requiring a two-digit intercom address. This is a form of abbreviated dialing in that allows one user to call another by simply hitting the intercom button and then dialing no, one, or two digits, respectively. The intercom call is not associated with any DN.

Additional Call Offering (Bellcore Reference TR-857)

Subfeatures:

Additional Call Offering - Unrestricted - Provides notification to an ISDN user that a circuit mode call directed to that user is present at the serving switch, even though no B-Channel can be allocated for the call at that time. This notification allows user to free up a B-Channel (by clearing another call or putting another call on hold) and accept the ACO call, ignore the ACO call, or reject the ACO call.

Notification Busy Limit - Controls the maximum number of calls that can be waiting against a particular Directory Number. The maximum is determined by the user's CPE parameters. Once the maximum is reached, the switch will no longer notify the user of another waiting call and will return busy treatment to the calling party.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Additional Numbers

Additional Numbers can be provided for both Analog and Digital Centrex lines. It is a software number which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number. For Digital Centrex service, Each Digital Centrex Line can support multiple Directory Numbers (DNs). Up to two primary DNs are provided with each activated ISDN line, one for each of two channels. If an additional DN is required on either channel, an additional number charge applies for each additional DN.

Automatic Callback Intra-switch (Bellcore Reference TR-855)-

Automatic Callback - Allows the user to press a function button or dial a code when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the calling party so that if the calling party goes off-hook, the call is placed. This feature is only available when the called number and the calling number are served by the same switch. For Digital Centrex service, the feature can be restricted to calls within the business group.

Basic Business Group Features (Bellcore Reference TR-849)

Subfeatures:

Automatic Identification of Outward Dial - Identifies all calls leaving the business group by the station number, or Directory Number (DN) from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Distinctive Alerting - Also known as "Distinctive Ring" or "Intercom Alerting," this feature permits a station user to determine by the cadence of the ringing, whether an incoming call is internal or external to the business group.

Business Group Dial Access Features (Bellcore Reference TR-850)

Subfeatures:

Access Treatment Code Restriction - Depending on digits dialed and originating restrictions of a station, direct or forwarded calls can be blocked. This feature is most commonly used in conjunction with voice messaging service.

ARS - This feature is defined under the Centrex Optional System Features Sheet No. 28 of this section.

FX Access - This feature is defined under the Centrex Optional System Features Sheet No. 30 of this section.

T1 Access - This feature is defined under the Centrex Optional System Features Sheet No. 31 of this section.

PRI Centrex Access – This feature is defined under the Centrex Optional System Features Sheet No. 31 of this section. PRI rates and tie channels are in addition to this NRC.

PRI Voice over Internet Protocol (VOIP) Centrex Access – This feature is defined under the Centrex Optional System Features Sheet No. 31 of this section. PRI rates and tie channels are in addition to this NRC.

TL Access - This feature is defined under the Centrex Optional System Features Sheet No. 31 of this section.

Code Restriction & Diversion - This feature blocks call completion to 3-digit customer-specified codes (NPA or NSX), or 6-digit codes (NPA-NXX). Forwarded calls to such codes would also be blocked.

Call Control (Bellcore Reference TR-268)

Directory Number (DN) Sharing over Multiple Call Types on an Integrated Terminal - Allows an integrated terminal (i.e., a terminal that supports more than one call type, such as speech, circuit-switched data, and packet-switched data) to have only one DN that can be used for all call types and can simultaneously access both B-Channels.

More Than Two B-Channel Terminals on a BRI [1] - Allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel. (C)

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Call Forward (Bellcore Reference TR-853)

Subfeatures:

Call Forward Busy (CFB) - Allows the user to forward to another DN all incoming calls when his terminal is busy. The user also is able to deactivate CFB so that calls will not be forwarded when the terminal is busy. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Call Forward Don't Answer (CFDA) - Allows the user to forward calls to another DN when the user does not answer the call within a specified period of time, usually the equivalent of four rings. The user can also deactivate CFDA so that calls will not be forwarded. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Call Forward Variable

The Call Forward Variable (CFV) feature allows the user forward all calls to another Directory Number (DN), regardless of whether the user's terminal status is busy or idle. The user also is able to deactivate CFV so that calls terminate normally. The user that activated CFV may receive a reminder notification which indicates to the user that the feature is active and that a call has just been forwarded.

The following options are available for activating CFV:

For Circuit-Mode Voice:
- Courtesy Call with Answer Required
- Courtesy Call with No Answer Required
- No Courtesy Call

For Circuit-Mode Data:
- No Courtesy Call

Courtesy Call - Allows the user to talk with the party at the remote (forwarded-to) DN when the CFV is activated to inform them that calls will be forwarded.

Incoming Call Forward - This feature forwards incoming calls from outside the business group only.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Redirecting Number - When a call is forwarded, both the calling number and one or more numbers from which the call was redirected will be forwarded. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Reminder Notification - Indicates to the CFV user that the feature is active and that a call has just been forwarded. The reminder is typically one short ring as the call is being forwarded.

Within Group Call Forward - This feature restricts the forward-to DN to an intra-group extension number only.

Call Hold (Bellcore Reference TR-856)

Subfeatures:

Call Hold B-Channel Reservation (Excluding Release) - Used to insure that a user who places a call on hold will always have a B-Channel available to reconnect the call on hold.

Call Hold and Retrieve - Allows a user to place a call on hold and make a B-Channel available for another call. After placing the call on hold, the user can: (1) retrieve the held call, or (2) drop the held call.

Calling Number Identification Services (Bellcore Reference TR-860)

Subfeatures:

Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

Calling Party Number Privacy - Allows the user to invoke privacy on a per-call basis.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Calling Number Identification Delivery/Network Provided Number Delivery - Allows a user to receive the calling party's number on incoming calls. The default DN assigned to the terminal is used.

Calling Number Delivery on Intra/Inter Business Group Basis - Calling number delivery for business groups (BGs) is provided on intra-BG calls only. Individual lines can be optioned, on a per-line basis, to receive calling number delivery on all calls, not only intra-BG calls.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Redirecting Number - When a call is forwarded, both the calling number and one or more of the numbers from which the call was redirected are delivered. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFIB, or CFDA feature was active). When multiple forwardings occur, both the first and the last Redirecting Reasons will be delivered.

Call Pickup (Bellcore Reference (TR-854)

Call Pickup - Allows a station user to pick up any ringing station in the business group by dialing a feature code or pressing a pre-assigned Feature Function Button on the ISDN terminal.

Display Service (Bellcore Reference TR-865)

Uniform Text - Allows for uniform delivery of display information.

Electronic Key Telephone System (EKTS) (Bellcore Reference TR-205)

Abbreviated and Delayed Ringing - The user can specify that one or more EKTS terminals that share a DN receive Abbreviated Ringing or Delayed Ringing. When a call attempts to terminate to the DN, the Abbreviated Ringing terminals will begin alerting the EKTS user as soon as the call is offered. The Delayed Ringing terminals will initially not alert. If the call is not answered by one of the Abbreviated Ringing terminals, within a pre-specified time interval, ringing will stop for them, and the Delayed Ringing terminals will begin ringing. The Delayed Ringing terminals will continue to alert until the call is answered or until the call is abandoned.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Analog Member in an EKTS group - Allows an analog user to share an EKTS DN with other EKTS users. If an EKTS DN with multiple appearances is shared by an analog user, the analog user can be associated with only one call appearance of the shared DN. Default is that the analog user is associated with the first call appearance.

Automatic Bridged Call Exclusion - Allows an EKTS user to specify that no other EKTS user can bridge onto calls. The user can disable this capability on a call-by-call basis and thus allow bridging to occur. Automatic Bridged Call Exclusion is deactivated via one-button operation.

Bridging/Directory Number (DN) Bridging - When one EKTS user originates or receives a call on an EKTS DN, the other EKTS users who share the DN are aware of the call being present. These other EKTS users can bridge onto the call unless privacy has been invoked via Automatic or Manual Bridged Call Exclusion. DN Bridging allows an EKTS terminal with multiple call appearances of the same, or multiple, DNs to bridge a call that is present on one call appearance together with a call that is present on another call appearance, This allows bridging of far parties onto one call appearance.

Call Appearance Call Handling (CACH)/Multiple Directory Number Appearances - Provides the capability of having one EKTS terminal have multiple call appearances associated with an EKTS DN. The terminal sends information to the switch on originating calls indicating which call appearance of the DN is being used and, likewise, on terminating calls, the switch indicates to the terminal on which call appearance to accept the call.

Hold/Retrieve - Allows a user to place a call on hold and make the B-Channel on that user's interface available for another call. After placing the call on hold, the user can (1) retrieve the held call or (2) drop the held call.

Intercom Calling - Allows an EKTS user to be able to call another EKTS user within the EKTS intercom group without using a DN. Intercom groups can consist of just one other EKTS user, requiring no intercom address, two to ten EKTS users, which will require a one-digit intercom address, or two to one-hundred EKTS users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that allows one EKTS user to call another by simply hitting the intercom button and then dialing no, one, or two digits, respectively. The intercom call is not associated with any DN.

Manual Bridged Call Exclusion - Feature is the opposite of the Automatic Bridged Call Exclusion. EKTS users can bridge onto calls unless an EKTS user invokes privacy and, thus restricts bridging. Manual Bridged Call Exclusion is required to be activated/deactivated using one-button (i.e. toggle) operations.

Membership in a Multiline Hunt Group - Allows EKTS call appearances to be part of an ISDN Multiline Hunt Group (MLHG). During hunting procedures, if the hunt terminates at an EKTS call appearance, the call will be offered to all EKTS terminals that share that call appearance.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Multiple Directory Numbers per Terminal - A given EKTS terminal can have access to more than one DN. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Flexible Calling (Bellcore Reference TR-858)

Add On - This feature defines the process for adding new calls to a conference. The controller can request conferencing while (1) connected to a call and/or after one or more calls have been placed on hold or (2) while not associated with any existing calls. Either way, once the conference is established, additional calls can be added to the conference, up to the maximum allowed for that customer.

Add Previously Held Call to Conference - Allows the user to put a call on hold and then add the held call to a conference call.

Conference Hold and Retrieve - Allows a user to put a previously formed conference on hold while the establisher of the conference call dials the DN of the user to be added. Once dialing is finished, the user can retrieve the original conference from hold and merge the new user into the conference.

Consultation Hold - Allows the user establishing a three- or six port conference to speak with the user on the current call being established prior to adding that user to the conference.

Drop Last Call on Conference - Allows the user to remove the last user who was added onto the conference.

Implicit and/or Explicit Call Transfer - Implicit Call Transfer allows the user to drop from an existing conference call and maintain the connection between the users remaining on the conference call. When transferring a non-conference call, however, the transferring user must remain on the call until the distant party answers; this is known as Explicit Call Transfer.

Six Party Conference Calling - Allows a user to add up to five other users together on a single bridge.

Three-way Conference Calling - Allows a user to add a third user to an already established call.

Message Service (Bellcore Reference TR866)

Message Waiting Indicator - A light or other indicator that can be activated on the users terminal when a user's voice message service has an unanswered message.

Multi-Line Hunt Groups (Bellcore Reference TR859)

Analog Members in a Hunt Group - Allows an analog line to be a member of an ISDN hunt group.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Circular Hunting - Allows all lines in a multiline hunt group (MLHG) to be tested for busy, regardless of the incoming call's point of entry into the group. When a call is made to a line in a MLHG, a regular hunt is performed starting at the station dialed. The search for an idle line continues to the last station in the MLGH, then proceeds to the first station in the group and continues to hung sequentially through the remaining lines in the group. A busy tone is returned if the called station is reached without finding one that is idle.

Linear Hunting - Provides sequential hunt for incoming calls. If the called line is busy, hunting will start with the called line and continue to the end of the list. A busy tone is returned if the end of the list is reached without finding one that is idle.

Make Busy - Allows a member of a hunt group to make the DN appear busy, so that an incoming call will rotate to the next DN.

Stop Hunt - Allows a member of a hunt group to temporarily break one or more members of the normal hunt group away from the group, so that incoming calls stop hunting at a DN not at the lend of the list.

Uniform Hunting - A hunting arrangement that provides uniform distribution of incoming calls to members of a multiline hunt group. UCD does a pre-hunt for the next call by searching for the next idle member and setting the member as the start hunt position for the next call.

Music on Hold (Bellcore Reference TR-318)

Music on Hold - Provides access to a user-provided music source. When a member of the business group places a call on hold, the call is connected to the user provided music source. Any feature containing a hold capability can work with the Music on Hold feature, e.g., Analog Centrex call hold or call-waiting, or ISDN Hold Capability. For users that subscribe to the EKTS and/or multiway calling features including conference, transfer, three-way calling and Flexible Calling features, the music is not provided when a call is placed on hold.

SMDR (Bellcore Reference TR-867) This feature is defined under the Centrex Optional System Features, Sheet No. 32 of this section.

Terminal Management

Sub-features:

Display for Ringing Call Appearance - Activates displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Feature Function Button - This feature on the station set can be assigned to activate various features, eliminating the need to dial an activation code. Indicator lights show the activation/deactivation status of the features. The following features can be assigned to feature function buttons:

Automatic Callback
Call Forward
Call Pickup
Conference Calling
Drop
Hold
Manual Exclusion
Multiple Directory Number Buttons
Transfer

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure. (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Initiated Priority Calling - Provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: (1) dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals - Retrieves and displays called-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Last Number Redial - This feature is defined under the Centrex Package 1000 features, Sheet No. 23 of this section.

Multiple Directory Number Buttons - Provides access to more than one directory number on the station set. Indicator lights show the status of the directory number.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Service (Cont'd)

Digital (ISDN) Centrex Voice and Circuit Switched Data Features (Cont'd)

Outgoing Called Line ID for ISDN Terminals - Provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called DN
- ICI

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only - permits calls outside the business group to be sent to a priority call appearance. Calls to priority appearances use normal intergroup alerting as opposed to priority alerting.

Time and Date Display - A subscription feature for ISDN station set users. The Telco Switch provides the time and date to the ISDN station set.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex Service (Cont'd)

Attendant Package Features

Aggregate Work Time/Number of Calls Handled for ISDN - Allows a supervisor, or attendant, to display data about an attendant position. The data includes.

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Busy Verification of Lines and Trunks - Allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

Attendant Call Hold - Allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting - Allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) - Allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

Attendant Camp-On - Allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is give to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Attendant Package Features (Cont'd)

Attendant Conference Calling - Allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multiport conference circuit.

Attendant Console Terminal Management - Provides management services for the attendant console but is not a feature that an attendant uses as part of attendant's responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearances and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., originations via Direct Trunk Group Selection, Direct Station Selection, etc.).

Telephone Number Management: A maximum of eight listed telephone numbers (TNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique TN, other than the listed telephone number (LTN), for purposes of attendant-to-attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp management is responsible for controlling console lamps associated with features.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Attendant Package Features (Cont'd)

Attendant Console Terminal Management (Cont'd)

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

1. Emergency informs the attendant that an emergency call is waiting (highest priority).

2. Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.

3. Call Waiting informs the attendant that calls are in queue waiting to be answered.

4. Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals - Routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field - Allows the attendant to display the status of up to 10,000 telephone numbers (TNs) in 100 groups of 100 contiguous TNs starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 TNs and the other for monitoring up to 10,000 TNs.

Attendant Direct Trunk Group Selection - Allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Attendant Emergency Override - Allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forward activated; or
- With terminating restrictions.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Attendant Package Features (Cont'd)

Attendant Incoming Calling Identification (Customer Group) allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Attendant Night Service - Routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed telephone number to a preselected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing: The ISDN Attendant user Call Forward-Variable to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically canceled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service) identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Attendant Package Features (Cont'd)

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls destined for the attendant to a preassigned telephone number (TN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

Attendant Through Dialing allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

Attendant Timed Reminder provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Attendant Traffic provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Attendant Package Features (Cont'd)

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Attendant Package Features (Cont'd)

Flexible Night Service/Attendant Call Forward

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night telephone number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Telephone Numbers (LTNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night telephone number and the activation/deactivation of it is done from a designated console only.

- Trunking Answer from any Station: All calls to all LTNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.

- Flexible: The Attendant Call Forward feature is used to selectively route all calls to an LTN served by a MUPH or ISAT group to a different customer changeable night telephone number and the activation/deactivation of it can be done from any console in the MUPH or ISAT group. Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forward allows attendant to activate/deactivate Call Forward for any LTN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with Call Forward variable assigned can be controlled from the attendant console.

Number of Calls on Queue-ISDN Attendant can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Attendant Package Features (Cont'd)

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

FEATURES (Cont'd)

Digital (ISDN) Centrex (Cont'd)

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

Circuit Switched Data 2000 Package

Data Call Back notifies a calling party after a busy line becomes idle and then automatically establishes the call.

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Group Speed Calling 30 permits sharing a list of speed call numbers among a group of lines. The list may be updated by a service order. The function permits up to thirty stored numbers.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

Optional Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number using a Circuit Switched Data Channel.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

RATES

Service Line

Rates are determined by the total system size. Total system size will be a combination of Analog and Digital (ISDN-BRI) [1] Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. When a Customer orders more than 400 lines, Verizon may, at its discretion, decline to provide the service. If Verizon elects to provide service for more than 400 lines, it may do so at its option under this tariff or on an individual case basis under contract. The following rates apply during the term commitment period: (C)

Pricing Example:

Customer requests 50 stations split evenly between Analog Centrex and Digital (ISDN) Centrex, 12-month term commitment.

25 nonmetro Analog stations = 25 Analog lines
25 nonmetro Digital (ISDN) stations = 25/2 = 12.5 = 13 Digital (ISDN) lines [Each Digital (ISDN) Centrex supports 2 stations]

Total system (Analog+Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total system is 38 lines.

12-Month Term Commitment, 26-50 lines, Analog = ($17.00/line) x (25 lines)
= $ 425.00
12-Month Term Commitment, 26-50 lines, Digital = ($31.75/line) x (13 lines)
= $ 412.75

Other rate elements will apply as required.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES

ANALOG CENTREX

Line Size	METRO EXCHANGES [2] Monthly Rates [1]	NONMETRO EXCHANGES [3] Monthly Rates [1]	
Month to Month Term Commitment [4]			
2 - 25 Lines, per line	$102.75	$49.75	(I)
26 - 50 Lines, per line	72.50	122.25	(I)
51 - 100 Lines, per line	124.25	129.75	(I)
12 Month Term Commitment			
2 - 6 Lines, per line	33.25	25.50	
7 - 15 Lines, per line	29.25	25.50	
16 - 25 Lines, per line	25.25	25.50	
26 - 50 Lines, per line	23.75	18.00	
51 - 100 Lines, per line	21.50	17.50	
101 - 200 Lines, per line	19.75	17.25	
201 -400+[5] Lines, per line	19.50	17.00	
36 Month Term Commitment			
2 - 6 Lines, per line	32.00	24.25	
7 - 15 Lines, per line	28.00	24.25	
16 - 25 Lines, per line	24.00	24.25	
26 - 50 Lines, per line	22.25	16.75	
51 - 100 Lines, per line	20.25	16.25	
101 - 200 Lines, per line	18.50	16.00	
201 -400+[5] Lines, per line	18.00	15.75	
60 Month Term Commitment [6]			
2 - 6 Lines, per line	31.75	24.00	
7 - 15 Lines, per line	27.75	24.00	
16 - 25 Lines, per line	23.75	24.00	
26 - 50 Lines, per line	22.00	16.50	
51 - 100 Lines, per line	19.75	16.00	
101 - 200 Lines, per line	18.25	15.75	
201 -400+[5] Lines, per line	17.50	15.50	

(1) Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13. Also refer to the Subscriber Line Charge Credit in this product guide.

(2) Metro Exchanges are: Azle, Baytown, Carrollton, Crosby, DFW Airport, Dickinson, Garland, Grapevine, Highlands, Irving, Keller, Kemah, League City, Lewisville, Plano, Rowlette, Stafford, Wylie.

(3) Non-metro exchanges are those not listed above and where adequate facilities are available to provide Centrex Service.

(4) See this section for applicable nonrecurring charges.

(5) Volumes exceeding 400 Lines will be offered in Frontier's discretion.

(6) See Sheet No. 5 of this section for changes in 60 month term commitment availability.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES

ANALOG CENTREX (Cont'd)

EXTENDED METRO SERVICE (2)

Line Size	Monthly Rate
2 – 400+(3) Lines - **per line**	$22.00 (1)

FEATURE PACKAGES - **per line**

Feature Package 1000	$12.90	(R)
Feature Package 2000	$13.15	|
Feature Package 3000	$13.65	(R)

Existing customers upgrading to another Feature Package will be charged the Minor Software Nonrecurring Charge in addition to appropriate service charges in Section 13.

Unlimited IntraLATA Toll Usage for Business

Unlimited IntraLATA Toll Usage for Business	See Texas Long Distance Message Telecommunication Service Tariff, Section 2
Unlimited IntraLATA Toll Usage for Business Feature Package Two	See Section 16 of this Tariff.
Unlimited IntraLATA Toll Usage for Business Feature Package Three	See Section 16 of this Tariff.

(1) In addition to the Metro Line Rates shown on previous sheet.
(2) Limited to those exchanges in Section 6 of this product guide where EMS is available and those exchanges where Centrex is offered. May be ordered by individual line and will be applicable to each Centrex line with access to a Simulated Facility Group.
(3) Volumes exceeding 400 Lines will be offered in Frontier's discretion.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES

DIGITAL (ISDN) CENTREX

Line Size	EAS METRO RATE [2] Monthly Rates [1]	NONMETRO RATES [3][4] Monthly Rates [1]
Month to Month Term Commitment [5]		
2 - 25 Lines, per line	$ 9.31	$43.44
26 - 50 Lines, per line	6.65	31.75
12 Month Term Commitment		
2 - 25 Lines, per line	9.31	43.44
26 - 50 Lines, per line	6.65	31.75
51 - 100 Lines, per line	4.66	31.34
101 - 200 Lines, per line	3.33	31.43
201 - 400+[6] Lines, per line	3.33	31.06
24 Month Term Commitment		
2 - 25 Lines, per line	9.31	43.44
26 - 50 Lines, per line	6.65	31.75
51 - 100 Lines, per line	4.66	31.34
101 - 200 Lines, per line	3.33	31.43
201 - 400+[6] Lines, per line	3.33	31.06
36 Month Term Commitment		
2 - 25 Lines, per line	9.61	43.44
26 - 50 Lines, per line	6.65	31.75
51 - 100 Lines, per line	4.66	31.34
101 - 200 Lines, per line	3.33	31.43
201 - 400+[6] Lines, per line	3.33	31.06

(1) Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.
(2) EAS METRO RATE is in addition to NonMetro rates. Metro Exchanges are: Azle, Baytown, Carrollton, Crosby, DFW Airport, Dickinson, Garland, Grapevine, Highlands, Irving, Keller, Kemah, League City, Lewisville, Plano, Rowlette, Stafford, Wylie.
(3) Non-metro exchanges are those not listed above and where adequate facilities are available to provide Centrex Service.
(4) Includes unlimited voice and data usage.
(5) See this section for applicable nonrecurring charges.
(6) Volumes exceeding 400 Lines will be offered in Frontier's discretion.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES

DIGITAL (ISDN) CENTREX (Cont'd)

EXTENDED METRO SERVICE (2)

Line Size	Monthly Rate
2 – 400+(3) Lines - **per line**	$20.00 (1)

(1) In addition to the NonMetro Line Rates and EAS METRO rates shown on previous sheet.
(2) Limited to those exchanges in Section 6 of this product guide where EMS is available. May be ordered by individual line and will be applicable to each Centrex line with access to a Simulated Facility Group.
(3) Volumes exceeding 400 Lines will be offered in Frontier's discretion.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES

NETWORK ACCESS REGISTERS (NARs)

Network Access Registers (NARs) are software-defined paths in the Centrex system which provide network access to the Centrex stations in that system. Network Access Registers (NARs) are provisioned utilizing a Simulated Facility Group (SFG).

Initial Network Access Registers (NARs):

The following Network Access Register (NAR) quantities are included with Analog Centrex Service, and each B Voice Channel for Digital (ISDN) Centrex Service to provide a P.01 grade of service. Additional Network Access Registers (NARs) are listed elsewhere in this section.

Stations	Paths Per SFG	Stations	Paths Per SFG	Stations	Paths Per SFG
02	2	46-55	10	176-200	20
03-04	3	56-66	11	201-225	22
05-08	4	67-77	12	226-250	25
09-13	5	78-89	13	251-275	27
14-19	6	90-100	14	276-300	29
20-27	7	101-125	15	301-325	32
28-37	8	126-150	16	326-350	35
38-45	9	151-175	18	351-375	38
				376-400+(1)	40

(1) Volumes exceeding 400 Lines will be offered in Frontier's discretion.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES (Cont'd)

NETWORK ACCESS REGISTERS (NARs) (Cont'd)

Additional Network Access Registers (NARs):

Additional Network Access Registers (NARs) are provided as follows:

For 12, 36, or 60 month term commitment

Metro Exchanges (See section 6 of this tariff for list of Metro Exchanges)

Monthly Rate Per Path
$35.00

Non-Metro Exchanges

24 lines or less:	Manual Trunk flat rate charge (1).
25+ lines:	Automatic Trunk flat rate charge (1).

(1) Charges applied per appropriate Exchange Group; see Section 6. Business ELC rate as noted in this product guide (Section 6) may apply per additional NAR if the exchange has ELC.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES (Cont'd)

SUBSCRIBER LINE CREDITS - ANALOG CENTREX ONLY[1]

Subscriber Line Credits were established based upon trunking equivalencies. Resultant credits per line are as follows:

Line Size	Subscriber Line Credit Per Line, per month
2	($0.45)
3 to 5	($1.78)
6 to 10	($2.85)
11 to 25	($4.33)
26 to 50	($5.23)
51 to 75	($5.63)
76 to 100	($5.82)
101 to 400+(2)	($6.16)

NONRECURRING CHARGES

In addition to applicable Service Order charges from Section 13 for TXG or Schedule A-5 for TXC, the following Line Connection charges apply for month-to-month term commitments:

Line Size	Line Connection Charge Per Line
2	$18.00
3 to 5	12.00
6 to 10	10.00
11 to 25	6.40
26 to 50	4.00

These nonrecurring charges, Section 13 for TXG: Primary Service Order Charge and Secondary Service Order Charge; and in Schedule A-5 for TXC: Primary Order Charge and Subsequent Order Charge; will not apply to the initial installation of Centrex lines when installed at rates under a term commitment.

(1) Digital (ISDN) Centrex does not have any Subscriber Line Credit applied.
(2) Volumes exceeding 400 Lines will be offered in Frontier's discretion.

CENTREX DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES (Cont'd)

OPTIONAL SYSTEM FEATURES(1)	GSEC/IOSC	Nonrecurring Charge	GSEC/IOSC	Monthly Rate
-Automatic Route Selection(2)	CEN ARS/85214	$50.00 per hour		
-WATS Access	CEN WTSACC/52407	25.00	CEN WTSACCM/52406	-
-800 Service Access	CEN 800 SVCALL/51573	25.00	CEN 800 SVCALLM/51574	-
-Tie Facility Access	CEN TFA/52402	25.00	CEN TFAM/52401	-
-FX Access	CEN FXALL/85263	25.00	CEN FXALLM/52383	-
-T1 Access	CEN T1/85495	125.00	CEN T1M/85496	$105.00
- PRI Centrex Access		200.00		
- PRI VOIP Centrex Access per block of 100 telephone or numbers(11)		235.00		
PRI VOIP Access each additional number added(11)		2.50		
-Limited Automatic Call Distribution	CEN LACD/85267	25.00	CEN LACDM/85268	-
-Preferential Hunting	CEN PRHNTG/85440	25.00	CEN PRHNTGM/85441	-
-Stop Hunt(3)(4)	CEN STPHNT/85483	25.00	CEN STPHNTM/85484	-
-Priority Queuing(5)	CEN PRQUE/85442	25.00	CEN PRQUEM/85443	-
-Authorization Codes, per group of 10	CEN ATHCDS/85217	25.00	CEN ATHCDSM/85220	-
-Terminal Make Busy(4)	CEN TRMMB/85490	25.00	CEN TRMMBM/85491	-
-Extended Metro Service - Simulated Facility Group(10)	CEN EMSSFG/51876	25.00	CEN EMSSFGM/51875	5.00
-Paging/Public Address Access	CEN PGALL/85431	140.00	CEN PGALLM/85432	30.00
-Dictation Access	CEN DICALL/85252	140.00	CEN DICALLM/85253	30.00
-Code Calling Access	CEN CCACC/85223	140.00	CEN CCACCM/85225	30.00
-Music On Hold(9)	CEN MOH/85382	50.00	CEN MOHM/85383	10.00
-Recorded Announcement - Custom	CEN RANCUS/85456	260.00	CEN RANCUSM/85457	45.00
-Conference Calling 6 or 8 Port	CEN CONCLG/85247	160.00	CEN CONCLGM/85249	110.00
-SMDR (See Section 34F)				
-Additional Number-Analog		No LCC	PSEUDOM/86804	2.00
-Additional Number-Digital		No LCC	ISDNBADN/15681	2.00
-Feature Phone C.O. Interface			FPHNLINECARD/86585	5.00
-Instant Call Accounting		See Section 14 of this product guide		

OPTIONAL ATTENDANT FEATURES(1)

-Data Link Console Interface	CEN DLCI/85254	210.00	CEN DLCIM/85255	90.00
-Multiple Listed Directory Number	CEN LDIRNO/85368	25.00	CEN LDIRNOM/84409	-
-Pre-Determined Night Answer (PNA)	CEN PNA/85433	25.00	CEN PNAM/85434	-
-Universal Night Answer (UNA)(6)(7)	CEN UNA/85502	65.00	CEN UNAM/85503	10.00
-Mixed Night Answer(8)	CEN MNA/85380	65.00	CEN MNAM/85381	10.00
-Additional Console Member	CEN ACM/85207	185.00	CEN ACMM/85209	90.00
-Flexible Night Answer	CEN FNA/85261	65.00	CEN FNAM/85262	10.00

(See next sheet for footnotes)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES (Cont'd)

OPTIONAL SYSTEM FEATURES (Cont'd)

Note: (1) In addition to applicable Service Charges in Section 13 of the General Exchange Tariff, Line Connection charges will apply as shown in this section of the tariff for those customers choosing month-to-month term commitment option.
(2) Facilities Restriction Level, Time of Day Routing, and Expensive Route Warning are a part of Automatic Route Selection.
(3) Requires one or more hunt groups.
(4) May require additional hardware.
(5) Requires off-hook queuing.
(6) Requires listed directory number.
(7) Requires data-link console
(8) Requires PNA and UNA
(9) Where facilities and conditions permit.
(10) Applies per access to each EMS trunk facility. May be ordered by individual station. EMS trunks are to be purchased from Section 6 of this tariff
(11) ISDN PRI Access and Tie Channel Service or Tie Channel to an Intermediary Customer Service is provided per Texas, General Tariff Section 35. For ISDN PRI VoIP 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.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES (Cont'd)

CCLASS SERVICE

Rates

CLASS Feature Package	Nonrecurring Charge	Monthly Rate Per Line
2 - 25 lines	(1)	$5.00
26 - 50 lines	(1)	4.50
51+ lines	(1)	4.00

Maximum total charge per customer for the Feature Package is $400.00

Optional Features

Call Tracing Service	Nonrecurring Charge	Monthly Rate Per Line	
Per Occurrence	$ 10.00	$0.00	
VIP Alert	(1)	4.00	
Calling Number Identification (CNID) - ANALOG ONLY (2)			
2 - 25 lines	(1)	16.00	(I)
26 - 50 lines	(1)	4.50	
51+ lines	(1)	12.00	(I)

Maximum total charge per customer for Calling Number Identification is $200.00.

Cancel Calling Number Delivery NO CHARGE

(1) Applicable charges from Section 13.
(2) CNID offered as a part of ISDN service at no additional charge.
(3) CLASS Package can be used with analog Centrex line only.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES

DIGITAL (ISDN) CENTREX (Cont'd)

CCLASS Service (Cont'd)

Calling Name and Number Delivery

	Nonrecurring Charge	GSEC	Monthly Rate	
2 - 25 lines	(1)	CEN CNND 25M/53196	$ 7.00	
26 - 50 lines	(1)	CEN CNND 50M/53197	15.50	(I)
51+ lines	(1)	CEN CNND 100M/53198	4.00	

Maximum total charge per customer for Calling Name and Number Delivery is $300.00 (GSEC: CEN CNND SYSM/IOSC: 53199).

	Nonrecurring Charge	GSEC/IOSC	Monthly Rate
B-Channels			
Per Line			
Voice Only	--	ISDNBVC/13103	2.12
Voice/Circuit Switched Data(1)	--	ISDNDCBVCSD/74909	12.09

(1) Applicable charges from Section 13 of this Tariff.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES (Cont'd)

	Nonrecurring Charges	GSEC/IOSC	GSEC/IOSC	Monthly Rates
Additional Directory Listings			See Section 12 of this product guide	
ISDN Multibutton Key System (MBKS)(1)				
MBKS Basic	$30.00	ISDNMBKSIC/13428	ISDNMBKS/13258	6.50
MBKS Deluxe	30.00	ISDNMBKSDIC/13427	ISDNMBKSD/13176	8.50
MBKS 3000	30.00	ISDNMBKS3000IC/15690	ISDNMBKS3000/13430	12.00
ISDN Attendant Features(1)	50.00	ISDNCNSLFTRIC/13418	ISDNCNSLFTR/13104	35.00
Data Feature Packages(1)				
Circuit Switched Data				
1000 Package	15.00	ISDNFPIC/13157	ISDNFP1000/13156	3.00
2000 Package	15.00	ISDNFPIC/13157	ISDNFP2000/13158	5.00
Data Closed User Group	-	-	ISDNDCUG/13162	1.00
Data Direct Connect	-	-	ISDNDDC/13160	1.00

(1) Charges for all Feature Packages are applicable, per ISDN Access.
(2) Rates to be developed on an ICB.

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

MONTHLY CHARGES - DIGITAL (ISDN) CENTREX (Cont'd)

Rates (Cont'd)

Foreign Exchange (FX) Service One

Applicable FX charges when the central office(s) in the exchange of the customer's physical location cannot provide Digital (ISDN) Centrex Service, or can not provide an NI1/2 feature for which the telephone company does not have a waiver from the Texas PUC. The flat rate below is for the FX service only and in addition to rates for Home Digital and Business Digital (ISDN) Single Line Service. No FX mileage is applicable for FX Service One.

	Monthly Rate [1]	
Foreign Exchange Service One, per ISDN Single Line Access [3]	$20.00	(C)

Foreign Exchange Service Two

Applicable FX charges when customer chooses Digital (ISDN) Centrex Service from another exchange although Digital (ISDN) Centrex Service is available in the customer's serving exchange. The charges below are FX charges only and in addition to the rates for EAS Metro and Non-Metro.

	Monthly Rate [1]
Foreign Exchange Service Two, per Digital (ISDN) Centrex Access	$72.19
Foreign Exchange Service Two Interoffice Transport, per V & H mile [2]	$ 1.75

1 In lieu of charges for FX Service in SWBT Private Line Tariff

2 Calculated using V & H coordinates and formula in SWBT Private Line Tariff except to rounded to nearest mile instead of nearest quarter mile.

3 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

CENTREX/DIGITAL (ISDN) CENTREX SERVICE

DATA BASE ADDITIONS, CHANGES OR DELETIONS

	NON-RECURRING CHARGE
MAJOR SOFTWARE CHANGE	$100.00
CUSTOMER REQUESTED DATA BASE PROFILE	
ADD DATA-LINK ATTENDANT (1)	
ADD ARS FEATURES	
ADD TRANSLATION TABLE	
CUSTOMIZED DIALING PLAN	
ROUTINE SOFTWARE CHANGE TO EXISTING SERVICES	$50.00
CHANGE TRUNK GROUP	
CHANGE CUSTOM RECORDING	
CHANGE ARS TRANSLATIONS	
CHANGE TRANSLATIONS TABLES	
ADD MUSIC ON HOLD	
CHANGE DIGITAL SYSTEM CONFIGURATION	
MINOR SOFTWARE CHANGE	$25.00
ADD SUBGROUP	
CHANGE SUBGROUP	
ADD HUNT GROUPS	
ADD ACD HUNT GROUP (2)	
ADD/CHANGE SIMULATED FACILITY GROUP (SFG)	
ADD QUEUEING GROUPS (3)	
ADD LISTED/ATTENDANT NUMBER	
NIGHT ANSWER (UNA/PNA) (4)	
PAGING/PUB. ADD/CODE CALLING (5)	
CONFERENCE CALLING - 6,8,12,16,18,24 ports	
REMOTE ACCESS DIRECTORY NUMBER (6)	
AUTH. CODE VALIDATION (7)	
MUSIC ON HOLD ACCESS	
DICTATION LINK ACCESS	
STANDARD RECORDING	
EXTENDED PICK-UP CODE	
EXECUTIVE BUSY OVERRIDE	
MULTI-LEVEL RESTRICTION (8)(9)	
CHANGE TRANSLATIONS	
ADD LINE FEATURES (7)	

Database additions or changes not listed in this tariff will be charged a rate of $50.00 per hour or a fraction thereof.

(1) Plus Minor Software Change Charge for recording, queueing, station changes.
(2) Plus Minor Software Change Charge each trunk group.
(3) Plus Minor Software Change Charge each PNA number, zone, area.
(4) Plus Minor Software Change Charge each area.
(5) Plus Minor Software Change Charge each authorization code.
(6) Plus Minor Software Change Charge each 2 codes.
(7) Plus Minor Software Change Charge to add toll control.

MULTILOCATION CENTREX SERVICE

GENERAL

Multilocation Centrex Service allows customers to have Analog Centrex Service at multiple locations and/or terminate in multiple Telecommunications Systems to interact as though they were all within the same business group. The multiple locations may be on different premises served by different end offices within the same exchange or served by different end offices in different exchanges. However, all end offices must be capable of providing Centrex Service.

Multilocation Digital Centrex Service is provided for VOICE ONLY services and only from central offices technically capable. Multilocation Digital Centrex Service is not available for data services.

Multilocation Centrex Service uses the public switched network to provide capabilities and features typically offered by a private network. End user access via one of the service's Dialing Plans will operate across the network as if the customer were being served by a single switch. Multilocation Centrex Service includes the following features:

- Dialing Plan
- Interlocation Intercom Calling

DEFINITIONS

Customer of Record - The Centrex customer subscribing to Multilocation Centrex Service.

Dialing Plan - A feature included in Multilocation Centrex Service. The customer has the option to choose one of the following:

Location Code Dialing Plan - An option that allows duplication of station numbers among locations served by different switches. By assigning a station number which consists of a leading digit(s) AND one to seven digits of the customer's North American Numbering Plan telephone number, this plan permits the duplication of station numbers among several locations served by different switches and allows the customer to exceed 10,000 stations.

Portable Extension Dialing Plan - Allows internal callers to reach a Centrex station line regardless of the number of physical moves and/or telephone number changes the station has experienced.

The Centrex station may move from one premises to another and/or have a change in its North American Numbering Plan telephone number and still retain the same assigned extension number. This is accomplished by assigning an extension number of one to seven digits that is independent of its North American Numbering Plan number.

Both Dialing Plans can be used with public switched network calling or private line networks.

MULTILOCATION CENTREX SERVICE

DEFINITIONS (Cont'd)

Dialing Plan Numbers - Centrex lines having access to a Location Code or to a Portable Extension Dialing Plan.

Interlocation Intercom - A communications system that uses the public switched network to complete calls between Centrex stations in multiple locations.

Interlocation Intercom calls may be completed over a customer's private line network, with overflow calls completing over the public network.

REGULATIONS

All Multilocation Centrex Service equipped lines must terminate at an authorized location of the Customer of Record. Authorized locations may include branches, factories, plants, etc., of the Customer of Record or a subsidiary of the Customer of Record.

Multilocation Centrex is available for only Analog Centrex Service.

The Multilocation Centrex customer must subscribe to both Interlocation Intercom and one Dialing Plan (Location Code or Portable Extension).

Location Code and Portable Extension Dialing Plans may not be mixed.

Location Code can be one to three digits in length. The first digit of the location code must be numbered one through eight.

Portable Extension numbers may be one through seven digits in length. The first digit of the Portable Extension number must be numbered one through eight.

Portable Extension numbers do not need to be the same as the North American Numbering Plan number.

Interlocation Intercom calls will only be connected to Multilocation Service equipped lines at authorized locations.

All Multilocation Centrex Service lines must subscribe to Interlocation Intercom and be located at authorized locations of the same Customer of Record. However not every Centrex line in a customer's business group must be provisioned with Multilocation Service.

MULTILOCATION CENTREX SERVICE

REGULATIONS (Cont'd)

The following Basic Centrex Service features will function as described below when a customer has subscribed to Multilocation Service:

Automatic Call Back Calling

Activated only when calling other stations, within the same business group served by the same end office. By using the CLASS feature, Auto Busy Redial Multilocation Centrex customers may camp on stations in other Centrex systems.

Distinctive Ringing

Multilocation Centrex stations receiving calls from other Multilocation equipped stations in a different business group will receive the distinctive ring and call waiting tone of an outside call.

System Speed Calling

A Centrex station can only access the System Speed Calling list of its business group within its home central office.

RATE REGULATIONS

Monthly Rates for Multilocation Centrex are in addition to rates and charges found in Section 34.

Intercom calls outside the local and/or EAS calling scope of the originating Centrex line will be billed applicable toll charges.

The term commitment lengths for Multilocation Centrex must be the same in all locations and coincide with the customer's regular Centrex term commitment.

The Location Code Dialing Plan, Portable Extension Dialing Plan and the Interlocation Intercom are available on a month-to-month basis or for term commitment periods ranging from 12 to 60 months. When a term commitment period is elected, the customer is liable for termination charges for each and/or any of the features.

MULTILOCATION CENTREX SERVICE

RATES AND CHARGES

LOCATION CODE DIALING PLAN

	GSEC	Non-Recurring Charge (1)	GSEC	Monthly Rate Per Customer
Service Establishment				
(Per Business Group)				
2-25 Lines	MLCN25GLCNRC	$125.00		--
26-50 Lines	MLCN50GLCNRC	160.00		--
51-100 Lines	MLCN100GLCNRC	190.00		--
101-200 Lines	MLCN200GLCNRC	220.00		--
201-400 Lines	MLCN400GLCNRC	275.00		--
Month-to-Month Term Commitment				
2-25 Lines			MLCN25GLC	$ 25.00
26-50 Lines			MLCN50GLC	35.00
12 Months Term Commitment				
2-25 Lines			MLCN25G12LC	20.00
26-50 Lines			MLCN50G12LC	30.00
51-100 Lines			MLCN100G12LC	50.00
101-200 Lines			MLCN200G12LC	75.00
201-400 Lines			MLCN400G12LC	130.00
36 Months Term Commitment				
2-25 Lines			MLCN25G36LC	15.00
26-50 Lines			MLCN50G36LC	25.00
51-100 Lines			MLCN100G36LC	45.00
101-200 Lines			MLCN200G36LC	70.00
201-400 Lines			MLCN400G36LC	125.00
60 Months Term Commitment				
51-100 Lines			MLCN100G60LC	40.00
101-200 Lines			MLCN200G60LC	65.00
201-400 Lines			MLCN400G60LC	120.00
Additions or Changes				
Change Per Location	MLCN CHANGE	60.00		--
Addition or Change to Dialing Plan				
First 25 Numbers	MLCN CHANGE25	50.00		--
Each Add'l Number	MLCN CHANGEADDL	1.00		--

(1) In addition to appropriate Service Order Charge in Section 13 and applicable nonrecurring charges.

MULTILOCATION CENTREX SERVICE

RATES AND CHARGES

PORTABLE EXTENSION DIALING PLAN

	GSEC	Non-Recurring Charge(1)	GSEC	Monthly Rate Per Customer
Service Establishment				
(Per Business Group)				
2-25 Lines	MLCN25GPENRC	$125.00		--
26-50 Lines	MLCN50GPENRC	160.00		--
51-100 Lines	MLCN100GPENRC	190.00		--
101-200 Lines	MLCN200GPENRC	220.00		--
201-400 Lines	MLCN400GPENRC	275.00		--
Month-to-Month Term Commitment				
2-25 Lines			MLCN25GPE	$ 25.00
26-50 Lines			MLCN50GPE	35.00
12 Months Term Commitment				
2-25 Lines			MLCN25G12PE	20.00
26-50 Lines			MLCN50G12PE	30.00
51-100 Lines			MLCN100G12PE	50.00
101-200 Lines			MLCN200G12PE	75.00
201-400 Lines			MLCN400G12PE	130.00
36 Months Term Commitment				
2-25 Lines			MLCN25G36PE	15.00
26-50 Lines			MLCN50G36PE	25.00
51-100 Lines			MLCN100G36PE	45.00
101-200 Lines			MLCN200G36PE	70.00
201-400 Lines			MLCN400G36PE	125.00
60 Months Term Commitment				
51-100 Lines			MLCN100G60PE	40.00
101-200 Lines			MLCN200G60PE	65.00
201-400 Lines			MLCN400G60PE	120.00
Additions or Changes				
Change Per Location	MLCN CHANGE	60.00		--
Addition or Change to Dialing Plan				
First 25 Numbers	MLCN CHANGE25	50.00		--
Each Add'l Number	MLCN CHANGEADDL	1.00		--

(1) In addition to appropriate Service Order Charge in Section 13 and applicable nonrecurring charges.

MULTILOCATION CENTREX SERVICE

RATES AND CHARGES

INTERCOM CALLING

	GSEC	Monthly Rate Per Line(1)
Month-to-Month Term Commitment		
2-25 Lines	MLCN25GIC	$ 3.00
26-50 Lines	MLCN50GIC	2.75
12 Months Term Commitment		
2-25 Lines	MLCN25G12IC	2.75
26-50 Lines	MLCN50G12IC	2.50
51-100 Lines	MLCN100G12IC	2.25
101-200 Lines	MLCN200G12IC	2.00
201-400 Lines	MLCN400G12IC	1.75
36 Months Term Commitment		
2-25 Lines	MLCN25G36IC	2.50
26-50 Lines	MLCN50G36IC	2.25
51-100 Lines	MLCN100G36IC	2.00
101-200 Lines	MLCN200G36IC	1.75
201-400 Lines	MLCN400G36IC	1.50
60 Months Term Commitment		
51-100 Lines	MLCN100G60IC	1.75
101-200 Lines	MLCN200G60IC	1.50
201-400 Lines	MLCN400G60IC	1.25

(1) In addition to monthly rates shown in Section 34 of this product guide.

CUSTOMER MOVES AND CHANGES (CMAC)

GENERAL

A. Customer Moves and Changes (CMAC) provides Centrex Service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their Centrex Service from the customer's computer terminal.

B. The management capabilities of CMAC include, but are not limited to, the following:

1. Service Option Information Changes:

   a. Service Level Assignment – The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.

   b. Call-Pickup Group – The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.

   c. Call Forward Number – The customer can change the number that a station user forwards calls.

   d. Authorization Code Assignment – The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.

   e. Button Features – The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).

2. Activation/Deactivation of Features – The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.

3. Telephone Number Swaps – The customer can swap telephone number assignments among like lines within a Centrex Service system.

CUSTOMER MOVES AND CHANGES (CMAC)

REGULATIONS

A. CMAC is available to either existing or new Centrex Service customers.

B. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.

C. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.

D. Some of the lines in a customer's Centrex Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.

E. CMAC service is provided per customer Centrex Service system.

F. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.

G. The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.

H. The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.

I. Customers requesting CMAC service for 201 or more lines will be priced under an Individual Case Basis (ICB) arrangement.

RATES

The following rates and charges apply per Centrex Service system.

Line Size	Nonrecurring Charge(1)	Monthly Rate
2 – 200 Lines	$ 800.00	$ 95.00
201 + Lines	ICB	ICB

(1) Applies in addition to appropriate service order charges as set forth in Section 13.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

GENERAL

Centrex Automatic Call Distribution (ACD) is a central office based service which allows customers' incoming calls to be equally distributed to available agents. Distribution of the calls are determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading and answering time frames.

ACD associates directory numbers (DN) with groups of answering positions rather than lines. ACD then provides equitable allocation of the workload by distributing calls to customer agents who have been available for the longest period of time.

Queuing capability of ACD allows specific call types to be directed to designated workgroups. In addition, the fluctuation of incoming calls is averaged out by holding callers in queue until the traffic load lightens. The queue reduces the total number of customer operators needed to handle peak traffic loads by holding calls until they can be equally distributed.

ACD is used with customer provided electronic or nonelectronic telephone sets. An electronic telephone set is a multibutton telephone set that allows for feature activation or for directory numbers. A nonelectronic telephone set requires an agent to dial codes to activate features.

The Management Information System (MIS) is a computer based system that provides detailed call management information by providing a global view of ACD call activities within the customer's call center. The information assists in evaluating traffic patterns, trunk utilization, agent efficiency and lost calls. At the supervisor level, ACD/MIS provides reports of the real-time status of agents and queues by providing reports for continual analysis of transaction activities. These reports enable the supervisor to immediately modify staffing and/or queuing to accommodate increases and/or decreases in call volumes.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.

ACD Group - A group of agents receiving calls directed to the same incoming call queue. These agents can be in one or more supervisor subgroups.

ACD Overflow of Enqueued Calls - Provides for calls that have been in queue, for a customer determined amount of time, to queue against another group as well as the original queue.

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business (LOB).

ACD Node - Individual customer ACD group(s) served from the same Telephone Company central office.

ACD Secondary Directory Number - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls.

ACD Walkaway/Closed - Allows agents to enter a three digit code, to identify the reason for unavailability to calls, when activating the Not Ready key; the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts and determine staffing requirements.

Additional Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available. One queue slot is required for each call to be held in queue.

Agent Login/Logout - Ensures only assigned agents are able to login to an ACD group. Two options are available to control improper login: 1) partitioning agent login identification numbers into various groups, or 2) requiring an agent login password.

Agent Queue - Places available answering agent positions in a queue determined by a first-in, first-out basis. The position waiting for a call the longest will receive the first incoming call.

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS (Cont'd)

Attendant Console to ACD - Allows operator consoles to be used to answer and to route incoming calls to ACD directory numbers.

Automatic Overflow - Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time. The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer.

Call Agent - Permits a supervisor to directly call an agent without having to dial the agents secondary directory number.

Call Center Manager - A call center management information service that provides call center managers with the ability to monitor and control both their calls and their agents.

Call Center Reporting - Automatically sends basic ACD reports to a customer designated fax machine. The structure and parameters of the reports are predefined by the Company and contain statistics relating to agent and group performance.

Call Forcing - Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents; a short burst of tone alerts the agent of the incoming call. Ordinarily the agent presses a release key upon conclusion of a call and then presses an "in-calls" key to receive another call.

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with first agent.)

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Call Source ID - Provides for the display, at the agent's position, of the incoming call facility, e.g. calls from within the same customer's group, the agent's extension number is displayed; calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Provides a key for quick access to the supervisor.

Controlled Interflow - Provides the supervisor position the capability to temporarily divert a group's new incoming calls. The calls are diverted to a route defined by the customer.

Directory Number - Incoming local access numbers assigned to the customer Automatic Call Distribution groups.

Distinctive Ringing - Enables agents to distinguish ACD calls from non-ACD calls.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS (Cont'd)

Display Agents Summary - Key activated function enables the supervisor position to display a status summary of all ACD agent positions within a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive calls, and
- not available (agent not logged in or Make Set Busy activated).

Display Queue Status - Allows the supervisor position to monitor the efficiency in which incoming calls are being handled. Activation of Display Queue Status shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions,
- number of calls waiting in the incoming call queue,
- number of calls logically queued against group,
- waiting time (in seconds) of the oldest call in queue.

Emergency Alerting - Enables the agent to confer immediately with the supervisor or to automatically connect a customer provided tape recorder to a call.

Emergency Alerting Enhanced - Enhances the Emergency Alerting feature by providing the ACD agent with a single key to simultaneously add a supervisor and a recording device to a call.

Emergency Answer - Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key.

Emergency Answer Backup - Provides a method for redirecting emergency key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. This feature is key activated on an individual agent basis.

Incoming Call Queue - Allows a customer to prioritized calls based on the number dialed. Calls of a higher priority get answered before calls of a lower priority.

Make Set Busy - Blocks non-ACD calls to the position.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS (Cont'd)

MIS Data Stream Interface - Enables a downstream processor to use a data stream to collect ACD group information, from the ACD node, to produce real-time statistics and historical reports. The ACD/MIS Interface allows the user to perform the following functions:

- login or logoff the ACD/MIS,
- collect information from a pool of ACD groups,
- change the information for a pool of ACD groups,
- request information on the configuration of the data stream,
- request the current time and date,
- start and stop the transfer of call-event information.

This feature also includes the following:

- Remote ACD Load Management - Provides the capability of the supervisory position to reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overload on a remote supervisory terminal.
- Variable Wrap-Up Time - Allows the ACD supervisory position to vary the interval between call completion and the presentation of a new incoming call on an individual agent position basis or on a group basis.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

Music on Delay - Connects callers in queue to a customer provided music source while waiting for an available agent.

Night Treatment - Allows calls arriving after all agents have logged out to be handled by: 1) answering with a recorded announcement advising the caller that the ACD location is closed and then the call is disconnected, or 2) automatically forwarding the call to another ACD location or to a night service number for answering.

Not Ready - When activated the agent position cannot receive any ACD calls allowing the agent to complete follow up transactions or originate out going calls on a secondary directory number.

Observe Agent - Allows the supervisor position to monitor agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS (Cont'd)

Observe Agent Extended - Allows the supervisor position to monitor agents' calls. Extends monitoring capability to entire ACD group.

Overflow Enhancement - Increases the customer's options for answering ACD calls during periods of heavy traffic. Customers may specify up to four ACD groups, within an ACD node, as potential overflow routes. When an incoming call queue for a group is full, this feature sequentially scans each of the other groups and routes the call to the first group able to accept it.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time. The call is then rerouted either to the longest idle agent or to the front of the incoming call queue if no agent is available.

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented.

Standard Announcements - Recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the Telephone Company central office.

Supergroups - Enables multiple ACD groups, located in single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service - Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system.

Three-Way Calling/Call Transfer to ACD - Allows an agent to transfer calls to another ACD directory number within the same customer group. This feature allows the originator to transfer a call with or without consultation with the called agent or to establish the call to involve all three parties.

Transfer to In-Calls Key - Enables the agent to transfer an incoming ACD call directly to another agent's In-Calls key within the same customer group.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

FEATURE PACKAGES

Centrex ACD is available in the following packages:

Basic Agent Feature Package
- Abandoned Call Clearing
- Agent Login/Logout
- Agent Queue
- Attendant Console to ACD
- Automatic Overflow
- Call Forcing
- Incoming Call Queue (equal to number of agents)
- Music on Delay
- Night Treatment
- Not Ready
- Overflow Enhancement
- Ring Threshold
- Standard Announcements
- Three-Way Calling/Call Transfer to ACD

Advanced Agent Feature Package
- ACD Overflow of Enqueued Calls
- ACD Multiple Line of Business Codes
- Call Transfer with Time
- Emergency Alerting
- Emergency Alerting Enhanced
- Transfer to In-Calls Key
- Available with Display Sets
  - ACD Walkaway/Closed
  - Called Name/Number Display
  - Call Source ID
  - Call Supervisor
  - Multistage-Queue Status Display

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

FEATURE PACKAGES (Cont'd)

ACD on Single-Line Telephone Sets

- Abandoned Call Clearing
- Automatic Overflow
- Distinctive Ringing
- Incoming Call Queue (equal to number of agents)
- Login/Logout
- Make Set Busy
- Music on Delay
- Night Treatment
- Observe Agent from 2500 Set
- Overflow Enhancement
- Ring Threshold
- Set Not Ready
- Standard Announcements
- Three-Way Calling/Call Transfer to ACD

Supervisor Feature Package

- Answer Agent
- Call Agent
- Controlled Interflow
- Emergency Answer
- Emergency Answer Backup
- Forced Agent Availability
- Observe Agent
- Supervisor Control of Night Service
- Three-Way Calling/Call Transfer to ACD
- Available with Display Sets
  - Called Name/Number Display
  - Call Source ID
  - Display Agents Summary
  - Display Queue Status

Optional Features

- ACD Secondary Directory Number(s)
- MIS Data Stream Interface, which includes:
  - Remote ACD Load Management
  - Variable Wrap-Up Time
- Additional Queue Slots (for queue slots greater than the number of access positions)
- Supergroups
- Call Center Manager
- Call Center Reporting

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

RULES AND REGULATIONS

Centrex ACD Service is available to only to Centrex customers and subject to the availability facilities from central offices equipped with DMS-100 switches.

The customer must subscribe to and maintain a minimum of five agent positions and at least one ACD group.

The customer must provide compatible premises equipment for MIS functionality. Some features may require a particular software release level in a customer-provided MIS to function to its fullest extent.

Agent Positions may be equipped with customer-provided electronic and/or nonelectronic telephone sets within the same system and group.

Centrex ACD/MIS Service is subject to all general regulations applicable to the provision of service by the Telephone Company as specified in other sections of this Tariff.

A Type 420 private line intraexchange data circuit is required between the customer's Management Information System and the Telephone Company serving central office. (Rated from concurring SWBT Private Line Tariff.)

The customer must subscribe to the Basic Agent Feature Package before subscribing to the Advanced Agent Feature Package.

Customers subscribing to Secondary Directory Numbers must subscribe to a Centrex Feature Package for functionality.

In addition to the rates for Call Center Manager, the customer must purchase one copy of Perimeter workstation software per Call Center Manager, one modem per Call Center Manager, a four-wire analog data circuit from the serving central office to the customer's premises, and data processing equipment including, but not limited to, a 486 personal computer, monitor, and printer.

In addition to the rates for Call Center Reporting, the customer must provide the fax machine and appropriate telephone line.

ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

RATES AND CHARGES

PACKAGE	Non-Recurring GSEC	Non-Recurring Charge(1)	Monthly GSEC	Monthly Rate
Basic Agent Feature Package				
per ACD group	CENACDBNRC	$ 50.00		
per ACD line			CENACDB	$ 28.00(2)(3)
Advanced Agent Feature Package				
per ACD group	CENACDADVNRC	25.00		
per ACD line			CENACDADV	5.00
ACD on Single-Line Sets				
per ACD line	CENACD2500NRC	10.00	CENACD2500	22.50(2)(3)
Supervisor Feature Package				
per ACD line	CENACDSVNRC	10.00	CENACDSV	30.00
OPTIONAL FEATURES				
Secondary Directory Number		-0-	CENACDSDN	6.00
MIS Data Stream Interface				
per interface	CENACDMISDSNRC	100.00	CENACDMISDS	100.00
Additional Queue Slots				
per system	CENACDQSNRC	25.00		
per slot			CENACDQS	2.50
Supergroups	CENACDSGNRC	50.00	CENACDSG	25.00
Call Center Manager (CCM) (4)		75.00		
1st CCM				200.00
2nd CCM				150.00
3rd & Subsequent CCM				125.00
Call Center Reporting (4)				
per customer		100.00		
per agent				15.00

MILEAGE CHARGES

An additional monthly charge of $1.16 per quarter mile (CEN MI1) for each local loop will be charged for each ACD line.

(1) Does not include appropriate service charges from Section 13.
(2) Does not include FCC Subscriber Line Charge. Refer to the Frontier Telephone Companies Tariff FCC No. 14, Section 13.
(3) For Extended Metro Service, where available as shown in Section 6 of this product guide, additional Centrex EMS charge in this section is also applicable.
(4) See RULES AND REGULATIONS for additionally required equipment.

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS

Access to Switched Network - Outbound call dialing permission ranging from total restriction to unrestricted access to the network.

Activate/Deactivate Position - Allows agents to activate their positions for availability to accept calls (activate or log on) or to deactivate (log off or make busy) their positions to not accept any new incoming calls. Deactivation occurs whenever a headset is unplugged. With this feature, no incoming calls are delivered to unavailable or unattended positions

Additional Queue Slots - When the required number of Queue Slots needs to exceed the number of customer agents.

Agent Alerting and Call Origination Identification - Upon delivery of an incoming call, this feature provides an audible tone and a 10-character display of the dialed digits and/or the incoming trunk group.

Agent Event Codes - Allows agents, while on a call, to enter an "event code." Event codes are set up to meet customer needs for tracking specific occurrences, such as types of billing questions, effectiveness of various types of advertising, customer demographics, etc. The frequency of the events are tabulated and reported on the Management Information System (MIS).

Agent Monitoring with Interrupt - Allows the supervisor position the ability to monitor agent positions and to interrupt the monitored conversation.

Agent/Supervisor Assignment - Allows the assignment of a log in identification and password to each agent and supervisor, independent of their terminals.

Automatic Call Distribution - Distributes calls automatically to agents available for the longest period of time.

Call Hold Incoming/Outgoing - Allows the agent to place an incoming call on hold and have full use of the position to consult with another agent or supervisor or make an outside call. Call Hold Outgoing allows the agent to place an outgoing call on hold. If an incoming call is also on hold, the agent can go back and forth between the two parties on hold or the agent can conference all involved parties.

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS (Cont'd)

Call Prompts - An enhancement to Call Vectoring that is an announcement to guide incoming callers through a series of steps to route the call to an agent. The incoming caller responds to the steps by depressing a touch call digit on his telephone set.

Call Queuing - When all customer agents are busy, this feature ensures incoming calls are distributed in the order of arrival (first come, first serve) by entering the calls into queues.

Call Transfer Internal/External - Call Transfer Internal allows an agent to transfer a call to another agent or supervisor within a call center. Call Transfer External allows an agent to transfer a call outside of the call center.

Call Vectoring - Provides the ability to program a series of call handling steps that a call will follow before the call is connected to an agent. The series of steps is referred to as a call vector. The feature includes:

- **Answer Supervision Control** - Provides the ability to control the point at which answer supervision is returned for calls that are processed using call vectors.

- **Music On Queue** - Provides additional flexibility for the specification of music and/or other audio treatment of calls in queue.

Call Waiting Indication - Causes an indication to appear on all agent terminals when the waiting interval of a call in queue exceeds a specified threshold.

Cancel Previous Entry - Allows an agent to delete previously entered digits.

Conference and Transfer on Outbound Calls - Allows an agent to conference an outbound call with another party and to transfer an outbound call to another party.

Direct Agent Access - Provides the ability for an external call to reach an agent directly. The agent position must be assigned an individual directory number.

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS (Cont'd)

Emergency Alert - Provides a single keystroke method of flagging calls of special interest or require handling.

Enhanced Incoming Call Alerting - Provides an enhanced audible alert of an incoming call even when the agent is not wearing a headset. A visual alert accompanies the audible alert.

Interposition Conference - Allows an agent to conference with another agent or supervisor.

Intraflow - Allows the customer flexibility to increase the number of agents to handle incoming calls. This feature allows the customer to designate one principle serving team and up to eight supporting teams for each call queue.

Management Information System Data Link - Passes call event information to the Management Information System (MIS) located in the central office. This Data Link includes:

- **Delay Treatment** - Provides various types of alerting to the calling parties when their call cannot be routed immediately to an agent, i.e., the call is put in a queue.

- **Fold Down** - Provides for an orderly restriction of traffic to a smaller number of agent positions during periods of low incoming traffic.

- **Interflow Control** - Provides the ability to reroute incoming calls to destinations outside the switch.

- **Intraflow Control** - Provides a way of increasing the number of agents able to handle calls by specialized serving teams for call queues.

- **Overload Control** - Promptly detects and properly controls an overload condition.

- **Queue Control** - Alerts the customer of queuing delays that have exceed customer designated thresholds; through the MIS the customer can modify the ACD parameters in order to relieve the condition.

Multipoint ACD - Allows two agent stations to be placed on one ACD line. Each station will use one B channel and share the D channel. This arrangement allows the customer not requiring the second B channel for other services, such as data transmission, to reduce costs by limiting the number of lines.

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

DEFINITIONS (Cont'd)

Music on Hold - Routes an incoming call placed on "hold" to be routed to a audio source which provides music.

Position Release with Disconnect - Allows an agent to release the position from a call with one keystroke.

Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. The number of queue slots must be equal to the number of agents.

Service Assistant Capabilities - Provides agents single keystroke access for assistance on difficult calls.

Standard Announcements - Provides audio announcement of answering delays to customers in queue. The announcement is Company provided and located in the central office.

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

FEATURES

Basic ACD Feature Package

- Access to Switched Network
- Activate/Deactivate Position
- Agent Alerting and Call Origination Identification
- Agent Event Codes
- Agent Monitoring with Interrupt
- Agent/Supervisor Assignment
- Automatic Call Distribution
- Call Hold Incoming/Outgoing
- Call Queuing-Call Transfer Internal/External
- Call Waiting Indicator
- Cancel Previous Entry
- Conference and Transfer on Outbound Calls
- Emergency Alert
- Enhanced Incoming Call Alerting
- Interposition Conference
- Intraflow
- Music on Hold
- Position Release with Disconnect
- Queue Slots (equal to the number of agents)
- Service Assistant Capabilities
- Standard Announcements

Advanced ACD/MIS Features

- Additional Queue Slots-Call Prompts
- Call Vectoring, which includes:
    - Answer Supervision Control
    - Music on Queue
- Direct Agent Access
- Management Information System (MIS) Data Link, which includes:
    - Delay Treatment
    - Fold Down
    - Interflow Control
    - Intraflow Control
    - Overload Control
    - Queue Control

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

REGULATIONS

(C)

ACD/MIS is available to either existing or new ISDN-BRI [1] customers.

ACD/MIS will be furnished only from central offices that are technically capable and equipped for providing the service.

ACD/MIS is only available from central offices equipped with DMS-100 type switches.

Customers will be required to provide compatible customer premises equipment (CPE).

Customers must have the Basic ACD Feature Package before subscribing to the Advanced ACD/MIS features.

Advanced ACD/MIS customers will need one MIS Data Link for each supervisor workstation access.

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

REGULATIONS (Cont'd)

CUSTOM ACD/MIS ARRANGEMENTS FOR OVER 400 LINES

Before offering any Custom ISDN ACD/MIS arrangements to any customer, the Company will file an Application for approval of a customer specific tariff for ISDN-BRI [1] ACD/MIS service with the Public Utility Commission of Texas. That Application shall include the following provisions: (C)

a. Public Utility Commission Notification

b. Customer Specific Tariff
The Telephone Company will file a tariff for each Custom ISDN ACD/MIS arrangement with the Public Utility Commission when the Company is awarded the bid for service. The tariff will include the following:

- Customer Name, Physical Address and Serving Exchange
- Type service provided
- Payment option selected
- Applicable rate-by-rate element

c. Rates
The rates will be based on the costs, payment plan and term commitment option selected. These factors will vary with each arrangement and will, therefore, reflect varying rates for individual arrangements. Rates will meet the criteria set forth in Rule §27.27(c).

d. Cost Studies
As required in Rule §27.27(c)

e. Copy of signed contract.

f. Customer Affidavit
Signed customer affidavit as required by Rule §27.27(c).

1 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

RATES AND CHARGES

PACKAGE	GSEC	Non-Recurring Charge [1]	GSEC	Monthly Rate
Basic ACD Feature Package				
per ACD Group-NonMetro	CENACDNRC	$ 55.00		
per ACD Group-Metro	CENMACDNRC	55.00		
per Non-Metro ACD Line [4]			CENACD	$24.50 [2, 3]
per Metro ACD Line [4, 5]			CENMACD	28.00 [2, 3]
Multipoint ACD				
per ACD Group-NonMetro	CENACDNRC	55.00		
per ACD Group-Metro	CENMACDNRC	55.00		
per Non-Metro ACD Line [4]			CENACDMP	36.75 [2]
per Metro ACD Line [4, 5]			CENMACDMP	42.00 [2]
Advanced ACD/MIS Features				
Additional Queue Slots				
Per System	CENACDQSNRC	25.00		
Per Slot			CENACDQS	2.50
Call Prompts, per step	CENACDCPNRC	100.00	CENACDCP	150.00
Call Vectoring				
Per ACD Group	CENACDCVNRC	40.00		
Per ACD Line			CENACDCV	6.00
Direct Agent Access				
Per Access Number			CENACDDAA	2.00
MIS Data Link, per link	CENACDMISNRC	25.00	CENACDMIS	80.00

1 Does not include appropriate Service Charges Section 13.

2 Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff No. 14, Section 13.

3 An additional charge of $1.16 per quarter mile (CEN MI1) will be charged for the local loop.

4 The applicable Metro exchanges are: Carrollton, D/FW Airport, Irving and Plano. However, ACD/MIS will be offered only in the central offices of these exchanges when facilities are available.

5 Extended Metro Service available to the central offices of D/FW Airport, Irving and Plano where ISDN-BRI [6] is offered. An additional Centrex EMS charge per month per line is applicable. See Section 34 of this product guide. (C)

6 ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N) (N)

STATION MESSAGE DETAIL RECORDING (SMDR)

GENERAL

A. Station Message Detail Recording (SMDR) is an optional feature of Centrex Service that provides a record of calls originating from Centrex® Service station lines to location outside of the same Centrex Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information:

1. The Centrex® Service line number of incoming facility group which originated the call or originating station number,

2. The called telephone number,

3. The date, time, and duration of the call,

4. The facility type used for routing the call.

C. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.

C SMDR records are provided to the customer via one of the following three methods:

4. Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. The associated rates, charges, and regulations for the private line for dedicated access, under the appropriate Company tariff, shall apply in addition to the rates, charges, and regulations for SMDR service.

5. Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.

6. Internet access where the call records are sent to the customer via the internet.

REGULATIONS

A. SMDR is available only where facilities permit and from capable Central Office switches only.

B. SMDR is not represented to be a provision of billing detail.

C. Local call records are provided only where available.

D. Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.

E. Modems, collection devices, computer equipment, and software are not provided as part of this service, and are the responsibility of the customer.

F. The dedicated access option, when requested by SMDR customers, will be priced under an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or internet access for more than 200 lines will be also priced under an ICB arrangement.

STATION MESSAGE DETAIL RECORDING (SMDR)

RATES

	Nonrecurring Charge(1)	Monthly Rate
Dedicated Access(2)	ICB	ICB
Dial-up Access, per system		
2 – 200 Lines	$ 300.00	$ 200.00
201+ lines	ICB	ICB
Internet Access, per system(3)		
2 – 200 Lines	$ 300.00	$ 200.00
201+ lines	ICB	ICB
Additions and Changes, per system change	(4)	

(1) Applies in addition to appropriate service order charges as set forth in Section 13.
(2) In addition, the associated rate, charges, and regulations for the dedicated access line under the appropriate Company tariff or product guide shall apply.
(3) Customer is responsible for obtaining connection to the internet.
(4) Apply Minor Software Change Charge as set forth in Section 34.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800 Service, Wide Area Telecommunications Service and local business trunks.

DEFINITION OF TERMS

"B" Channel - A 64 kilobit per second (kbps) channel used for information transfer between users. The "B" channel may be used in conjunction with circuit-switched service.

Calling Line Identification with Name – Calling Line Identification with Name allows the customer to have access to the directory number and name of the calling party. Compatible CPE is required. Calling Line Identification with Name is available only where facilities and conditions permit. Rates for Calling Line Identification with Name are available on a Month-to-Month basis or Term and Volume plan.

Circuit Switching - A switching technique in which an entire circuit, or in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

"D" Channel - A 64 kbps channel that carries signaling and control for the "B" channel.

ISDN-PRI Arrangement - Provides ISDN capabilities between the customer's premises and the serving central office. One Arrangement consists of 23 "B" channels and one "D" channel (23B+D) or 24 "B" channels.

PRI Trunk Group - A group of channels which are designated as one of the following:

- Incoming Exchange Trunk Group
- Outgoing Exchange Trunk Group
- Two-Way Exchange Trunk Group
- WATS Trunk Group
- 800 Trunk Group
- Interoffice Tie Group
- Call-by-Call

DESCRIPTION OF SERVICE

ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (mbps) facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, ISDN-PRI provides the customer with service capabilities and features described in this tariff.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

DESCRIPTION OF SERVICE (Cont'd)

ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 kbps over any "B" channel.

One D channel can control up to 20 PRI Arrangements. In such cases, a single "D" channel in one ISDN-PRI Arrangement handles all signaling and control requirements of multiple ISDN-PRI Arrangements in a specified grouping, allowing supplemental ISDN-PRI Arrangements to consist of 24 "B" channels.

"B" channels can be allocated for specific services, such as DID, DOD, WATS, 800

Service or configure channels to access multiple services on a per-call basis.

ISDN-PRI allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and the responsibility of the customer.

ISDN-PRI will provide the industry standards for National ISDN 1 and National ISDN 2 for PRI with the following exceptions:

- Delivery of Redirection Number for PRI Calling Number Identification,
- Privacy of Redirecting Number for PRI Calling Number Identification,
- Delivery of Redirection Reason for PRI Calling Number Identification.

For reasons of privacy, Frontier will not provide, except to law enforcement officials the following features:

- Trace of Call in Progress
- Trace of Terminating Calls
- Tandem Call Trace

CONDITIONS

ISDN-PRI service is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.

NI-2 compatible equipment is required for operation. It is the customer's responsibility to obtain and power such equipment.

Toll charges will apply when circuit-switched voice or data calls are completed outside of the customer's local calling area.

All ISDN-PRI Arrangement configurations must have at least one 23B+D for signaling and control functions.

ISDN-PRI interface is comprised of a limited set of standard user network interfaces. The ISDN-PRI customer premises equipment (CPE) must be compatible with the network interface.

Multirate provides the functionality of a single circuit whose bandwidth is a multiple of 64 Kbps. The virtual circuit's functionality is of one or more "B" channels, as required for each call. Multirate is also known as N x 64 data service. Customer premises equipment must be compatible with the Company's facility. This function is performed by the customer premises equipment.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

CONDITIONS (Cont'd)

Physically, the network is a metallic four-wire telephone loop interface between a switch equipped with ISDN and the network termination. NT2 customer premises equipment is required for providing physical compatibility in terminating telephone facilities at the customer's premises.

Each ISDN-PRI trunk group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20. Appropriate trunk connection charges apply to DID numbers.

This tariff does not provide for the transmission of packet data on the "B" or "D" channels. The service can be provided at rates determined on an individual case basis under PUC Substantive Rule 26.211 and PURA 1999.

Customers may utilize alternate high capacity digital facilities, (i.e. DS3 or any other compatible high capacity digital facility that meets specifications as determined by the Company) in lieu of the PRI Switched Facility specified herein. The applicable rules, regulations, and rates from the appropriate Company Tariff will apply for the alternate high capacity digital facilities.

This service is available from central offices which have the necessary facilities to provide ISDN-PRI service on the standard ISDN network platform. In the event that a customer's local serving office is not so equipped, Frontier will provide ISDN-PRI service from an alternate serving central office, determined by Frontier, at no additional charge to the customer. The customer must accept the service central office location assigned by Frontier and must agree to revert to service from his local serving central office when ISDN-PRI facilities become available.

If ISDN-PRI service is provided from an alternate central office, the customer must accept a number change, if necessary, to one associated with the alternate central office and the local calling areas associated with the alternate central office.

When ISDN-PRI becomes available from the local serving central office for an ISDN-PRI customer whose service has previously been provided from an alternate central office, the customer will revert to the local service, accept a telephone number change to the local telephone number(s) and be subject to the local calling areas of the local serving office. No charges will apply to the transfer of ISDN-PRI service from an alternate central office to a local service office.

Customers requesting ISDN-PRI foreign exchange (FX) or foreign office (FO) as an alternative to local PRI service will be required to pay the applicable PRI Special Transport plus mileage or the DS1 mileage charges as specified in the Texas Facilities For State Access Tariff, Section 5.7.7(A). Mileage is calculated on the airline distance between the Foreign Exchange or Foreign Office CO and the local serving CO. Where the calculated miles include a fraction, the value is always rounded up to the next full mile.

TERMINATION LIABILITY

(See General Rules and Regulations.)

Exceptions to the General Rules and Regulations are of follows:

Termination Liability does not apply to PRI Optional Feature. The termination liability charge will not apply when a customer converts from PRI Access and Switched Facility to a PRI Access only when the PRI is connecting to an alternate high capacity facility.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

FEATURES

The following features are provided at no additional charge for contract arrangements:

Calling Number Identification – Calling Number Identification allows the customer to have access to the directory number of the calling party.

"D" Channel Backup - Automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as a part of a 23B+D Channel Backup Arrangement.

Call-by-Call Service Selection - Provides an option to the dedicated "B" channel configuration by allowing "B" channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not required for individual services, such as DID, DIOD, WATS, 800 Service and business local switched network access lines. The CPE signals the local serving central office to access the service access type required. This option is grandfathered as of July 1, 2008. Call by Call will no longer be provisioned on new PRIs as of July 1, 2008, except for at existing customer's locations. Existing customers may continue their service until their service is disconnected.

Clear Channel Capability - Allows customers to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits.

The following features are provided at no additional charge for month-to-month arrangements:

Calling Number Identification - Provides identification of the calling party's ten digit dialing number to the PBX or host computer within a system.

Clear Channel Capability - Allows customers to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

SERVICE ADDITIONS

The ISDN-PRI Subsequent Activity Charge (SAC) is applicable for any changes to the customer configurations after initial installation. The SAC is applicable per occurrence.

For Term Commitment Arrangements:

During the term commitment period, the customer may add ISDN-PRI services at the monthly rates specified in the customer's term commitment or the customer may add ISDN-PRI services on a month-to-month or term commitment basis. The term commitment period for these additional ISDN-PRI services will not end concurrently with the current term commitment.

If a customer upgrades from other VERIZON-SW services that utilize the same facilities from their location and the local serving central office and a new term commitment is of equal or greater monetary value, the NRC charge will be waived.

If the customer relocates to a location served by a suitably equipped central office and establishes ISDN-PRI service, all installation charges at the new location will apply.

Customers with existing PRI contracts may convert to a new contract plan without incurring termination liability charges provided the value of the new contract is equal to or greater than the remaining value of the existing contract plan.

Two-year contract customers may subscribe to three-year contract optional facilities or services when 2-year contract rates are not available.

All of a customer's Telephone Company provided PRIs within a state will count towards the volume term commitment threshold. Volume term commitment customers may change the number of PRIs during the volume term commitment period. In the event customers under a volume term commitment make subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable level rate for the remainder of the volume term commitment period. The customer must provide the account information of the PRIs included in the volume term commitment at the time of commencement of the current service arrangement and with each change to the service.

See Termination Liability (General Rules and Regulations).

Exceptions to the General Rules and Regulations are of follows:

Termination Liability does not apply to PRI Optional Feature. The termination liability charge will not apply when a customer converts from PRI Access and Switched Facility to a PRI Access only when the PRI is connecting to a alternate high capacity facility.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

DESCRIPTION OF RATES

ISDN-PRI Service includes the following rate elements:

ISDN-PRI Switched Facility
ISDN-PRI Access
Channel Activations
Subsequent Activity
Two B Channel Transfer

ISDN Primary Rate Interface (PRI) - Switched Facility

The ISDN-PRI Switched Facility element is the line that connects the customer to the exchange and private line networks. Each ISDN-PRI line supports up to 24 channel network connections and uses digital technology to transport integrated capacity over a clear channel T-1 facility.

ISDN Primary Rate Interface (PRI) - Access

The ISDN-PRI Access element provides the switch termination of the PRI line. A PRI Access element is required with each PRI line. PRI Access typically requires 23 individual B-channels and one D-channel. The B-channel is a bearer channel that carries digitized traffic at up to 64 Kbps. The D-channel is a signaling channel used to control and route B-channel traffic.

Channel Configuration of ISDN-PRI Access:

ISDN-PRI 23B plus D
ISDN-PRI 23B plus D-channel Backup
ISDN-PRI 24B

The ISDN-PRI 23B plus D-channel provides 23 individual B-channels and one D-channel for signaling. A 23B plus D-channel backup configuration provides the ability to provision a second PRI D-channel as a backup D-channel. A 24 B-channel configuration allows all 24 channels to carry traffic while the associated signaling is provided by either a 23B plus D or 23B plus D-channel backup configured ISDN-PRI.

ISDN-PRI Access System Term & Volume Packages

Packages include the ISDN-PRI Access, the DS1 ISDN-PRI Switched Facility, and Channel Activations (including D-Channel Backup, DID/DIOD Channel, Data Channel and B-Channel-DID only Activations), EMS, EAS, and the features listed on Sheet 4A. The ISDN-PRI Access Term & Volume Packages without the DS1 ISDN-PRI Switched Facility includes the same items except the DS1 ISDN-PRI Switched Facility. Each package is offered with flat rate voice or data or DID only. Tie Channels are additional.

ISDN-PRI and Corporate Rewards 2- or 3- Year Plans

NRCs do not apply to PRIs during the initial installation. Subsequent Order Charges do apply for changes. Features can be put on a 2- or 3-year plan rate from the PRI tariff 2- or 3-year plans. Corporate Rewards Plans follows all of the Term, and Volume rates, terms and conditions.

Subsequent Activity

Nonrecurring charges for database configuration work will apply for all subsequent activity related to changes in channel configuration or ISDN-PRI attributes for all PRIs (all offerings) or discount plans (including: Term & Volume and Corporate Rewards). The database charges are applied on a, per-order basis.

DIGITAL SERVICES
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)
PRIMARY RATE INTERFACE (PRI)

DESCRIPTION OF RATES (Cont'd)

Channel Activations

Channel activation charges will apply to provide traffic capability for up to 24 B-channels. Channel activations are monthly recurring charges applied on a per channel basis with the exception of B-Channel – DID Only which has a nonrecurring charge applied on a per facility basis.

Types of Channel Provisioning:

D-Channel Backup - A "D" channel provisioned to automatically take over for a failed "D" channel in the event of trouble.

Two Way/DID/DIOD Channel - A "B" channel provisioned with DID/DIOD Service. DID Service allows callers to dial from the public network straight to a desired extension within a PBX or Centrex system without operator intervention. DIOD Service allows the above plus allows outgoing calls from extensions of a PBX or Centrex system to be placed directly by dialing an access digit and the desired number without operator intervention.

WATS & 800 Channel - A "B" channel provisioned with WATS or 800 Service. WATS Service allows customers to make toll calls to specified service areas on a direct dialing basis. 800 Service receives incoming calls that are free to the calling party.

Call-by-Call Service Selection Channel - A "B" channel provisioned to access multiple services on a per-call basis. Under this configuration, separate facilities are not required for individual services, such as DID/DIOD, WATS, 800 Service, etc. This option is grandfathered.

IC Channel - A "B" channel provisioned to interconnect with various compatible services provided by an Intermediary Customer or other service provider.

B-Channel - DID Only - A "B" channel provisioned with DID Service. DID Service allows callers to dial from the public network straight to a desired extension within a PBX or Centrex system without operator intervention. Channel activation is a nonrecurring charge applied on a per facility basis.

Tie Channel - Provides intercom capability on "B" channels of ISDN-PRI arrangements and other Centrex systems within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Centrex systems served from different central offices. Tie channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Centrex system and local exchange access for CPE. Intercom calls between an ISDN-PRI arrangement and a Centrex system do not incur usage charges. Calls to telephone numbers outside of a Centrex system without intercom capability may incur usage charges.

Tie Channel Service may terminate on CPE at a customer location or at an Intermediary Customer (IC) location. Rates for Tie Channel Service to Customer Premises or Central Office to Central Office are available on a per "B" channel basis. Rates for Tie Channel Services to IC are available on a per "B" channel basis or on a per PRI basis when 10 or more channels are activated.

Tie Channel to an Intermediary Customer (IC): "B" channels may be specified as dedicated to compatible services of an interexchange carrier or other service provider. The rate for the ISDN-PRI Facility is as specified in Paragraph 5. following. The intermediary customer will be required to order a 1.544 high capacity digital services facility to the customer's ISDN-PRI serving central office from the appropriate Verizon interstate or intrastate access services tariff.

Data Channel - A "B" channel provisioned for Switched Data Service. Switched Data Service provides end-to-end transport for switched digital data.

Two B Channel Transfer

The Two B Channel Transfer feature allows the CPE to accept a call from one user and after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

RATES AND CHARGES

	Nonrecurring Charge (1)	Monthly Charge	
Subsequent Activity Charge (per order)	$123.14	-	
Additional Telephone Numbers (see Section 34 for rates)			
Term Commitment Arrangement:			
Standard:			
DS1 ISDN-PRI Switched Facility			
1 Year Term (9)	$300.00	$247.43	
ISDN-PRI Access (Interface Arrangement) (2)(3)(4)(5)(6)			
23B+D, 24B, OR 23B+D Channel Backup			
1 Year Term (9)	$61.57	$264.50	
Channel Activations: (per channel in service			
Voice (9)	-	$20.21	(I)
Data (9)	-	$22.65	
Channel Activations: (per PRI facility)			
B-Channel – DID only (8)(9)	$125.00		

(1) Applicable Service Order Charges apply in addition to these NRCs.
(2) Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.
(3) Where available, ELC charges from Section 6 are also applicable on a per channel basis.
(4) Where available, optional local calling plans are rated from Section 6 and are also applicable on a per channel basis.
(5) EMS available in exchanges listed in Section 6; EMS additive rate, per channel, shown in Section 34.
(6) DS1 facilities for ISDN-PRI are to be rated from this Section of this product guide.
(8) Applicable when the entire PRI facility has only DID.
(9) This service is grandfathered as of July 1, 2008. Existing customers may keep their existing service until the end of their term.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

RATES AND CHARGES

Term Commitment Arrangement: (Cont'd)

Optional Features Term Rates:	Nonrecurring Charge	Monthly Rate
Calling Line Identification with Name, per ISDN-PRI Access		
1-Year Term (5)	-	$ 75.00
2-Year Term (1)(5)	-	70.00
3-Year Term (1)(5)	-	65.00
Term and Volume (1)		40.00
Two B Channel Transfer		
1-Year Term	-	$ 70.00
2-Year Term (1)	-	65.00
3-Year Term (1)	-	65.00

Term and Volume Rates:

ISDN-PRI Access System - Flat Rate	Nonrecurring Charge	2 Year Monthly Rate	3 Year Monthly Rate
Ports - 23B, 23+D Additional, 24B, each:			
Package 1, 1 to 10 PRIs (2)(3)(4)	-	$1,239.85 (I)	$1,190.25 (I)
Package 2, 11 to 20 PRIs (2)(3)(4)	-	1,157.19 (I)	787.75
Package 3, 21 + PRIs (2)(3)(4)	-	675.00	$1,074.54 (I)
ISDN-PRI Access System - Flat Rate without DS1 ISDN-PRI Switched Facility, each			
Package 1, 1 to 10 PRIs (2)(3)(4)	-	$ 615.00	$ 672.75
Package 2, 11 to 20 PRIs (2)(3)(4)	-	590.00	570.00
Package 3, 21 + PRIs (2)(3)(4)	-	570.00	540.00

(1) This rate is also available to customers enrolled in the Corporate Rewards Toll Optional Discount Calling Plan for 2- or 3-Year Term options.
(2) Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.
(3) Term and Volume includes the ISDN-PRI Access, the DS1 ISDN-PRI Switched Facility, and Channel Activations, the local Calling Scope of the exchanges, including EMS, if applicable, and the features listed on Sheet 4A. The ISDN-PRI Access Term & Volume Packages without the DS1 ISDN-PRI Switched Facility includes the same items except the DS1 ISDN-PRI Switched Facility.
(4) ISDN PRI Centrex Access or ISDN PRI Voice Over Internet Protocol (VOIP) Centrex Access NRCs from Centrex Service, Section 34, are required for Tie Channels and Tie Channels to an Intermediary Carrier. Tie Channel are in additional to these rates.
(5) This term plan is grandfathered as of July 1, 2008. Existing customers may continuum their service until their service is disconnected or their term ends, whichever is first. The Tem and Volume Options replace this plan.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

RATES AND CHARGES

Term Commitment Arrangement: (Cont'd)

Term and Volume Rates: (cont'd)

ISDN-PRI Access System - Flat Rate (Cont'd)	Nonrecurring Charge	2 Year Monthly Rate	3 Year Monthly Rate	5 Year Monthly Rate
Ports - 23B, 23+D Additional, 24B, each:				
Package 1, 1 to 10 PRIs (1)(2)	-	$727.38 (I)	$595.13 (I)	$529.00 (I)
Package 2, 11 to 20 PRIs (1)(2)	-	470.00	488.75	
Package 3, 21 + PRIs (1)(2)	-	435.00	400.00	
ISDN-PRI Access System – DID only without ISDN-PRI DS1 Switched Facility, each				
Package 1, 1 to 10 PRIs (1)(2)	-	$300.00	$285.00	
Package 2, 11 to 20 PRIs (1)(2)	-	290.00	275.00	
Package 3, 21 + PRIs (1)(2)	-	280.00	265.00	

	Nonrecurring Charge	1 Year Monthly Rate
ISDN-PRI Access System – Flat Rate Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs	-	$954.50
ISDN-PRI Access System – Flat w/o DS1 Switched Facility Premium Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs	-	$782.00
ISDN-PRI Access System – DID only[1, 2] Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs	-	$690.00
ISDN-PRI Access System – DID only w/o DS1 Switched Facility[1,2] Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs	-	$450.00

(1) Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.

(2) Term and Volume includes the ISDN-PRI Access, the DS1 ISDN-PRI Switched Facility, the DID Channel Activations, and the features listed on Sheet 4A except Call-by-Call Service Selection. The ISDN-PRI Access Term & Volume Packages – DID only without the DS1 ISDN-PRI Switched Facility includes the same items except the DS1 ISDN-PRI Switched Facility.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

RATES AND CHARGES

Month-to-Month Arrangement:

	Nonrecurring Charge (1)(8)	Monthly Charge	
DS1 ISDN-PRI Switched Facility	$300.00	$1,604.00	(I)
ISDN-PRI Access (Interface Arrangement) (2)(3)(4)(5)(6)	$65.00	$3,930.00	(I)
Channel Activations: (per channel in service)			
D-Channel Backup (10)	$65.00	$330.63	
Two Way/DID/DIOD Channel (7)	-	$108.50	(I)
WATS & 800 Channel (11)	-	$422.00	
Call-by-Call Service Selection Channel (11)	-	$422.50	
Tie Channel Service to Intermediary Customers (IC), each (9)			
Per B Channel	-	$10.00	
Per PRI (11 or more B Channels activated)	-	$100.00	
Tie Channel Service to Customer Premises or Central Office to Central Office, each			
Per B Channel	-	$22.65	
Metro Adder	-	$33.06	
Extended Metro Service	-	$33.06	

(1) Applicable Service Order Charges apply in addition to these NRCs.
(2) Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.
(3) Where available, ELC charges from Section 6 are also applicable on a per channel basis.
(4) Where available, optional local calling plans are rated from Section 6 and are also applicable on a per channel basis.
(5) EMS available in exchanges listed in Section 6; EMS additive rate, per channel, shown in Section 34.
(6) DS1 facilities for ISDN-PRI are to be rated from this Section of this Tariff.
(7) Applicable when there is a combination of DID and DIOD on a channel.
(8) NRCs do not apply for PRIs on Corporate Rewards 2 and 3 Year Term Commitment.
(9) ISDN PRI Access or ISDN PRI Voice Over Internet Protocol (VIOP) Access NRCs from Centrex Tariff No. 34 are required.
(10) This NRC does not apply if provisioned at the same time as the PRI. If the feature is added at a later time, then the Subsequent Activity Change applies.
(11) This service is grandfathered as of July 1, 2008. Existing Call by Call customers may keep their service until they disconnect the PRIs.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

PRIMARY RATE INTERFACE (PRI)

RATES AND CHARGES

Month-to-Month Arrangement:

	Nonrecurring Charge(1)(3)	IOSC	Monthly Charge	IOSC
Channel Activations: (per PRI facility)				
B-Channel – DID only(2)	$ 125.00		-	
Calling Line Identification with Name, per ISDN-PRI Access(4)	100.00		$ 85.00	
Two B Channel Transfer(4)	100.00		85.00	
Interoffice Transport				
Special transport			60.00	
Each airline mile			10.00	

(1) Applicable Service Order Charges apply in addition to these NRCs.
(2) Applicable when the entire PRI facility has only DID (for Standard customer only).
(3) NRCs do not apply for PRIs on Corporate Rewards 2 and 3 Year Term Commitment.
(4) This NRC does not apply if provisioned at the same time as the PRI. If the feature is added at a later time, then the Subsequent Activity Charge applies.

ECENTREX SERVICE

GENERAL

ECENTREX Service is a customer group switching service providing inward and outward local and toll calling and intercommunications calling without intermediate handling by the ECENTREX attendant. Switching is provided by means of electronic central office switching equipment located on Telephone Company premises.

ECENTREX Service is furnished subject to the availability of equipment and facilities and is subject to the rules and regulations contained in the Telephone Company's General Exchange Tariff. Additional rules and regulations and exceptions to the general rules and regulations pertaining to this service are as specified in this section of the tariff. Rates and conditions pertaining to

ECENTREX Service are subject to change in accordance with directives of applicable local, state, and federal governmental and regulatory bodies.

The Telephone Company will furnish those quantities of equipment required to provide a quality of service which meets the call completion standards of the Telephone Company.

One directory listing is provided without charge for each ECENTREX system. Additional directory listings for ECENTREX stations may be provided the customer at the regular business extra listing rate.

Rates specified for ECENTREX Service include the provision of subscriber outside plant up to 13,000 airline feet from the customer's serving central office, ECENTREX switching capacity for basic ECENTREX Service, and access to the local and toll switching network. Private lines, off-premise extensions, tie lines, subscriber outside plant extending beyond 13,000 airline feet, and other special features or arrangements will be provided at the rates and conditions specified in this section or other sections of the tariff. ECENTREX Service includes station identification of message toll calls with identification being provided either automatically or by means of a Telephone Company toll operator. The design of serving arrangements and selection of equipment and facilities for the provision of ECENTREX Service is subject to Telephone Company control in accordance with technical and service guidelines of applicable governmental and regulatory agencies.

ECENTREX SERVICE

GENERAL (Cont'd)

ECENTREX Service is only offered to customers located within the serving area of the central offices equipped to provide ECENTREX service.

ECENTREX Service is provided at the rates specified in this tariff to customers whose primary location is within one of the listed central office serving areas. The same ECENTREX station rates apply to stations located at secondary customer locations which are within the same central offices serving area as the customer's primary location. Stations located at secondary customer locations in other central office serving areas of the same exchange shall pay interoffice mileage charges per main, restricted or semirestricted station as specified in the General Exchange Tariff. Stations located in other exchanges shall pay applicable rates and charges contained in applicable access charge tariffs. The provision of service at secondary locations in other central office serving areas and stations located in other exchanges is subject to restriction in accordance with technical requirements or other limitations which may preclude or limit service to remote locations, and limit the number of stations that can be provided service.

Secondary locations may be served by means of a separate ECENTREX system where it is not economically feasible to serve such locations as secondary stations. See Exception Section of the tariff.

College or university administrative and academic stations will be provided at the regular ECENTREX tariff rates.

ECENTREX lines may not terminate as trunks on PBX/PABX systems.

ECENTREX SERVICE

CLASSIFICATION OF STATIONS

Main ECENTREX Stations: Stations arranged to originate or receive local and toll calls directly through the system.

Restricted ECENTREX Stations: Stations that cannot originate local or toll calls through the system. Restricted stations have access only to the other ECENTREX stations.

Semirestricted ECENTREX Stations: Stations that cannot originate calls through the toll network. Local and in-system calls may be both originated and received.

Extension ECENTREX Stations: Stations that are added to either a main or restricted ECENTREX station line. Extension stations will have the same access to service as either the main or restricted station with which they are associated.

Administrative ECENTREX Station: An ECENTREX main station used in the conduct of the administrative and academic business at a college or university.

DEFINITIONS

Primary Location: The continuous property initially designated by the customer as the primary location.

Secondary Location: Each different premises of the same customer, not within the primary location, served by one or more stations of the same ECENTREX system.

Kilofoot: One thousand feet.

EXCEPTIONS

ECENTREX Service at hotels, motels, and apartment complexes will not be provided.

ECENTREX SERVICE

STANDARD FEATURES

Station Features:

Call Waiting-Originating or Terminating (Not Both)
Camp-On With Call Back
Call Diversion or Call Forward (Not Both)
Directed Call Pick Up
Data Line Security
Distinctive Ring On Incoming Calls
Distinctive Dial Tone on Transfer-Type Features
Executive Override
Hold and Transfer

System Features:

Abbreviated Dialing
Alternate Routing - 4 Groups of Primary to Secondary
Back-Up Power
Call Park
Code Restriction
Data Transmission
Flexible Dialing Pattern
Intercept Arrangements
Line Lock-Out
Listed Directory Number Calls
Predetermined Night Answer (Limit 5 Stations Per Customer)
Predetermined Night Answer - With Transfer (Limit 5 Stations Per Customer)
Simple Toll Restriction
Service Restriction Terminating
Universal Night Answer
AIOD
DID
DOD

ECENTREX SERVICE

OPTIONAL FEATURES:

In addition to the standard features listed in this section, the customer may select the following options. Activation of these features may require optional features cards, or equipment and additional charges will apply accordingly. Also availability of some of these features will be dependent on common equipment capabilities and will be available only where facilities and conditions permit.

Attendant Turret
Touch Calling
FX and WATS Trunk Terminations
Tie Line Terminations
Conference: (1)
    6-Port
    11-Port
Interface to Customer-Provided Equipment (1)
Call Queuing (1)
Speed Calling: (1)
    8-Group
    30-Group
Station Hunting (1)
Dial Call Pick-Up
Multiline Hunting (l)
Most Economical Route Selection
Switched Direct Line
Trunk Call Ticketing (1)
Service Efficiency Studies (1)
Remote Access to PABX Features (1)
Night Trunk-to-Trunk (1)
Business Service Usage and Events Metering (1)

RATES AND CHARGES

(1) These features may not be available due to common equipment limitations and will be available only where facilities and conditions permit.

ECENTREX SERVICE

RATES

ECENTREX customers pay a monthly ECENTREX Subscription Fee. This fee is in addition to the applicable ECENTREX Station Rate and End User Charge specified in Frontier Tariff FCC No. 14, Section 13.

		Nonrecurring Charge	Monthly Rate
ECENTREX Subscription Fee	SUBSCRIBFEE	--	$1,000.00
ECENTREX Stations Ordered or Established Prior to July 27, 1983:			
ECENTREX Main, Restricted and/or Semirestricted Station, each	ECTXEXACC	(1)	13.50
	ECTXEXNACC	(1)	13.50
ECENTREX Stations Ordered or Established After July 27, 1983:			
ECENTREX Main, Restricted and/or Semirestricted Station, each	ECX S ACC	(1)	13.50
	ECX S CPE ACC	(1)	13.50

(1) See Section 13 for applicable service charges.

ECENTREX SERVICE

ECENTREX (Cont'd)		Nonrecurring Charge	Monthly Rate
Each Customer Group Established		$2,000.00	$--
FX and WATS Trunk Termination Card, per group of 4 trunks	ECTXTRKTRM 3738	(2)	44.75
Tie Line Termination Card, per group of 4 trunks. Tie Lines with the capability to reach other trunk circuits and to be reached from other trunk terminations.	ECTXWTTRK 3739	(2)	49.00
Tie Line Termination Card, per group of 4 trunks. Tie Lines without the capability to reach other trunk circuits or to be reached from other trunk terminations.	ECTXWOTTRK 3740	(2)	44.75
Remote Access to PABX Features, per each facility equipped. This feature can only be provided in Central Offices where calling-party forced disconnect exists.	ECTXREMACC 3741	(3)	35.75
Night Trunk-to-Trunk, per each facility equipped. This feature can only be provided in Central Offices where calling-party forced disconnect exists.	ECTXNITTRK 3742	(3)	35.75

(1) No service charge applies if installed at time of initial system installation. Charges apply to subsequent installations only.
(2) No service charge applies if installed at time of initial system installation. For subsequent installations, $50.00 per trunk will apply.
(3) No service charge applies if installed at time of initial system installation. For subsequent installation charges, refer to ECENTREX Service Subsequent Installation Charges listed in this section.

ECENTREX SERVICE

ECENTREX (Cont'd)		Nonrecurring Charge	Monthly Rate
Touch Calling (100%), per 100 stations equipped	ECTXTC100 3743	(1)	$ 35.50
Meet-Me or Progressive Conference:			
6-Port Conference	ECTX6PTCON 3744	$ 500.00(2)	42.00
11-Port Conference	ECTX11PTCN 3745	500.00(2)	75.25
Interface With Customer-Provided Facility Card, per group of 4 trunks	ECTXINTRFC 3746	(3)	34.75
Call Queuing:			
Basic Common Equipment, per customer	ECTXCLQUCE 3747	(1)	3.60
Each Facility Group Placed In Queue With Individual Recorder	ECTXCLQUWR 3748	(1)	18.25
Each Facility Group Placed In Queue Without Individual Recorder	ECTXCLQWOR 3749	(1)	6.60
Each facility can handle a maximum of 10 calls in Queue.			
Speed Calling - Individual or Group (Maximum of 8 group lists per customer):			
8-Number List, each	ECTXSPCL8 3750	(1)	1.10
The maximum 8-number list per each 100 ECENTREX stations is 90.			
30-Number List, each	ECTXSPCL30 3751	(1)	2.20
The maximum 30-number list per each 100 ECENTREX stations is 20.			

(1) No service charge applies if installed at time of initial system installation. For subsequent installation charges, refer to ECENTREX Service Sub-sequent Installation Charges listed in this section.
(2) No service charge applies if installed at time of initial system installation. Charges apply for subsequent installations.
(3) No service charge applies if installed at time of initial system installation. For subsequent installations, $50.00 per trunk will apply.

ECENTREX SERVICE

ECENTREX (Cont'd)		Nonrecurring Charge	Monthly Rate	
Station Hunting (each group up to 32 stations), per each group. This feature may be sequential, non-sequential, ACD (simple), or circular; and also includes secretarial hunt between groups. The maximum number of groups per each 100 ECENTREX stations is 3.	ECTXSTAHNT 3752	(1)	$ .90	(I)
Dial Call Pick-Up (maximum of 512 groups), per each group of up to 20 stations. The maximum number of groups per each 100 ECENTREX stations is 10.	ECTXDLCLPK 3753	(1)	9.35	
Multiline Hunting (2-4 stations), per each 10 groups. The maximum number of groups per each 100 ECENTREX stations is 10.	ECTXMTLHNT 3754	(1)	2.20	
Most Economical Route Selection: Common Equipment (Basic Service). This feature allows the customer to have any number of facility types terminating in Home or Foreign Number Plan Area as long as there is no requirement for splitting a Foreign Number Plan Area.	ECTXMERSCE 3755	(1)	13.00	
Each NPA requiring 6-Digit Translation. This feature is required for each FNPA where the primary routing is different for different telephone numbers in the Number Plan Area.	ECTXMERNPA 3756	(1)	6.90	(I)

(1) No service charge applies if installed at time of initial system installation. For subsequent installation charges, refer to ECENTREX Service Sub-sequent Installation Charges listed in this section.

ECENTREX SERVICE

ECENTREX (Cont'd)		Nonrecurring Charge	Monthly Rate	
Most Economical Route Selection: (Cont'd)				
Route Changes from Original Basic Service ..... This service is required when a route change is needed due to any new addition of FX or WATS trunk group.		(1)	$ --	
Tables Revision: Charge for revision due to changes for additional area codes and ABC codes (a change being considered as each area code or ABC code):				
1-25 changes.....		$ 50.00	--	
26-100 changes.....		100.00	--	
Digital Trunk Interface Unit, per Trunk..... This feature provides a direct T-1 interface equivalent to 24 channels.	DTIU	2,175.00	250.00	(N) | | (N)

(1) No service charge applies if installed at time of initial system installation. For subsequent installation charges, see Section 13.

ECENTREX SERVICE

ECENTREX (Cont'd)		Nonrecurring Charge	Monthly Rate	
Switched Direct Line	ECTXSWDRLN 3757	(2)	$ 30.25	(I)
Each station requiring this feature may be switched directly to another station in the system, the attendant, or to a 7- or 10-digit number. The maximum number of lines per each l00 ECENTREX stations is 20.				
Trunk Call Ticketing:				
Common Equipment, per customer	ECTXTCTCE 3758	$250.00	44.75	(I)
Per Trunk Equipped	ECTXTCTTRK 3759	(2)	.85	(I)
Processing Charge (Single-Month Study), per customer		50.00	--	
Processing Charge (Recurring Monthly Study), per customer	ECTXTCTPRM 3760	--	55.00	(I)
Service Efficiency Study:				
Basic Charge, per customer	ECTXSESBAS 3761	250.00	.85	(I)
Processing Charge, per customer (Includes all data processed during a one-month period)		50.00	--	
Set Up Charge (maximum of 20 stations), per 3-day study period		25.00	--	
Business Service Usage and Events, per 5-day study period		110.00	--	
This metering package provides data describing the traffic load on certain special trunks and features per customer.				
Facility Conditioning Charge (for Outside Plant in excess of 13 airline kilofeet), per cable pair, per airline kilofoot, or fraction thereof per station	ECTXFACCON 3762	(1)	4.80	(I)

(1) No service charges applies if installed at time of initial system installation. For subsequent installation charges, refer to ECENTREX Service Subsequent Installation Charges listed in this section.

ECENTREX SERVICE (N)

ECENTREX (Cont'd)	Service Charge	Monthly Rate
ECENTREX Service Subsequent Installation Charges:		
Major Change Charge, per order ..... This charge applies to any subsequent installation requiring a new data base tape to be generated per order.	$2,000.00(I)	--
Minor Change Charge, per order ..... This charge applies to any subsequent installation that does not require a new data base tape to be generated, but does require a hardware addition.	500.00(I)	--
Station Programming Change Charge, each station changed (10 stations per order minimum)..... This charge applies to any class of service addition or movement of numbers among stations with a I0 stations per order minimum, not requiring Central Office work or premise visit. Changes should be billed to primary listed number.	5.00(2)	--

(1) Service Charge can be determined on a group basis where conditions and facilities permit and will be apportioned equally among all customers in the same customer group.
(2) Applies in addition to any applicable service order charge. (N)

ECENTREX SERVICE

FOREIGN CENTRAL OFFICE ECENTREX SERVICE

GENERAL

Foreign Central Office ECENTREX service is furnished from one switching office of a multioffice exchange to an ECENTREX customer located in the serving area of another switching office of that same multioffice exchange.

When facilities are available and service conditions will permit, the Telephone Company may furnish Foreign Central Office ECENTREX service subject to the regulations below.

REGULATIONS

Foreign Central Office ECENTREX service is normally furnished on a two-point basis; but where conditions permit, a third point may be added. Foreign Central Office ECENTREX service is furnished to a maximum of three central offices and exchange connection may only be made at one of these points.

Use of service, as defined in the "General Rules and Regulations" section of this General Exchange Tariff, also applies to the use of Foreign Central Office ECENTREX service.

Foreign Central Office ECENTREX service is not in accord with the general plan of furnishing telephone service and will be furnished only under special conditions where the service is warranted by the circumstances involved. The Telephone Company does not obligate itself to furnish this service, particularly where it involves undue expense or impairment of the service furnished the general public.

If facilities are not available and unusual expenditures are involved in making them available, the customer may be required to pay an additional charge to cover the unusual expenditures or to contract for service beyond the initial period, or both.

			Monthly Rate	
Foreign Central Office ECENTREX lines:				
First airline kilofoot between central offices, per cable pair	ECTXFCOFST	3763	$6.95(1)(2)	(I)
Each additional airline kilofoot or fraction thereof between central offices, per cable pair	ECTXFCOADL	3764	1.30(1)	(I)

(1) Applies in addition to the basic station rate.
(2) Applies each time a central office is added.

(N)

ECENTREX SERVICE

APPLICATION OF FACILITY CONDITIONING CHARGES AND FOREIGN CENTRAL OFFICE ECENTREX CHARGES

ECENTREX service is furnished at the basic station rate to an airline distance of l3 kilofeet (l3,000 feet) from the serving ECENTREX office.

Customers in excess of l3 kilofeet from the serving ECENTREX office will pay the basic ECENTREX station rate plus a facility conditioning charge for each airline kilofoot (l,000 feet), or fraction thereof, in excess of l3 airline kilofeet from the serving ECENTREX office, per cable pair, per station.

A customer desiring ECENTREX service from a Foreign Central Office (where facilities and conditions permit) who is within l3 airline kilofeet of the Foreign Central Office will pay the basic ECENTREX station rate plus the Foreign Central Office ECENTREX charge applicable to the airline distance between the serving ECENTREX office and the Foreign Central Office(s), per cable pair.

A customer desiring ECENTREX service from a Foreign Central Office (where facilities and conditions permit) who is beyond l3 airline kilofeet of the Foreign Central Office will pay the basic ECENTREX station rate plus the Foreign Central Office ECENTREX charge applicable to the airline distance between the serving ECENTREX office and the Foreign Central Office(s), per cable pair plus a facility conditioning charge for each airline kilofoot, or fraction thereof, in excess of l3 airline kilofeet from the Foreign Central Office, per cable pair, per station. (N)

ECENTREX SERVICE
CALL SCREENING SERVICE
RESIDENTIAL DORMITORY

(N)

GENERAL

Call Screening Service enables a customer, by means of Telephone Company operator identification, to restrict outgoing toll calls from station users to only those calls which are charged to the called telephone, a third number, or a credit card call.

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

This service is available in connection with Residential Dormitory and only where facilities permit.

Additional items of service or equipment which may be required in connection with Call Screening Service will be provided at applicable tariff rates.

Rates	Nonrecurring Charge	Monthly Rate	
Call Screening for single line one-party service	(1)	--	
Call Screening for Residential Dormitory Service (up to 10 Dormitory Line Changes per Service Order)	(1)	--	(N)

(1) Residential Secondary Service Order Charge in Section 13 applies. (N)

CUSTOM ASSEMBLIES OF EQUIPMENT

GENERAL

Custom assemblies consists of modifications of service arrangements for which provision is not otherwise made in this product guide. These custom assemblies fall into the following:

Special assemblied services having a monthly rate of $200 or more.

Custom 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 tariffs/product guides.

When, through no fault of the Telephone Company, work is not started within 90 days of the scheduled start date for a particular project, the customer may be liable for the following charges: (1) interest on project costs at the current rate for new venture capital to the Telephone Company, (2) moving, transportation, and storage costs, (if incurred).

The services contained herein are intended to be installed for the specific customer named and are not applicable for nonspecified customers.

(N)

CUSTOM ASSEMBLIES OF EQUIPMENT

SERIES 4600 SUBSEQUENT INSTALLATION CHARGES		Nonrecurring Charge
Major Change Charge, per order	347824441	$ 2,000.00
This charge applies to any subsequent installation requiring a new data base tape to be generated per order.		
Minor Change Charge, per order	347824442	500.00
This charge applies to any subsequent installation that does not require a new data base tape to be generated, but does require any hardware addition or change per order.		
Programming Change Charge (up to 10 changes), per order	347824443	5.00(1)
This charge applies to any class or service addition or movement of numbers among stations up to 10 changes per order not requiring Central Office work or premise visit. Changes should be billed to primary listed number.		

(1) Applies in addition to any applicable service charge.

(N)

CUSTOM ASSEMBLIES OF EQUIPMENT

SERIES 4600			Plan II Nonrecurring Charge	Plan II Monthly Rate	
Initial Basic Common Equipment:					
Includes 2 Central Processor Memory Frames, 1 Manual Control Console Frame, 1 Input/ Output Access Frame, 2 Network Peripheral Interface Controller Frames, 1 Receiver, Local Routiner and Miscellaneous Frame, 1 Teletypewriter, 2 Announcer Recorders, 1 Main Distributing Frame, Reserve Battery Power, 1 Power Frame, Memory, Spare Parts and Miscellaneous Hardware (nominal maximum size of 50 trunk groups of facilities and 400 circuits). Not equipped with trunks, lines or turret.					
Initial Basic Common Equipment	347824444	6989	$47,315.00	$14,040.00	
Station Access: (1)					(C) (D) (D)
Second Input-Output Access Frame:					
Trunk Call Ticketing Common Equipment	347824448	6990	910.00	710.00	
Equipped Call Ticketing Trunk, each (2)	347824449	6991	N/A	1.10	(T)

(1) For Station Access, see Section 34, Part II, Sheet No. 1 (C) (D) (D)

(2) FrontierDS processing available upon customer request only. (D) (T)

(N)

CUSTOM ASSEMBLIES OF EQUIPMENT

SERIES 4600 (Cont'd)	Charge		Plan II Nonrecurring Rate	Monthly
Quad Memory Frame	347824450	6992	$ 920.00	$ 570.00
Console (turrets), each	347824451	6993	665.00	120.00
Power Supply for console (required when console is located in excess of 250' (cable feet) from equipment	347824452	6994	180.00	13.50
LINES: (1)				
Common Equipment for 1st 256 Line Group	347824453	6995	1,390.00	715.00
Common Equipment for 2nd 256 Line Group	347824454	6996	1,390.00	715.00
Common Equipment for 3rd 256 Line Group (2)	347824455	6997	565.00	295.00
Common Equipment for Line Unit of 64 or less (does not include line cards)	347824456	6998	215.00	60.00
Line Card, each 8 ccts	347824457	6999	40.00	32.00
TRUNKS: (3)				
Common Equipment for 1st 96 Trunk Group	347824458	7000	1,400.00	570.00
Common Equipment for 2nd 96 Trunk Group (4)	347824459	7001	715.00	275.00
Common Equipment for Trunk Unit of 24 or less (does not include trunk cards)	347824460	7002	210.00	43.50
Trunk Terminations - C.O., FX, WATS, per group of 4 (5)	347824461	7003	55.00	31.00
Two-Way Loop Tie Trunks	347824462	7004	60.00	42.00

(1) Common Equipment does not include line cards or common equipment for 64 line units.
(2) When Common Equipment for 3rd 256 Line Group is exceeded, begin again with Common Equipment associated with 1st 256 lines.
(3) Common Equipment does not include trunk cards or common equipment for 24 trunk group.
(3) When Common Equipment for 2nd 96 Trunk Group is exceeded, begin again with the common equipment associated with the 1st 96 Trunk Group.
(4) Applies in addition to Central Office PABX Trunk charge contained in Section 6.

(N)

(N)

CUSTOM ASSEMBLIES OF EQUIPMENT

SERIES 4600 (Cont'd)			Plan II Nonrecurring Charge	Plan II Monthly Rate
Tie Line, CCSA Termination per group of 4	347824463	7005	$ 105.00	$ 27.50
Trunk Interface Card	347824464	7006	55.00	28.50
DID Trunks, per group of 4 (1)	347824465	7007	60.00	42.00
DOD Trunks, per group of 4 (1)	347824466	7008	60.00	42.00
Remote Access	347824467	7009	320.00	71.00
Night Trunk to Trunk, each	347824468	7010	320.00	71.00
Automatic Identification of Outward Dialing (2)	347824469	7011	585.00	35.50
Touch Calling (100%):				
Common Equipment-Total System	347824470	7012	1,120.00	850.00
Per 100 lines, each	347824471	7013	175.00	26.50
Interface with customer-provided facility card, per group of 4 circuits, each (3)	347824472	7014	85.00	17.75
Call Queuing:				
Common Equipment	347824473	7015	555.00	56.00
Each facility placed in queue (includes individual recorder announcer) (4)	347824474	7016	55.00	32.00
Meet-Me or Progressive Conference:				
6-Port Conference (5)	347824475	7017	45.00	13.00
11-Port Conference (11 additional line circuits will be required with use of this feature)	347824476	7018	85.00	26.00

(1) Applies in addition to Central Office PABX trunk charge contained in Section 6 and central office DID equipment charge contained in Section 14.
(2) Central Office AIOD Common Equipment charges apply in addition to this rate. The Central Office must be equipped with AIOD before this service can be provided. DID must also be provided when AIOD is provided.
(3) Dictation Access and Control, Computer Interface, Taped Instruction Inter-face, Code Calling and Paging, etc.
(4) Maximum of 10 calls in queue on one facility.
(5) Six additional line circuits will be required with activation of this feature.

(N)

(N)

CUSTOM ASSEMBLIES OF EQUIPMENT

SERIES 4600 (Cont'd)			Plan II Nonrecurring Charge	Plan II Monthly Rate
Music-on-Hold (1)	347824477	7019	$ 40.00	$ 6.25
Speed Calling-Individual or group (Maximum of 8 group lists per customer):				
Each 8 number list	347824478	7020	5.00	1.30
Each 30 number list	347824479	7021	5.00	3.80
Station Hunting, per each group (2)	347824480	7022	10.00	1.30
Dial Call Pick Up Unit-11 Line, 24 Line (3)				
Dial Call Pick-Up per each group of 20 lines (maximum of 512 groups only)	347824481	7023	5.00	.95
Multiline-Hunting (2-4 lines only) (4)	347824482	7024	25.00	3.20
Most Economic Route Selection:				
Common Equipment	347824483	7025	75.00	26.00
Each NPA with 6-digit translator	347824484	7026	55.00	6.00
Switched Direct Line (5)	347824485	7027	20.00	.50
Service efficiency studied, each group of 20 stations studied per day (6)	347824486	7028	N/A	.95
Tone-to-Pulse Conversion			N/A	(7)

(1) Customer must provide music source.
(2) Must be sequential, nonsequential, ACD (simple) or circular. Also includes secretarial hunt between groups.
(3) See Texas General Exchange Tariff, Section 34, Part I for rates.
(4) One required for each 10 groups.
(5) Each line requiring this feature may be switched directly to another station in the system, the attendant, or to a 7 or 10-digit number. Also requires a station per line and line circuit.
(6) In addition to FrontierDS processing charge available upon customers request only.
(7) Subsequent to initial PABX installation, a station handling charge per C.O. trunk applies.

(N)

CUSTOM ASSEMBLIES OF EQUIPMENT

CUSTOMER

Greater Harris County 9-1-1 Emergency Network

ITEM

Enhanced Emergency Number Service (E-9-1-1) as provided for in the Emergency Number Act, Senate Bill 606.

GENERAL

Enhanced Emergency Number Service, also referred to as E911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911; it includes the services provided by the lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls dialed to 911.

E911 Service is offered subject to the availability of facilities.

The E911 Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 Service calling.

RULES AND REGULATIONS

The service is limited to the use of central office telephone number 911 as the emergency telephone number. Only one E911 service will be provided within any government agency's locality.

The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate Public Safety Answering Point.

E911 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.

CUSTOM ASSEMBLIES OF EQUIPMENT

RULES AND REGULATIONS (Cont'd)

The Telephone Company does not undertake to answer and forward E911 Service calls but furnished the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

Temporary suspension of service is not provided for any part of E911 Service.

E911 Service information consisting of the name, address, and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

Any party residing within the E911 Service District forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the Public Safety Answering Point.

The Telephone Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this section and other sections of this tariff.

The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Telephone Company in the event the system is not functioning properly.

Where service is available under this tariff for use in connection with customer-provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided systems do not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided facilities. In instances where the trouble is determined (in a timely manner) to be cause by customer-provided equipment or facilities a service charge of $35.00 will be applicable. In instances where Telephone Company personnel are required to be at the customer's location for extended

CUSTOM ASSEMBLIES OF EQUIPMENT

RULES AND REGULATIONS (Cont'd)

periods of time for purposes of testing, trouble-shooting or any other work in connection with the customer's equipment or facilities, the customer shall be billed the actual cost for time, materials, etc., expended on that particular call out.

The Telephone Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of E911 Service, including any and all equipment and data processing system associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Telephone Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

E911 Service will be designed by the Telephone Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered.

Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its E911 Service lines that originate from all telephones served by central offices within the E911 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone Company must be provided, in writing, with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any E911 Service request.

In addition to all other terms and conditions, the following customer requirements will apply:

The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.

The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area, or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extend that such services are reasonably available.

CUSTOM ASSEMBLIES OF EQUIPMENT

RULES AND REGULATIONS (Cont'd)

The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to an E911 Service PSAP by calling parties.

The customer will subscribe to, or provide, telephone equipment and trunking capable of adequately handling the number of incoming E911 Service lines recommended by the Telephone Company to be installed.

The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any service furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 service hereunder.

The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Telephone Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this tariff as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer, authorized user, or joint use, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Telephone Company.

DEFINITIONS

Automatic Number Identification (ANI):

A feature by which the calling party's telephone number is forwarded to the E-9-1-1 Tandem Office and displayed on Transfer and Display Units located at the respective Public Safety Answering Point. This feature is not available to multi-party customers with Operator Number Identification (ONI).

CUSTOM ASSEMBLIES OF EQUIPMENT

DEFINITIONS (Cont'd)

Automatic Location Identification (ALI):

A feature by which the name (business telephone subscribers only) and address associated with the calling party's telephone number is forwarded to the respective Public Safety Answering Point for display.

Public Safety Answering Point (PSAP):

A municipality, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated to answer telephone calls placed by dialing number 911.

RATES AND CHARGES

Special Service Arrangement Charges

If E911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.

Costs as referred to in this section may include but are not limited to:

Cost of maintenance

Cost of operation

Depreciation on the installed cost of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.

General Administration expenses, including taxes on the basis of average charges for these items.

Any other item of expenses associated with the particular special service arrangement.

An amount, computed on the cost installed of the facilities used to provide the special service arrangement, for return on investment.

CUSTOM ASSEMBLIES OF EQUIPMENT

RATES AND CHARGES (Cont'd)

Special Service Arrangement Charges (Cont'd)

Installed cost mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to capital accounts.

Special service arrangement rates are subject to review and revision conditioned upon changing costs.

Program Development Charges

These are charges applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 Service, its billing and its data base management. Rates are based on Telephone Company time and materials expended.

Records Conversion Charges

These are charges applicable to the work necessary to design, review, modify, and maintain any Telephone Company customer records keeping systems in order to support E911 Service, its billing and data base management. Rates are based on Telephone Company time and materials expended.

Quotation Preparation

The customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's service requirements. A quotation so provided does not bind the Telephone Company to the rates set forth in the quotation. All rates for services or facilities to be provided by the Telephone Company will be determined in accordance with guidelines in this tariff.

Changes to Orders

When a customer requests changes for a pending order for the provision of Emergency Service, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charges.

CUSTOM ASSEMBLIES OF EQUIPMENT

RATES AND CHARGES (Cont'd)

Monthly Recurring Charges

Public Safety Answering Point Facilities	Monthly Rate
E-9-1-1 Basic Common Equipment for Automatic Number Identification (ANI), and Automatic Location Identification (ALI) (1) A maximum of 4 Incoming Trunks (I/Cs) may be provided at rates indicated below. Rates also include required ANI Cabinet, Circuit Pack, MF Receiver, Trunk Switch, Trunk Pack, Basic Carrier, ALI Multiplex Main Unit, RTU Main Unit, Power Unit, -48V Rectifier and Battery Backup.	
Level A/3 yr. contract	$1,175.00
Level B	345.00

(1) The provision of Automatic Location Identification requires a minimum of one position termination.

CUSTOM ASSEMBLIES OF EQUIPMENT

RATES AND CHARGES (Cont'd)

Monthly Recurring Charges (Cont'd)

PSAP Facilities		Monthly Rate
Incoming Trunk (I/C) -Fifth		
Level A/3 yr. contract	HC E911 PSAP3 IC	$1,390.00
Level B	HC E911 PSAPB IC	425.00
Incoming Trunk (I/C) - Each additional over 5 to a maximum of 15		
Level A/3 yr. contract	HC E911 PSAP3 ICA	35.00
Level B	HC E911 PSAPB ICA	15.00
Position Termination		
First Positoin		
Level A/3 yr. contract	HC E911 POSTERM 1A	340.00
Level B	HC E911 POSTERM 1B	105.00
Second Position		
Level A/3 yr. contract	HC E911 POSTERM 2A	375.00
Level B	HC E911 POSTERM 2B	130.00
Third Positoin		
Level A/3 yr. contract	HC E911 POSTERM 3A	410.00
Level B	HC E911 POSTERM 3B	155.00
Fourth Position		
Level A/3 yr. contract	HC E911 POSTERM 4A	445.00
Level B	HC E911 POSTERM 4B	180.00
Fifth Positon		
Level A/3 yr. contract	HC E911 POSTERM 5A	550.00
Level B	HC E911 POSTERM 5B	215.00
Each Addition Position Over 5 to maximum of 15		
Level A/3 yr. contract	HC E911 POSTERM AA	35.00
Level B	HC E911 POSTERM AB	25.00

CUSTOM ASSEMBLIES OF EQUIPMENT

RATES AND CHARGES (Cont'd)

Rates	NRC	Monthly Rate
Network Facilities		
Trunk Termination Service (1)(2)	$310.00	$ 45.00
Interoffice Circuit:		
Per Airline Mile (3)(4)	--	6.38
Local Access Line (5)	--	15.30
Data Set - Type 202T	100.00	47.00
Channel Termination	--	3.30
Interexchange Mileage:		
Per 1/4 Mile	--	1.30
Local Data Access Line:		
First 1/4 Mile	--	15.30
Each Add'l 1/4 Mile	--	6.55
End Office Services/		
1000 Mainstations (6)	402.17	110.21
Master Street Address Guide:		
Data Base and Daily Updates		
Per 1000 Mainstations (6)	2,950.00	35.00

(1) End Office/Tandem Termination (one required per 9-1-1 facility between End Office and tandem)
(2) Tandem/PSAP Termination (one required per 9-1-1 facility between Tandem and PSAP)
(3) Interoffice Circuit - End Office/Tandem Termination (one required per 9-1-1 facility between End Office and Tandem - Per Airline Mile
(4) Interoffice Circuit - Tandem/PSAP Termination (one required per 9-1-1 facility between Tandem and PSAP - Per Airline Mile
(5) Local Access Line for PSAP Termination (one required per 9-1-1 facility between Tandem and PSAP.
(6) For billing purposes, an annual update of the number of mainstations served will be determined based upon current Telephone Company reporting methods, as of December 31 of each year.

DIRECTORY ASSISTANCE

GENERAL

In addition to providing telephone directories to all local exchange service customers, the Company furnishes Local Directory Assistance service to provide customers with assistance in determining directory information.

The rates and exemptions set forth below apply to customer requests for Directory Assistance service in determining or attempting to determine the telephone number, customer name and/or address of any party located in, or thought to be located in, the local calling area. Calls will be completed on a sent paid basis upon request

Application of Charges and Exemptions

The charges specified in this tariff will be applicable to all customers except:

- Hospitals;
- Residence customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician or appropriate group or agency having authority to certify such handicaps.

Chargeable Calls

For charging purposes, a call to Local Directory Assistance is defined as a call:

Resulting in obtaining a maximum of two telephone numbers, customer names and/or addresses; or
Resulting in obtaining no telephone number, customer name and/or address because there was no such listing or there was a non-published listing.

The caller should advise the operator, at the beginning of the call, if two listings will be requested.

Business Category Search

If the exact name of a business is not known, directory assistance operators can search the database for a “type of business” using Business Category Search to find telephone numbers under business headings provided by the customer. A maximum of two headings can be searched per call and up to three listings can be provided per call via a random search. The Local Directory Assistance rate for each call, as specified on Sheet No. 2 of this section applies even if the numbers are non-published or no numbers are found. With a “type of business” search, the caller is billed for each category or business heading searched.

There will be a charge for all customer calls to Local Directory Assistance, except as specified preceding.

DIRECTORY ASSISTANCE

RATES

The following charge will apply for each call made to Local Directory Assistance and for calls connected to Local Directory Assistance by the "O" operator.

When a 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 Verizon Southwest Long Distance Message Telecommunications Service Tariff C.1.d(2)(i).

Local Directory Assistance includes Directory Connect Plus℠ at no additional charge.

	Rate	
Local Directory Assistance, each call	*	(C)

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

NATIONAL 411

GENERAL

National 411 is a service whereby customers may request assistance in determining listing information on a nationwide basis. Requests for local listings are billed under the Directory Assistance charges as described in Section 38, Sheet Nos. 1 - 2, of this tariff.

CONDITIONS

The following conditions and rates apply to all calls from customers who request assistance in determining telephone number information of subscribers who are located outside their local calling area.

1. The customer will be charged for each call made to National 411 service. Customers can receive up to two listings per call. The nationwide listing rate applies per call, whether or not a number, name or address is provided; this includes requests for numbers, names or address that are non-published or unlisted.

2. There are no billing exemptions or allowances for National 411 listing service requests.

3. National 411 service will be available in areas where Verizon currently provides local Directory Assistance to in-franchise Verizon customers.

4. Charges for National 411 service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

5. National 411 includes Customer Name and Address (CNA). CNA is a reverse search feature that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete telephone number.

RATES

Charge Per Request	*	(C)

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

OPERATOR SERVICES

	Nonrecurring Charge	Monthly Rate	
OPERATOR REFERRAL[1]			(N)
A charge to refer calls to a telephone number when a customer has moved outside of the exchange area, taken vacation service, or wishes calls to his listed number referred elsewhere for a specified period of time. Referred number may be located any place. When service is ordered by the customer it will be for a period of 90 days but not less than 30 days. If a customer wants service for greater than 90 days, any portion of an additional 90 days is an additional $100.00. This service is not provided where facilities are not available for such service.			
Each number	$100.00	-	

[1] This service offering is grandfathered and is limited to existing customers at existing locations. (N)

OPERATOR SERVICES

DIRECT-INWARD-DIALING INTERCEPT [1] (T)

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

OPERATOR SERVICES

DIRECTORY CONNECT PLUS℠

GENERAL

Directory Connect PlusK provides an incoming Directory Assistance customer requesting an intraLATA number, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling station). (D)

The mechanized announcement will instruct the caller that for no additional charge the call will automatically be completed by depressing a specific digit on the touch-tone keypad. (C)
(D)

(D)
(D)

CONDITIONS

Directory Connect PlusK will only be furnished where facilities and operating conditions permit.

This offering provides call completion on a Local Access and Transport Area (LATA) basis.

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

This service is furnished solely for the calling purposes of the caller.

Provisions concerning limitation of liability and allowance for interruption of service are as set forth above and in the General Regulations of this Tariff.

The Directory Assistance charge is in addition to any applicable IntraLATA local or toll charges (C)

OPERATOR SERVICES

DIRECTORY CONNECT PLUS℠

CONDITIONS (Cont'd)

Calls will be completed on a sent paid basis.

Person, collect, conference, calling card, third number or any other calls requiring operator handling, are not included.

Directory Connect Plus℠ is not subject to optional calling plan discounts. However, the usage associated with a call completed via Directory Connect Plus℠ will be subject to any applicable discounts.

Directory Connect Plus℠ will not be provided to the following services:

a. 800 Service,
b. 976 Service,
c. 900 Service,
d. Customer Owned Pay Telephone Service (COPTS),
e. Feature Group A Service,
f. Public and Semi-Public Telephone Services, or
g. Statewide Directory Assistance

(D)
(D)

RATES AND CHARGES

Directory Connect Plus℠ Service	Charge	
		(C)
Each Call	(See Directory Assistance)	
		(C)

OPERATOR SERVICES

BUSINESS LINE CALL COMPLETION – Grandfathered [1]

GENERAL

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 additional call completion charge to the caller. The call completion charges are paid by the customer being called, not the caller.

CONDITIONS

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

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

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

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

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

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

Business Line Call Completion is not available to the following services:
- Residence class of service
- Coin Telephone Service
- Private Pay Telephone Service
- Services with Non-Published Telephone Numbers
- Cellular Carriers
- 800 Service
- 900 Service

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.

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

PAY TELEPHONE SERVICE

GENERAL

This tariff covers the rules, regulations and rates for pay telephone service provided by Frontier Southwest Incorporated and for subscribers to Customer Owned Pay Telephone Service (COPTS).

DEFINITIONS

Call Aggregator
Any person or entity that owns or otherwise controls telephones, by posting notices and/or unblocking access, intended to be utilized by the public.

Customer Owned Pay Telephone
A service offered to provide a two-way or optionally one-way originating-only business access line composed of serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises and the network interface.

End User Choice
A system that allows the automatic routing of interexchange, operator assisted calls to the billed party's chosen carrier without the use of access codes.

Operator Service Provider (OSP)
Any person or entity that provides operator services by using live or automated operator service functions. When more than one entity is involved in processing an operator service call, the entity setting the rates shall be considered the OSP. However subscribers to customer owned pay telephone service are not considered to be OSPs.

Originating Line Screening (OLS)
A two-digit code passed by the local switching system with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the originating line.

Pay Telephone Service
A telecommunications service utilizing any coin, coinless, credit card reader or cordless instrument that is accessible by member of the general public or business patrons, employees and/or visitors of the premises' owner or lessee where pay telephone service is installed, provided the end-user pays for local or toll calls from such instrument on a per call basis. Coinless telephones provided in guest rooms by a hotel/motel are not pay telephones. A telephone that is primarily used by business patrons, employees and/or visitors of the premises' owner is not a pay telephone if (1) the primary use of such telephone is for local calls or toll free "1+800" or "1+888" calls; (2) all local calls and "1-800" or 1-888" type calls from such telephone are free to the end user and (3) the telephone is not accessible by members of the general public.

PAY TELEPHONE SERVICE

DEFINITIONS (Cont'd)

Provider of Pay Telephone Service
A subscriber to COPTS and any other entity providing PTS.

Rate Information
All charges ultimately charged to the PTS provider, including any surcharges, fees and any other form of compensation charged by the PTS provider on behalf of the call aggregator.

REGULATIONS

If the Pay Telephone Service (PTS) provider uses automated call completion technology to complete operator service calls, the provider of PTS must:

- audibly and distinctly identify itself to the caller upon answering;
- audibly and distinctly identify itself to the billed party, if the billed party is different from the caller;
- provide a mechanism for the caller to obtain rate information, without charge, 24 hours a day, seven days a week; and
- permit the caller or billed party to terminate the call at no charge prior to completion of the call by the PTS provider.

The PTS provider must allow 911 calls to be outpulsed directly to the Public Service Answering Point at no charge and without requiring a coin or credit card. If Ender User Choice, as defined in PUC Substantive Rule §23.54(a)(7) is not available, the PTS provider must allow "0-" calls and must directly route, without charge to the calling party, all "0-" calls to an OSP that provides access to emergency services that meet the technical standards in PUC Substantive Rule §23.55(g)(2)(A)-(F). When and where available, use of End User Choice is required. Requirements in this paragraph do not apply to pay telephones accessible to inmates of confinement facilities.

The PTS provider must:

- provide access to operator services, which access must be available 24 hours a day, seven days a week, at no charge and without requiring a coin or credit card;
- provide access to directory assistance, which must be available 24 hours a day, seven days a week, at no charge and without requiring a coin or credit card; and
- provide access to the operator of a local exchange company that meets the requirements in PUC Substantive Rule §23.55(k)(3) and that serves the area from which the call is made, at no charge and without requiring a coin or credit card, by:
  (1) directly routing all "0-" calls to such local exchange company operator, without a charge to the caller, or

PAY TELEPHONE SERVICE

REGULATIONS (Cont'd)

(2) transfer or redirection of the call by an OSP in accordance with the provisions of PUC Substantive Rule §23.55(i)(1)(A)(ii)(I)-(III).

The PTS provider must also allow access to other telecommunications utilities unless otherwise provided as described below:

- access to interexchange carriers by "950-XXXX" and "1-800" or "1-888" numbers must not be blocked;
- access to interexchange carriers by "10XXX+0" (whether "10XXX+0+" or 10XXX+0-") dialing must not be blocked if the end office serving the originating line does has OLS screening capability

To prevent fraudulent use of the pay telephone, the access requirement is explicitly waived under the following conditions without prior application to the commission:

- Access to interexchange carriers by "10XXX+0 (whether "10XXX+0=" or "10XXX+0-") dialing may be blocked, if the end office serving the originating line does not have OLS screening capability;
- Access to interexchange carriers by "10XXX+1" dialing may be blocked.

The requirements of this paragraph do not apply to pay telephones accessible to inmates of confinement facilities.

The PTS provider must also:

- ensure that end users can place all local toll calls, except direct dialed international calls, from the pay telephone, including but not limited to, operator assisted international calls, collect calls, third number billed calls and calling card calls.
- be responsible for the payment of charges for all local and toll messages, including but not limited to, non-local directory assistance charges, except as provided above concerning the prevention of fraudulent use of the pay telephone.
- comply with all applicable federal, state, and local laws and regulations including those concerning the use of pay telephones by disabled and/or hearing or speech impaired persons.
- not attach extension telephones to pay telephones, unless the pay telephone displays a notice that legibly and conspicuously states in capital letters, "YOUR TELEPHONE CONVERSATION MAY BE OVERHEARD BECAUSE AN EXTENSION TELEPHONE IS ATTACHED TO THIS PHONE LINE"
- not impose a time limit on local calls

The requirements in this paragraph do not apply to pay telephones accessible to inmates of confinement facilities.

PAY TELEPHONE SERVICE

REGULATIONS (Cont'd)

If the PTS provider uses automated call completion technology to complete operator service calls, and if validation information is available for calls that the PTS provider (or a third party billing and collection agent operating on behalf of the PTS provider) will bill through a certificated telecommunications utility, the PTS is required to validate the call and is allowed to submit the call for billing if the call was validated.

PTS may be connected to, from, or through, a customer provided telecommunications switching system, or local exchange carrier provided central office switching system, provided that the PTS provider meets all requirements of PUC Substantive Rule §23.54.

The PTS provider must ensure that access to E911, 911 and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E911 and 911. This access configuration is not allowed if it prevents usage measurements by the local exchange carrier, of a local exchange carrier provided COPTS access line. PTS providers must be in compliance with PUC Substantive Rule §23.54(f) posting requirements for pay telephones.

REGISTRATION

All PTS providers not holding a certificate convenience and necessity must register with the commission, using commission-prescribed forms, in order to do business in the state of Texas. Registration requires disclosure of the physical location of each of the registrant's pay telephones, and such location information must be updated, only on those phones with a change in status, by the registrant each calendar quarter, pursuant to the schedule set forth in Substantive Rule §23.11, relating to General Reports. The commission shall provide each registrant with proof of registration within 30 days of filing.

The Telephone Company shall not provide COPTS to a person required to be registered under this subsection, unless that person provides a commission-supplied proof of registration.

PAY TELEPHONE SERVICE

COIN LINE SERVICE

GENERAL

Coin Line Service is provisioned on a voice grade coin line and provides switch based dial tone first (DTF) coin line functionality for pay telephones.

Coin Line Service is provisioned at the request of a Pay Telephone Service Provider who offers the service to the public on a resale basis.

A Coin Line subscriber must use a separate Coin Line for each pay telephone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions to a Coin Line are not permitted.

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

The Company shall not be liable for shortages of coins deposited and/or collected from the Coin Line subscriber's equipment.

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

Suspension of service for nonpayment as specified in Section 4 of this Tariff is not applicable to Coin Line Service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a Coin Line rests with the Company.

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

Coin Line Service will be provided from central offices where facilities are available.

PAY TELEPHONE SERVICE

COIN LINE SERVICE (Cont'd)

FEATURES

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

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

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

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

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

Central office 900 and 976 blocking is provided.

Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a Coin Line.

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

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

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

Coin Line Service will be provisioned where technologically feasible.

PAY TELEPHONE SERVICE

COIN LINE SERVICE (Cont'd)

RESPONSIBILITY OF THE SUBSCRIBER

The subscriber is subject to the requirements for Coin Line Service as set forth previously.

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

Special billing and coin sharing arrangements between a Coin Line subscriber and another carrier are the responsibility of the Coin Line subscriber.

It is the subscriber's responsibility to ensure that instruments used in conjunction with the Coin Line Service are compatible with the Company's network.

RATE REGULATIONS

No charge will be imposed for incoming calls.

Sent-paid local calls will be rated by the Central Office.

Operator assisted sent-paid local calls will be rated to the end-user plus the appropriate additive operator service charges as specified in the Frontier Long Distance Message Telecommunications Services (LDMTS) Product Guide. Non-sent paid local calls will be charged service charges and the appropriate additive operator service charges as specified in the Frontier LDMTS Product Guide.

Operator assisted sent-paid toll calls will be rated to the end-user at the message telecommunications rate, plus the appropriate additive operator service charges as specified in the Frontier LDMTS Product Guide. Non-sent paid Long Distance Service calls will be rated to the end-user at the long distance rate and the appropriate additive operator service charges as specified in the Frontier LDMTS Product Guide.

The appropriate service charges as specified in Section 13 of this product guide are applicable for each Coin Line installed, moved, or changed.

Calls to 1411 Directory Assistance will be charged the rate specified in Section 38 of this product guide.

Subscribers to Coin Line Service may be listed in the directory as specified in Section 12 of this product guide.

PAY TELEPHONE SERVICE

COIN LINE SERVICE (Cont'd)

RATES AND CHARGES

	Nonrecurring Charge	GSEC/ISOC	Monthly Rate
Coin Line Service (per access line)	(1)	COPTCOIN/20230	$90.00 (I) (2)

(1) Applicable Service Order Charges from Section 13 will apply 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 Section 13.
(2) Includes Touch Call and mandatory EAS.

PAY TELEPHONE SERVICE

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

COPT Service will be offered in all Telephone Company central office locations and consists of the business line, the network interface device (NID), local switching and access to operator services, 9-1-1 and long distance.

Applicable rates are as follows:

	Nonrecurring Charge	GSEC	Monthly Rate
Customer Owned Pay Telephone Service	(1)	COPTM	$ 70.35 (2) (I)

(1) Applicable service charges from Section 13 will apply 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 Section 13.

(2) Includes Touch-Call Service and unlimited local calling. Local calling consists of the local calling scope of the exchange including any applicable Extended Area Service (EAS).

PAY TELEPHONE SERVICE

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (Cont'd)

Answer Supervision

Answer Supervision is an optional service (line side functionality) that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook (is answered). Answer Supervision will be provided for use with COPT Service as specified in this tariff to assist in determining when billing for a specific call should commence.

In all fiber exchanges, as noted in Section 6 of this Tariff, or in areas within an exchange where only fiber access is provided, this feature is not available.

The following rates are per COPT access line.

	Nonrecurring Charge	GSEC/ISOC	Monthly Rate
Answer Supervision	(1)	COPTANS/20232	$ 7.60
Blocking Options			
Selective Class of Call Screening (2)(3)	(1)	SCCSCOCT/	1.86
Billed Number Screening (3)	(1)		1.00
International Direct Dialed Call Blocking	$19.95		--

(1) Applicable Service Order Charges from Section 13 apply.
(2) Available only in exchanges where necessary equipment is available.
(3) Rates shown are effective January 1, 1998 as per the signed stipulated agreement in Docket No. 16891.

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PAY TELEPHONE SERVICE

RATES AND CHARGES (Cont'd)

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (Cont'd)

Charges and rates for long distance message telecommunications service, as provided by the Telephone Company, will be those specified in the Frontier's Long Distance Message Telecommunications Service Product Guide. Charges for such long distance service, as provided by Interexchange Carriers and not by the Telephone Company, will be at rates and charges specified by the individual IXC.

Except for local calling card calls, when the assistance of an operator is required to bill or collect for a local message, (collect or third number) the minimum Operator Station-to-Station rate as specified in the Frontier Long Distance Message Telecommunications Service Product Guide is applicable.

COPT Service will not be provided in conjunction with foreign exchange service, optional calling plans and service, or rotary line service. This provision has no effect with regard to the availability of EAS as otherwise provided for in Frontier's product guide.

OBSOLETE SERVICES AND EQUIPMENT

GENERAL

The services contained in this section of the Tariff are obsolete and are without exception for existing services only. No service contained herein is to be offered as new service, moved, changed nor added to unless otherwise stated under individual services included in this section. (C) (C)

The Telephone Company will maintain all existing services outlined herein only as long as economically feasible. The customer will, at that time, be required to change to a like service, if available, at the rates specified in the applicable section of this General Exchange Tariff. (T) (T)

OBSOLETE SERVICES AND EQUIPMENT

(D)

(D)

OBSOLETE SERVICES AND EQUIPMENT

(D)

(D)

CONFERENCE FIRE REPORTING SYSTEMS

		Rate Per Month
Automatic Fire Reporting System (Minimum 20 stations, maximum 20 stations)		
Fire Reporting System	FR C E2DS 073	$18.75
Stations, each	FR RP L EQ 072	3.75
Common Equipment (including 1 to 5 stations)	FRE 1-5 928	69.75

CONFERENCE TYPE (520 STATIONS) FIRE REPORTING SYSTEMS

GENERAL

The following rates and charges apply to conference type fire reporting systems which may be provided for volunteer firemen in small exchanges. Common Equipment is located in the dial central office. Regular customer lines become combination local service - fire answering lines. It is not recommended that municipal fire sirens be controlled over these combination lines. Maximum growth of these systems is to a total of 20 stations; however, proper transmission will be obtained only when 10 stations or less are connected simultaneously.

RATES

Initial Common Equipment (5 station conference) and 1 monitor station	FIRE RPTNG 920	$24.25
Additional Common Equipment (to add 5 stations to conference)	LNE EQ-5FR 848	18.75

OBSOLETE SERVICES AND EQUIPMENT

CENTREX SERVICES		Rate Per Month	
Centrex Ext. Sta. No. Inst. Lone Star Steel	CTX EXT NI 2468	$ 6.60	
CO Centrex Station - No Instrument	COCTXSTANI 2770	13.00	
CO Centrex 100 Station Lone Star Steel	CO 100 STA 2350	2.75	
CO Centrex Access Chg Lone Star Steel	CO 100 ACC 2351	3.15	
CO Centrex Station Lone Star Steel	CO CTX STA 2354	11.85	
CO Centrex Access Chg Lone Star Steel	CO CTX ACC 2355	0.00	(R)
Semi Restricted Centrex Station Lone Star Steel	SRS CTX STA 2356	11.85	(R)
Semi Restricted Centrex Access Chg Lone Star Steel	SRS CTX ACC 2357	0.00	(R)
Restricted Centrex Station Lone Star Steel	RES CTXSTA 2358	9.85	(R)
Extension Centrex Station Lone Star Steel	EXT CTXSTA 2359	5.90	
Touch Call Adapter Centrex-Lone Star Steel	TC ADP CTX 2362	98.00	
CO Centrex Station	CO CTX STA 454	23.50	
CU Centrex Station	CO CTX CU 455	7.85	
CO Centrex Extension	CTX EXT CO 456	7.10	
CU Centrex Extension	CTX ETX CU 457	5.50	
CO Centrex Station-Restricted	COSTA RSTD 462	9.85	
CO Centrex Dorm Station	CO DORMSTA 463	11.70	
Centrex Extension Station	EXT CTX STA 1352	5.95	
CU Centrex Station	CU CTX STA 1356	12.50	

OBSOLETE SERVICES AND EQUIPMENT

CENTREX SERVICES (Cont'd)		Rate Per Month	
CO Centrex Station	CO CTXSTA 1360	10.70	(D)
DSK Turret	DSK TURRET 1371	98.00	(R)
CO Centrex Extension Station	COCTXEXSTA 478	4.70	
Centrex Extension	CTX EXT NI 1399	7.10	(D)
Micro-Pro Computer Bus Extender	3681651FC-1 C696	18.50	(D)
Station Movement-Centrex	RES CTXSTA 1351	6.25	

OBSOLETE SERVICES AND EQUIPMENT

LIFELINE SERVICE (C) (M)

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. (C) (C) (M)

(M) Material moved from Section 6, Sheet No. 5H.

OBSOLETE SERVICES AND EQUIPMENT

LIFELINE SERVICE (Cont'd) (N)

LOCAL CALLING SCOPE RATES (M)

RESIDENCE

Bands	GSEC	1	2	3	4
R1	TAR1	$2.49	$2.56	$2.63	2.68
R2	TAR2	1.86	1.91	1.98	2.01
R3-COR (2)	TACORR3	1.61	1.65	1.72	1.75
R4-COR (2)	TACORR4	1.61	1.65	1.72	1.75
R4 (1)	TAR4	1.61	1.65	1.72	1.75
R4-Rural (2)	TARR4	1.61	1.65	1.72	1.75
R8-Rural (2)(3)	TARR8	1.37	1.40	1.44	1.47

EXTENDED AREA SERVICE RATES

Rates listed below are in addition to the Local Calling Scope Rates listed above for exchanges having EAS. See Schedule of Exchanges in this section for applicable Local Calling Scope Rate Bands and Extended Area Service Rate Bands.

Bands	1	2	3	4-8
R1	$.39	$.49	$1.23	$2.54
R2	.39	.49	1.23	2.54
R3-COR	.39	.49	1.23	2.54
R4-COR	.39	.49	1.23	2.54
R4	.39	.49	1.23	2.54
R4-Rural	.39	.49	1.23	2.54
R8-Rural	.39	.49	1.23	2.54 (M)

(1) Restricted to Existing Service Only and may not be moved to different location (F&T) or offered as a new service. Customers with R4 service will be required to upgrade as facilities are available for the exchange. (M)

(2) In addition to the Outside Base Rate Area Additive in Section 6 on Sheet No. 3.

(3) Customers with Rural 8-Party Service will be required to upgrade to Rural 4-Party Service when Rural 4-Party upgrade projects have been completed and facilities become available for the exchange. (T)

(M)

(M) Material moved from Section 6, Sheet No. 5J.

OBSOLETE SERVICES AND EQUIPMENT

LIFLINE SERVICE (Cont'd) (N)

EXCHANGE RATES (M)

SPECIAL RATE AREA SERVICE

A Special Rate Area is an area outside the Base Rate Area of an exchange, but not contiguous to the Base Rate Area, in which exchange access arrangements are offered at the applicable rate for the exchange in which they are located plus the applicable rural zone additive for the zone in which they are located.

SRA Zone Mileage Charges Per Month(1)

Zone

l&2	(0-3 Miles)	$ .35
3	(3-6 Miles)	.70
4	(6-l0 Miles)	1.05
5	(l0-l5 Miles)	1.40
6&7	(over l5 Miles)	1.75

(M)

(1) The additives are shown on this sheet for informational purposes only, SRA Zone Charges are included in rates in Section 6 on Sheets 5M and 5N. (T) (M)

(T) (M)

(M) Material moved from Section 6, Sheet No. 5K.

OBSOLETE SERVICES AND EQUIPMENT

LIFELINE SERVICE (Cont'd) (N)

OPTIONAL MEASURED SERVICE (T) (M)

Exchange Access		Monthly Rate(1)	
Optional Measured Service Local Exchange Access Arrangement			
Residence	TAR1 LMS	$ 2.98	(T)
	TAR1 LMSCPI	2.98	
	TARKL OMS	2.98	

Usage Rates for Originated, Completed Calls

The following flat rate will be used as a surrogate usage rate. (T)

Usage Rate	TAUR	$ 2.30	(T) (M)

(1) See Section 16 for applicable touch call line rate. (M)

(M) Material moved from Section 6, Sheet No. 5L.

OBSOLETE SERVICES AND EQUIPMENT

MISCELLANEOUS SERVICE AND EQUIPMENT (Cont'd)

		Rate Per Month	
4-Wire Local Channel	4/WIRELCHL 7644	$19.75	(D)

(D)

(D)

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ISSUED: December 6, 1990

Effective: January 2, 1991

By Oscar C. Gomez, Vice President-Regulatory & Governmental Affairs
2701 South Johnson Street, San Angelo, Texas 76901

OBSOLETE SERVICES AND EQUIPMENT

			Rate Per Month	
Direct inward dialing trunk	DID TRUNK	102	$19.75	(D)

OBSOLETE SERVICES AND EQUIPMENT

		Rate Per Month	
Conference Bridge 24-Port	CONFBRIDGE 2517	$68.50	(D)

OBSOLETE SERVICES AND EQUIPMENT

			Rate Per Month	
IXC Mileage - Special Bill	248097IXC	7583	$6.25	(D)

OBSOLETE SERVICES AND EQUIPMENT

LOCAL TELEPHONE CONFERENCE SERVICE: (San Angelo, Texas) (S)

GENERAL

At the request of a customer and where suitable facilities are available, the Telephone Comapny will undertake to establish local converence connections between three or more main stations or private branch exchange trunks or combinations thereof within the same exchange area at the same time, all such trunks or combinations thereof within the same exchange area at the same time, all such stations or private branch exchange trunks being so interconnected that each may be used in communication with all the others.

These connections will be established on either an all station-to-station or all person-to-person basis at the rates quoted below. Appointment conference connections, involving advance arrangements and notifications by the Telephone Company, are established on an all person-to-person basis only.

The rates quoted below will apply where all stations connected to the conference are within the same exchange area. Where a toll charge applies between any two stations in the conference connection, message toll conference charges will apply to the entire conference connection.

Local telephone conference connections will not be accepted on a "collect" basis.

A customer's request, that a station or stations be added to or subtracted from those included in a conference call on which all connections have been established and conversation is in progress, is considered as terminating the current call and initiating a new call on the basis of the revised group of stations.

Maximum connections per conference will be five (5). (S)

OBSOLETE SERVICES AND EQUIPMENT

LOCAL TELEPHONE CONFERENCE SERVICE: (Cont'd) (San Angelo, Texas) (S)

RATES

Station-to-Station

A charge of 20¢ for the first five minutes or fraction thereof will apply for each main station (or private branch exchange trunk) in excess of the originating station.

For each additional five minutes, or fraction thereof, a charge of 10¢ will apply for each main station (or private branch exchange trunk) in excess of the originating station.

Person-to-Person

A charge of 30¢ for the first five minutes or fraction thereof will apply for each main station (or private branch exchange trunk) in excess of the origi-nating station.

For each additional five minutes, or fraction thereof, a charge of 15¢ will apply for each main station (or private branch exchange trunk) in excess of the originating station (S)

OBSOLETE SERVICES AND EQUIPMENT (S)

CUSTOMER-OWNED RURAL LINE SERVICE (1)

Application of Rates

Monthly rates for each subscriber shall be in accordance with the schedule of customer-owned rural line rates shown in Section 6.

General Provisions

Applicants for service on customer-owned lines will be connected only upon proper authorization from the owner, owners or persons designated to grant such authorization.

The Telephone Company reserves the right to disconnect any customer for nonpayment of charges or violation of Company rules, regulations and practices.

The Telephone Company will connect with customer-owned lines at its Initial Rate Area boundary. The customer shall provide, own, and maintain all lines and equipment (with the exception of instruments in common battery manual and dial exchange) outside the Initial Rate Area boundary. Such lines and equipment shall be constructed in accordance with accepted construction standards.

Customer-owned lines shall be metallic (two-wire) circuits or their equal in the opinion of the Telephone Company. The total loop resistance for any line shall not exceed:

850 ohms for common battery manual and dial lines.

1600 ohms for magneto manual lines.

The maximum number of subscribers connected to any one (1) line shall be:

Eight (8) per common battery dial lines.

Ten (10) per common battery manual lines.

Ten (10) per magneto manual lines.

Customer-owned lines shall be maintained in good operating condition, and the Telephone Company specifically reserves the right to disconnect such lines and continue such discontinuance until the customer-owned line has been placed in good operating condition.

(1) Applies to customer-owned lines in service prior to March 21, 1979. See Section 11 for customer-provided lines constructed after March 21, 1979. (S)

OBSOLETE SERVICES AND EQUIPMENT (S)

CUSTOMER-OWNED RURAL LINE SERVICE (Cont'd)

General Provisions (Cont'd)

Where magneto manual service is provided, the customer may furnish the telephone instrument, provided it meets accepted transmission and signaling requirements. Magneto telephone instruments will be furnished by the Telephone Company in connection with customer-owned lines at the rates set forth in Section 6.

Where common battery service (manual or dial) is provided, the Company shall furnish and install all telephone instruments. The Company will also furnish and install all wiring for the drop and block and station installation wiring in connection with the installation of company-owned instruments. This wiring will be furnished and installed by the Company at a charge to the customer equal to the cost incurred by the Company for the installation. This wiring becomes the property of the customer upon payment of the charges and shall be owned and maintained by the customer thereafter.

In the event an applicant applies for service at a location where all or any part of the drop and block and station wiring with or without an instrument are in place, service will be connected at a charge to the customer equal to the cost to the Company at that time for connecting the service.

Telephone instruments furnished by the Telephone Company in connection with customer-owned lines will be repaired on the customer's premises at no charge. However, repair, maintenance, and inspection work on customer-owned lines and equipment will be done at the customer's request after proper authorization for such work and arrangements for payment of charges. Ordinarily, such work shall be charged for at actual cost to the Telephone Company for labor and materials plus the indirect charges applicable in accounting for similar work done for itself.

No keys for the purpose of cutting off all or a portion of the line from the central office will be permitted except in the case of an additional station where a key may be provided for disconnecting it from the main station.

The Telephone Company and its duly authorized employees shall have the right of ingress and egress to the premise of the customer for the purpose of installing, maintaining, inspecting and removing its equipment. The Telephone Company and its duly authorized employees shall have the right of ingress and egress to premise of the customer for the purpose of inspecting lines and equipment provided by the customer in compliance with these regulations. (S)

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
SYSTEM 1		
Level A/3-Year Contract	-	$595.23
Level A/5-Year Contract	-	380.78
Level B	-	345.22
Single Payment Contract	$18,168.08	$310.70
SYSTEM 2		
Level A/3-Year Contract	-	$725.76
Level A/5-Year Contract	-	467.74
Level B	-	367.35
Single Payment Contract	$22,152.22	$330.62
SYSTEM 3		
Level A/3-Year Contract	-	$712.85
Level A/5-Year Contract	-	462.54
Level B	-	312.49
Single Payment Contract	$21,758.17	$281.24
81 MB FIXED DISK		
Level A/3-Year Contract	-	$108.88
Level A/5-Year Contract	-	70.29
Level B	-	53.28
Single Payment Contract	$ 3,323.32	$ 47.95
81 MB ADD-ON DISK		
Level A/3-Year Contract	-	$114.57
Level A/5-Year Contract	-	74.12
Level B	-	53.71
Single Payment Contract	$ 3,497.00	$ 43.21
130 MB ADD-ON DISK #1		
Level A/3-Year Contract	-	$173.36
Level A/5-Year Contract	-	113.46
Level B	-	61.00
Single Payment Contract	$ 5,291.43	$ 54.90
130 MB ADD-ON DISK #2		
Level A/3-Year Contract	-	$164.92
Level A/5-Year Contract	-	107.78
Level B	-	60.36
Single Payment Contract	$ 5,033.82	$ 54.32

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
ADDITIONAL TERMINAL PORTS (ATP) (8 Ports)		
Level A/3-Year Contract	-	$ 52.42
Level A/5-Year Contract	-	34.57
Level B	-	14.30
Single Payment Contract	$ 1,600.00	$ 12.87
ADD-ON ATP		
Level A/3-Year Contract	-	$ 62.06
Level A/5-Year Contract	-	41.05
Level B	-	15.04
Single Payment Contract	$ 1,894.24	$ 13.54
1/4 INCH CARTRIDGE TAPE DRIVE		
Level A/3-Year Contract	-	$ 63.78
Level A/5-Year Contract	-	41.69
Level B	-	23.13
Single Payment Contract	$ 1,946.74	$ 20.82
DISPLAY TERMINAL (1st 8)		
Level A/3-Year Contract	-	$ 41.32
Level A/5-Year Contract	-	27.26
Level B	-	11.11
Single Payment Contract	$ 1,261.20	$ 10.00
DISPLAY TERMINAL (9+)		
Level A/3-Year Contract	-	$ 49.72
Level A/5-Year Contract	-	32.91
Level B	-	11.75
Single Payment Contract	$ 1,517.59	$ 10.58
PRIVATE LINE MODEM		
Level A/3-Year Contract	-	$ 23.69
Level A/5-Year Contract	-	15.93
Level B	-	1.81
Single Payment Contract	$ 723.08	$ 1.63
INKJET PRINTER		
Level A/3-Year Contract	-	$ 14.78
Level A/5-Year Contract	-	9.94
Level B	-	1.13
Single Payment Contract	$ 451.13	$ 1.02

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
200 CPS PRINTER (1st)		
Level A/3-Year Contract	-	$ 61.29
Level A/5-Year Contract	-	39.03
Level B	-	38.41
Single Payment Contract	$ 1,870.74	$ 34.57
ADDITIONAL 200 CPS PRINTER		
Level A/3-Year Contract	-	$ 67.90
Level A/5-Year Contract	-	43.47
Level B	-	38.91
Single Payment Contract	$ 2,072.50	$ 35.02
PRINTER CABLE		
Level A/3-Year Contract	-	$2.05
Level A/5-Year Contract	-	1.37
Level B	-	.16
Single Payment Contract	$62.57	$ .14
TELEMON TYPE-AHEAD BUFFER		
Level A/3-Year Contract	-	$ 52.95
Level A/5-Year Contract	-	35.60
Level B	-	4.04
Single Payment Contract	$ 1,616.18	$ 3.64
RECORDER/ANNOUNCER		
Level A/3-Year Contract	-	$ 50.39
Level A/5-Year Contract	-	33.37
Level B	-	11.65
Single Payment Contract	$ 1,538.04	$ 10.49
STATUS CONTROL UNIT		
Level A/3-Year Contract	-	$117.71
Level A/5-Year Contract	-	77.87
Level B	-	28.49
Single Payment Contract	$ 3,592.84	$ 25.64
TELEPAK™ BASIC SYSTEM WITH TWO CONSOLES		
Level A/3-Year Contract	-	$1,430.10
Level A/5-Year Contract	-	957.59
Level B	-	167.55
Single Payment Contract	$43,650.65	$150.80

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
TELEPAK™ BASIC SYSTEM WITH THREE CONSOLES		
Level A/3-Year Contract	-	$1,608.38
Level A/5-Year Contract	-	1,077.19
Level B	-	185.05
Single Payment Contract	$49,092.25	$166.55
TELEPAK™ BASIC SYSTEM WITH FOUR CONSOLES		
Level A/3-Year Contract	-	$1,840.53
Level A/5-Year Contract	-	1,233.00
Level B	-	206.64
Single Payment Contract	$56,178.12	$185.98
TELEPAK™ BASIC SYSTEM WITH FIVE CONSOLES		
Level A/3-Year Contract	-	$1,992.67
Level A/5-Year Contract	-	1,335.02
Level B	-	222.14
Single Payment Contract	$60,821.86	$199.93
TELEPAK™ GEC MINI-SYSTEM - BASIC SYSTEM		
Level A/3-Year Contract	-	$1,074.44
Level A/5-Year Contract	-	718.50
Level B	-	140.45
Single Payment Contract	$32,794.91	$126.41
EXPANSION CABINET/BAY/35 TRUNK FUSES		
Level A/3-Year Contract	-	$144.84
Level A/5-Year Contract	-	96.61
Level B	-	22.75
Single Payment Contract	$ 4,420.92	$ 20.48
EXPANSION CABINET/BAY/70 TRUNK FUSES		
Level A/3-Year Contract	-	$174.82
Level A/5-Year Contract	-	116.76
Level B	-	25.04
Single Payment Contract	$ 5,335.99	$ 22.54
ANI EXPANSION/27-39 TRUNKS		
Level A/3-Year Contract	-	$9.97
Level A/5-Year Contract	-	6.19
Level B	-	8.57
Single Payment Contract	$304.31	$7.71

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
ANI EXPANSION/40-48 TRUNKS		
Level A/3-Year Contract	-	$9.97
Level A/5-Year Contract	-	6.19
Level B	-	8.57
Single Payment Contract	$ 304.31	$ 7.71
MATRIX EXPANSION TWO CONSOLES		
Level A/3-Year Contract	-	$ 21.73
Level A/5-Year Contract	-	14.35
Level B	-	5.56
Single Payment Contract	$ 663.26	$5.00
MATRIX EXPANSION THREE CONSOLES		
Level A/3-Year Contract	-	$ 30.82
Level A/5-Year Contract	-	20.21
Level B	-	10.16
Single Payment Contract	$ 940.71	$9.14
MATRIX EXPANSION FOUR CONSOLES		
Level A/3-Year Contract	-	$ 39.91
Level A/5-Year Contract	-	26.07
Level B	-	14.75
Single Payment Contract	$1,218.16	$ 13.28
MATRIX EXPANSION FIVE CONSOLES		
Level A/3-Year Contract	-	$ 49.00
Level A/5-Year Contract	-	31.93
Level B	-	19.35
Single Payment Contract	$1,495.62	$ 17.42
ADDITIONAL BAY MOUNTED PANEL		
Level A/3-Year Contract	-	$4.81
Level A/5-Year Contract	-	2.48
Level B	-	12.08
Single Payment Contract	$ 146.81	$ 10.87
INCOMING (I/C) TRUNK		
Level A/3-Year Contract	-	$ 15.12
Level A/5-Year Contract	-	9.91
Level B	-	5.06
Single Payment Contract	$461.50	$4.55

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
I/C TRUNK PANEL		
Level A/3-Year Contract	-	$ 25.49
Level A/5-Year Contract	-	16.88
Level B	-	5.85
Single Payment Contract	$ 778.03	$5.27
I/C TRUNK CARD		
Level A/3-Year Contract	-	$ 21.84
Level A/5-Year Contract	-	14.43
Level B	-	5.57
Single Payment Contract	$ 666.62	$ 5.01
EMERGENCY RESPONSE AGENCY (ERA) TRUNK		
Level A/3-Year Contract	-	$7.48
Level A/5-Year Contract	-	4.78
Level B	-	4.47
Single Payment Contract	$ 228.31	$4.02
ERA TRUNK PANEL		
Level A/3-Year Contract	-	$ 21.14
Level A/5-Year Contract	-	13.96
Level B	-	5.52
Single Payment Contract	$ 645.25	$4.97
ERA TRUNK CARD		
Level A/3-Year Contract	-	$ 10.73
Level A/5-Year Contract	-	6.96
Level B	-	4.72
Single Payment Contract	$ 327.51	$4.25
QUICK CONNECT SOFTWARE		
Level A/3-Year Contract	-	$ 35.97
Level A/5-Year Contract	-	24.18
Level B	-	2.74
Single Payment Contract	$ 1,097.90	$2.47
ANI MASTER CONTROLLER		
Level A/3-Year Contract	-	$933.61
Level A/5-Year Contract	-	623.58
Level B	-	133.62
Single Payment Contract	$28,496.39	$120.26

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
ALI MASTER CONTROLLER		
Level A/3-Year Contract	-	$387.51
Level A/5-Year Contract	-	258.48
Level B	-	60.77
Single Payment Contract	$11,827.89	$ 54.69
ANI SURGE PROTECTION DEVICE		
Level A/3-Year Contract	-	$ 45.28
Level A/5-Year Contract	-	30.19
Level B	-	7.36
Single Payment Contract	$1,382.07	$6.62
ALI SURGE PROTECTION DEVICE		
Level A/3-Year Contract	-	$21.03
Level A/5-Year Contract	-	$13.89
Level B	-	5.51
Single Payment Contract	$ 641.89	$ 4.96
H/P M3000 SPU LX		
Level A/3-Year Contract	-	$368.10
Level A/5-Year Contract	-	226.78
Level B	-	348.22
Single Payment Contract	$11,235.44	$313.40
SERIES 37 SPU		
Level A/3-Year Contract	-	$745.62
Level A/5-Year Contract	-	491.91
Level B	-	201.29
Single Payment Contract	$22,758.41	$181.16
BASIC SYSTEM #5		
Level A/3-Year Contract	-	$2,193.07
Level A/5-Year Contract	-	1,405.72
Level B	-	1,228.99
Single Payment Contract	$66,938.62	$1,106.09
BASIC SYSTEM #6		
Level A/3-Year Contract	-	$719.96
Level A/5-Year Contract	-	461.91
Level B	-	396.78
Single Payment Contract	$21,975.19	$357.10

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
BASIC ANI SYSTEM/POWER SUPPLY		
Level A/3-Year Contract	-	$1,583.47
Level A/5-Year Contract	-	1,056.41
Level B	-	245.62
Single Payment Contract	$48,331.93	$221.06
SOFTWARE DEVELOPMENT		
Level A/3-Year Contract	-	$ 36.43
Level B	-	$ 20.22
FIRE DEPARTMENT SYSTEM/POWER SUPPLY		
Level A/3-Year Contract	-	$1,442.91
Level A/5-Year Contract	-	$961.92
Level B	-	234.91
Single Payment Contract	$44,041.64	$211.42
BASIC UNIT WITH INCOMING (I/C) TRUNKS TWO POSITIONS		
Level A/3-Year Contract	-	$1,643.25
Level B	-	250.18
Single Payment Contract	$50,156.58	$225.16
ADDITIONAL I/C TRUNK (UP TO EIGHT MAXIMUM)		
Level A/3-Year Contract	-	$ 21.05
Level B	-	9.41
Single Payment Contract	$ 642.50	$8.47
ADDITIONAL EMERGENCY RESPONSE AGENCY (ERA) TRUNK (8 R/D MAX.)		
Level A/3-Year Contract	-	$6.15
Level B	-	8.28
Single Payment Contract	$ 187.72	$7.45
ADDITIONAL CONSOLE (UP TO FIVE)		
Level A/3-Year Contract	-	$172.31
Level B	-	20.94
Single Payment Contract	$ 5,259.38	$ 18.85

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
ANI DISPLAY UNIT		
Level A/3-Year Contract	-	$ 34.32
Level A/5-Year Contract	-	22.82
Level B	-	6.52
Single Payment Contract	$ 1,047.54	$5.87
ADDITIONAL ANI DISPLAY UNIT (4 to 15)		
Level A/3-Year Contract	-	$ 41.30
Level A/5-Year Contract	-	27.51
Level B	-	7.05
Single Payment Contract	$ 1,260.59	$6.35
ADMINISTRATIVE DISPLAY TERMINAL		
Level A/3-Year Contract	-	$ 33.20
Level A/5-Year Contract	-	21.31
Level B	-	18.15
Single Payment Contract	$ 1,013.36	$ 16.34
ADDITIONAL REMOTE DISPLAY TERMINAL		
Level A/3-Year Contract	-	$ 41.31
Level A/5-Year Contract	-	26.76
Level B	-	18.77
Single Payment Contract	$ 1,260.90	$ 16.89
TERMINAL		
Level A/3-Year Contract	-	$ 42.53
Level A/5-Year Contract	-	27.33
Level B	-	22.76
Single Payment Contract	$ 1,298.13	$ 20.48
REMOTE THINKJET PRINTER		
Level A/3-Year Contract	-	$ 11.71
Level A/5-Year Contract	-	7.54
Level B	-	6.05
Single Payment Contract	$ 357.42	$5.45
REMOTE TERMINAL/PRINTER		
Level A/3-Year Contract	-	$145.02
Level A/5-Year Contract	-	93.08
Level B	-	79.38
Single Payment Contract	$ 4,426.42	$ 71.44

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
IMPACT PRINTER		
Level A/3-Year Contract	-	$ 64.39
Level A/5-Year Contract	-	41.12
Level B	-	38.49
Single Payment Contract	$ 1,965.36	$ 34.64
ADDITIONAL IMPACT PRINTER		
Level A/3-Year Contract	-	$ 68.45
Level A/5-Year Contract	-	43.84
Level B	-	38.79
Single Payment Contract	$ 2,089.29	$ 34.91
LOCAL PRINTER		
Level A/3-Year Contract	-	$ 72.50
Level B	-	39.73
Single Payment Contract	$ 2,212.90	$ 35.76
OPTION FOR THINKJET PRINTER		
Level A/3-Year Contract	-	$ .73
Level A/5-Year Contract	-	.49
Level B	-	.06
Single Payment Contract	$22.28	$ .05
TYPE AHEAD WITH POWER SUPPLY		
Level A/3-Year Contract	-	$ 48.07
Level A/5-Year Contract	-	30.71
Level B	-	28.46
Single Payment Contract	$ 1,467.23	$ 25.61
POWER SUPPLY WITH BACKUP		
Level A/3-Year Contract	-	$175.16
Level A/5-Year Contract	-	115.73
Level B	-	44.58
Single Payment Contract	$5,346.37	$ 40.12
ENGINE DEVICE		
Level A/3-Year Contract	-	$101.36
Level B	-	57.31
Single Payment Contract	$ 3,093.79	$ 51.58

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
TELEPAK™ ANI MINI SYSTEM		
BASIC TELEPAK™ WITH 1 CONSOLE, 1 PROCESSOR		
Level A/3-Year Contract		$624.57
Level A/5-Year Contract		414.42
Level B		131.88
Single Payment Contract	$19,063.63	$118.70
BASIC TELEPAK™ UNIT WITH 2 CONSOLES		
Level A/3-Year Contract		$755.58
Level A/5-Year Contract		502.17
Level B		146.88
Single Payment Contract	$23,062.45	$132.19
OPTIONAL METER		
Level A/3-Year Contract		$1.27
Level A/5-Year Contract		0.85
Level B		0.19
Single Payment Contract	$ 38.69	$0.17
OPTIONAL METER CABINET WITH CABLE		
Level A/3-Year Contract		$ 24.19
Level A/5-Year Contract		16.12
Level B		4.09
Single Payment Contract	$738.42	$3.68
OPTIONAL SMOKED GLASS CABINET DOOR		
Level A/3-Year Contract		$ 14.28
Level A/5-Year Contract		9.49
Level B		2.69
Single Payment Contract	$435.82	$2.42
TELEPAK™ ANI STANDARD SYSTEM		
BASIC STANDARD SYSTEM WITH 2 CONSOLES		
Level A/3-Year Contract		$1,659.09
Level A/5-Year Contract		1,109.55
Level B		215.70
Single Payment Contract	$50,639.94	$194.13
BASIC STANDARD SYSTEM WITH 3 CONSOLES		
Level A/3-Year Contract		$1,891.81
Level A/5-Year Contract		1,265.19
Level B		245.96
Single Payment Contract	$57,743.12	$221.36

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
BASIC STANDARD SYSTEM WITH 4 CONSOLES		
Level A/3-Year Contract		$2,210.64
Level A/5-Year Contract		1,478.42
Level B		287.28
Single Payment Contract	$67,474.60	$258.55
BASIC STANDARD SYSTEM WITH 5 CONSOLES		
Level A/3-Year Contract		$2,393.63
Level A/5-Year Contract		1,600.81
Level B		310.85
Single Payment Contract	$73,060.11	$279.77

TELEPAK™ ANI MAXI SYSTEM

BASIC MAXI SYSTEM WITH 2 CONSOLES		
Level A/3-Year Contract		$2,045.82
Level A/5-Year Contract		1,368.18
Level B		266.05
Single Payment Contract	$62,444.03	$239.44
BASIC MAXI SYSTEM WITH 3 CONSOLES		
Level A/3-Year Contract		$2,314.12
Level A/5-Year Contract		1,547.61
Level B		300.94
Single Payment Contract	$70,633.10	$270.85
BASIC MAXI SYSTEM WITH 4 CONSOLES		
Level A/3-Year Contract		$2,582.95
Level A/5-Year Contract		1,727.40
Level B		335.88
Single Payment Contract	$78,838.69	$302.29
BASIC MAXI SYSTEM WITH 5 CONSOLES		
Level A/3-Year Contract		$2,851.60
Level A/5-Year Contract		1,907.06
Level B		370.80
Single Payment Contract	$ 87,038.49	$ 333.72
BASIC MAXI SYSTEM WITH 6 CONSOLES		
Level A/3-Year Contract		$3,119.95
Level A/5-Year Contract		2,086.53
Level B		405.70
Single Payment Contract	$ 95,229.22	$365.13

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
BASIC MAXI SYSTEM WITH 7 CONSOLES		
Level A/3-Year Contract		$3,388.70
Level A/5-Year Contract		2,266.26
Level B		440.63
Single Payment Contract	$103,432.30	$396.57
TELEPAK™ ANI STANDARD/MAXI COMMON EQUIPMENT		
OPTIONAL METER		
Level A/3-Year Contract		$ 1.27
Level A/5-Year Contract		0.85
Level B		0.19
Single Payment Contract	$ 38.69	0.17
OPTIONAL METER CABINET WITH CABLE		
Level A/3-Year Contract		25.71
Level B		5.18
Single Payment Contract	$1,173.81	$ 4.66
TELEPAK™ SPARE PARTS PACKAGE		
Level A/3-Year Contract		$ 201.84
Level A/5-Year Contract		135.69
Level B		15.38
Single Payment Contract	$6,160.69	$13.84
HEWLETT PACKARD (HP) ALI SYSTEMS		
MICRO-LX SYSTEM		
Level A/3-Year Contract		$247.68
Level A/5-Year Contract		158.25
Level B		146.62
Single Payment Contract	$7,559.71	$131.96
ASYNCHRONOUS PORT/CARD		
Level A/3-Year Contract		$24.92
Level A/5-Year Contract		16.75
Level B		1.90
Single Payment Contract	$760.52	$ 1.71
SUBSTITUTE 152 MB INTEGRATED DISK DRIVE		
Level A/3-Year Contract		$49.32
Level A/5-Year Contract		32.99
Level B		6.34
Single Payment Contract	$1,505.53	$ 5.71

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
ADD-ON 4 MB MEMORY		
Level A/3-Year Contract		$74.75
Level A/5-Year Contract		50.25
Level B		5.70
Single Payment Contract	$2,281.57	$ 5.13
SUBSTITUTE 133 MB CARTRIDGE TAPE DRIVE		
Level A/3-Year Contract		$48.82
Level A/5-Year Contract		32.48
Level B		8.88
Single Payment Contract	$1,490.01	$ 7.99
PROJECT MANAGEMENT AND CONFIGURATION-LX SYSTEM		
Level A/3-Year Contract		$55.28
Level A/5-Year Contract		37.16
Level B		4.21
Single Payment Contract	$1,687.24	$ 3.79
MICRO-RX SYSTEM		
Level A/3-Year Contract		$ 418.23
Level A/5-Year Contract		272.07
Level B		172.52
Single Payment Contract	$12,765.57	$ 155.27
SUBSTITUTE 304 MB INTEGRATED DISK DRIVE		
Level A/3-Year Contract		$89.92
Level A/5-Year Contract		60.12
Level B		12.01
Single Payment Contract	$2,744.70	$10.81
ADDITIONAL 304 MB DISK DRIVE		
Level A/3-Year Contract		$ 147.23
Level A/5-Year Contract		98.64
Level B		16.38
Single Payment Contract	$4,493.87	$14.74
SUBSTITUTE TWO 304 MB DISK DRIVES		
Level A/3-Year Contract		$ 216.99
Level A/5-Year Contract		145.54
Level B		21.70
Single Payment Contract	$6,623.13	$19.53

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
SUBSTITUTE 4 MB MEMORY		
Level A/3-Year Contract		$74.75
Level A/5-Year Contract		50.25
Level B		5.70
Single Payment Contract	$2,281.57	$ 5.13
SUBSTITUTE 133 MB TAPE DRIVE		
Level A/3-Year Contract		$48.82
Level A/5-Year Contract		32.48
Level B		8.88
Single Payment Contract	$1,490.01	$ 7.99
PROJECT MANAGEMENT & CONFIGURATION		
MICRO-RX SYSTEM		
Single Payment Contract	$3,000.00	$ 0.00
MICRO-XE SYSTEM		
Level A/3-Year Contract		$ 508.10
Level A/5-Year Contract		335.90
Level B		126.47
Single Payment Contract	$15,508.59	$ 113.82
SUBSTITUTE 4 MB MEMORY		
Level A/3-Year Contract		$87.21
Level A/5-Year Contract		58.63
Level B		6.65
Single Payment Contract	$2,662.00	$ 5.98
81 MB DISK DRIVE		
Level A/3-Year Contract		$73.56
Level A/5-Year Contract		47.53
Level B		35.28
Single Payment Contract	$2,245.15	$31.76
152 MB DISK DRIVE		
Level A/3-Year Contract		$89.41
Level A/5-Year Contract		58.02
Level B		39.07
Single Payment Contract	$2,728.92	$35.17
304 MB DISK DRIVE		
Level A/3-Year Contract		$ 133.65
Level A/5-Year Contract		87.51
Level B		46.32
Single Payment Contract	$4,079.30	$41.68

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
571 MB DISK DRIVE		
Level A/3-Year Contract		$ 418.63
Level A/5-Year Contract		277.00
Level B		100.29
Single Payment Contract	$12,777.57	$90.26
67 MB CARTRIDGE TAPE DRIVE		
Level A/3-Year Contract		$58.73
Level A/5-Year Contract		37.81
Level B		30.28
Single Payment Contract	$1,792.58	$27.25
133 MB CARTRIDGE TAPE DRIVE		
Level A/3-Year Contract		$94.45
Level A/5-Year Contract		61.83
Level B		33.01
Single Payment Contract	$2,882.78	$29.70
1600 CPI TAPE SUBSYSTEM		
Level A/3-Year Contract		$ 357.11
Level A/5-Year Contract		236.23
Level B		86.57
Single Payment Contract	$10,899.81	$77.92
1600/6250 CPI TAPE SUBSYSTEM		
Level A/3-Year Contract		$ 626.82
Level A/5-Year Contract		417.54
Level B		107.13
Single Payment Contract	$19,132.08	$ 96.41
DIGITAL DATA STORAGE SYSTEM 1.3 GIGABYTE (GB) DIGITAL AUDIO TAPE (DAT)		
Level A/3-Year Contract		$ 176.36
Level A/5-Year Contract		116.22
Level B		49.57
Single Payment Contract	$5,382.85	$44.61
PROJECT MANAGEMENT & CONFIGURATION MICRO-XE SYSTEM		
Single Payment Contract	$6,000.00	$ 0.00

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
925-LX SYSTEM		
Level A/3-Year Contract		$1,126.67
Level A/5-Year Contract		719.74
Level B		669.11
Single Payment Contract	$34,388.96	$602.20
ADDITIONAL 8 MB MEMORY		
Level A/3-Year Contract		$ 199.60
Level A/5-Year Contract		134.18
Level B		15.21
Single Payment Contract	$6,092.42	$13.69
ADDITIONAL 16 MB MEMORY		
Level A/3-Year Contract		$ 399.22
Level A/5-Year Contract		268.37
Level B		30.42
Single Payment Contract	$12,185.17	$27.38
PROJECT MANAGEMENT AND CONFIGURATION 925-LX SYSTEM		
Single Payment Contract	$11,000.00	$ 0.00
HP925 SYSTEM		
Level A/3-Year Contract		$2,004.41
Level A/5-Year Contract		1,280.72
Level B		1,186.35
Single Payment Contract	$61,179.98	$1,067.71
ADDITIONAL 8 MB MEMORY		
Level A/3-Year Contract		$221.11
Level A/5-Year Contract		148.64
Level B		16.85
Single Payment Contract	$6,748.72	$ 15.17
ADDITIONAL 16 MB MEMORY		
Level A/3-Year Contract		$ 442.21
Level A/5-Year Contract		297.27
Level B		33.70
Single Payment Contract	$13,497.44	$30.33

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
ADDITIONAL 32 MB MEMORY		
Level A/3-Year Contract		$1,105.63
Level A/5-Year Contract		743.25
Level B		84.26
Single Payment Contract	$33,746.85	$75.83
PROJECT MANAGEMENT & CONFIGURATION -HP925 SYSTEM		
Single Payment Contract	$15,000.00	$ 0.00
HP935 SYSTEM		
Level A/3-Year Contract		$3,758.23
Level A/5-Year Contract		2,401.31
Level B		2,224.56
Single Payment Contract	$114,711.40	$2,002.10
ADDITIONAL 8 MB MEMORY		
Level A/3-Year Contract		$221.11
Level A/5-Year Contract		148.64
Level B		16.85
Single Payment Contract	$6,748.72	$ 15.17
ADDITIONAL 16 MB MEMORY		
Level A/3-Year Contract		$442.21
Level A/5-Year Contract		297.27
Level B		33.70
Single Payment Contract	$ 13,497.44	$ 30.33
ADDITIONAL 32 MB MEMORY		
Level A/3-Year Contract		$1,105.63
Level A/5-Year Contract		743.25
Level B		84.26
Single Payment Contract	$ 33,746.85	$ 75.83
PROJECT MANAGEMENT & CONFIGURATION -HP935 SYSTEM		
Single Payment Contract	$20,000.00	$ 0.00
2 MEGABYTES (MB) MEMORY MODULE, MICRO-XE SYSTEM		
Level A/3-Year Contract		$ 137.05
Level A/5-Year Contract		92.13
Level B		10.44
Single Payment Contract	$4,183.04	$ 9.40

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
4 MB MEMORY MODULE, MICRO-XE SYSTEM		
Level A/3-Year Contract		$ 261.99
Level A/5-Year Contract		176.12
Level B		19.97
Single Payment Contract	$7,996.53	$17.97
COLOR GRAPHICS TERMINAL		
Level A/3-Year Contract		$ 104.66
Level A/5-Year Contract		69.19
Level B		26.04
Single Payment Contract	$3,194.49	$23.44
DOT MATRIX PRINTER		
Level A/3-Year Contract		$63.91
Level A/5-Year Contract		40.47
Level B		43.58
Single Payment Contract	$1,950.81	$39.22
RUGGEDWRITER PRINTER		
A/3-Year Contract		$36.58
Level A/5-Year Contract		22.76
Level B		31.18
Single Payment Contract	$1,116.56	$28.06
LASERJET SERIES II PRINTER		
Level A/3-Year Contract		$54.28
Level A/5-Year Contract		31.99
Level B		73.82
Single Payment Contract	$1,656.79	$66.44
LASERJET SERIES III PRINTER		
Level A/3-Year Contract		$49.31
Level A/5-Year Contract		29.40
Level B		61.82
Single Payment Contract	$1,505.09	$55.64
DESKJET PRINTER		
Level A/3-Year Contract		$22.97
Level A/5-Year Contract		14.86
Level B		10.78
Single Payment Contract	$ 701.20	$ 9.71

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
SOUND ENCLOSURE CABINET		
Level A/3-Year Contract		$17.56
Level A/5-Year Contract		11.81
Level B		1.34
Single Payment Contract	$ 536.07	$ 1.20
PRINTER/PLOTTER STAND		
Level A/3-Year Contract		$ 7.68
Level A/5-Year Contract		5.17
Level B		0.59
Single Payment Contract	$ 234.56	$ 0.53
DESKTOP PRINTER STAND		
Level A/3-Year Contract		$ 2.98
Level A/5-Year Contract		2.00
Level B		0.23
Single Payment Contract	$ 90.84	$ 0.20
CARTRIDGE TAPE, 67 MB		
Level A/3-Year Contract		$ 8.07
Level A/5-Year Contract		5.43
Level B		0.62
Single Payment Contract	$ 246.34	$ 0.55
CARTRIDGE TAPE, 133 MB		
Level A/3-Year Contract		$ 8.81
Level A/5-Year Contract		5.92
Level B		0.67
Single Payment Contract	$268.83	$ 0.60
REELS TAPE 2400'		
Level A/3-Year Contract		$8.44
Level A/5-Year Contract		5.67
Level B		0.64
Single Payment Contract	$ 257.59	$0.58
KEY SYSTEM STATUS CONTROL UNIT		
Level A/3-Year Contract		$ 52.44
Level A/5-Year Contract		34.69
Level B		12.67
Single Payment Contract	$ 1,600.51	$ 11.40

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
TEL CONTROL INC (TCI) ANI EQUIPMENT		
ENHANCED SELECTIVE ROUTING SYSTEM-TC1051		
Level A/3-Year Contract		$1,130.63
Level A/5-Year Contract		754.26
Level B		176.07
Single Payment Contract	$34,510.01	$158.46
TRANSFER & ALARM SWITCH		
Level A/3-Year Contract		$17.00
Level A/5-Year Contract		11.31
Level B		3.19
Single Payment Contract	$519.00	$ 2.87
RINGDOWN CONVERSION CIRCUIT		
Level A/3-Year Contract		$ 8.92
Level A/5-Year Contract		5.94
Level B		1.51
Single Payment Contract	$272.29	$ 1.36
ENHANCED MEMORY BOARD		
Level A/3-Year Contract		$28.56
Level A/5-Year Contract		19.03
Level B		4.81
Single Payment Contract	$871.79	$ 4.33
MULTIPLEXER CARD SYSTEM		
Level A/3-Year Contract		$14.08
Level A/5-Year Contract		9.36
Level B		2.74
Single Payment Contract	$429.78	$ 2.47
SELECTIVE ROUTING CIRCUIT-1 PORT		
Level A/3-Year Contract		$22.27
Level A/5-Year Contract		14.84
Level B		3.75
Single Payment Contract	$ 679.75	$ 3.38
SELECTIVE ROUTING CIRCUIT-2 PORT		
Level A/3-Year Contract		$26.76
Level A/5-Year Contract		17.83
Level B		4.51
Single Payment Contract	$ 816.72	$ 4.06

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
CAGE FOR SELECTIVE ROUTING CIRCUIT CARDS		
Level A/3-Year Contract		$12.22
Level A/5-Year Contract		8.22
Level B		0.93
Single Payment Contract	$373.13	$ 0.84
CAGE FOR MUX AND T&A CIRCUITS		
Level A/3-Year Contract		$ 6.81
Level A/5-Year Contract		4.58
Level B		0.52
Single Payment Contract	$207.80	$ 0.47
DUAL INVERTER		
Level A/3-Year Contract		$ 183.78
Level A/5-Year Contract		122.86
Level B		24.70
Single Payment Contract	$5,609.57	$22.23
VECTRA OS/20 MODEL 47		
Level A/3-Year Contract		$100.10
Level A/5-Year Contract		63.96
Level B		59.24
Single Payment Contract	$3,055.30	$53.32
PERSONAL COMPUTER (PC) ALI SYSTEM		
VECTRA OS/16S MODEL 86		
Level A/3-Year Contract		$87.45
Level A/5-Year Contract		55.45
Level B		58.28
Single Payment Contract	$2,669.09	$52.45
VGA COMPATIBLE COLOR DISPLAY		
Level A/3-Year Contract		$16.40
Level A/5-Year Contract		10.53
Level B		8.99
Single Payment Contract	$500.64	$ 8.09
MONOCHROME GRAPHICS DISPLAY		
Level A/3-Year Contract		$ 6.92
Level A/5-Year Contract		4.15
Level B		8.27
Single Payment Contract	$211.20	$ 7.44

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
FULL TILT AND SWIVEL CONTROL MOUNTING ASSEMBLY		
Level A/3-Year Contract		$ 2.50
Level A/5-Year Contract		1.68
Level B		0.19
Single Payment Contract	$ 76.30	$ 0.17
84 MEGABYTES (MB) INTERNAL TAPE ALI BACKUP SUBSYSTEM		
Level A/3-Year Contract		$34.78
Level A/5-Year Contract		23.38
Level B		2.65
Single Payment Contract	$1,061.46	$ 2.39
152 MB INTERNAL TAPE ALI BACKUP SUBSYSTEM		
Level A/3-Year Contract		$70.51
Level A/5-Year Contract		47.40
Level B		5.37
Single Payment Contract	$2,152.10	$ 4.84
FLEXIBLE DISK EXPANDER		
Level A/3-Year Contract		$ 4.35
Level A/5-Year Contract		2.93
Level B		0.33
Single Payment Contract	$132.92	$ 0.30
1.2 MB FLEXIBLE DISK DRIVE		
Level A/3-Year Contract		$ 6.88
Level A/5-Year Contract		4.62
Level B		0.52
Single Payment Contract	$209.91	$ 0.47
WINDOWS/286, 5.25 OR 3.5 INCH DISKS		
Level A/3-Year Contract		$ 3.83
Level A/5-Year Contract		2.57
Level B		0.00
Single Payment Contract	$116.90	$ 0.00
MICROSOFT MS-DOS		
Level A/3-Year Contract		$ 3.52
Level A/5-Year Contract		2.37
Level B		0.00
Single Payment Contract	$107.45	$ 0.00

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
ALI SOFTWARE LICENSE-PC		
Level A/3-Year Contract		$ 497.51
Level A/5-Year Contract		334.44
Level B		0.00
Single Payment Contract	$15,185.19	$ 0.00
SOFTWARE TRANSFER OPTION		
Level A/3-Year Contract		$ 138.20
Level A/5-Year Contract		92.90
Level B		0.00
Single Payment Contract	$4,218.11	$ 0.00
PC ALI CONTROLLER SOFTWARE LICENSE--OPTIONAL		
Level A/3-Year Contract		$ 265.34
Level A/5-Year Contract		178.37
Level B		0.00
Single Payment Contract	$8,098.77	$ 0.00
PC RECORDS GENERATOR SOFTWARE LICENSE--OPTIONAL		
Level A/3-Year Contract		$1,326.68
Level A/5-Year Contract		891.85
Level B		0.00
Single Payment Contract	$40,493.85	$ 0.00
PROJECT MANAGEMENT & CONFIGURATION -PC ALI SYSTEM		
Single Payment Contract	$1,000.00	$ 0.00
MODEM SPLITTER		
Level A/3-Year Contract		$ 2.28
Level A/5-Year Contract		1.21
Level B		5.18
Single Payment Contract	$ 69.68	$ 4.66
DATA BROADCASTER		
Level A/3-Year Contract		$10.69
Level A/5-Year Contract		5.72
Level B		23.55
Single Payment Contract	$326.22	$21.19

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
TELPAK™ ALI SYSTEMS		
-48 V TO -52.2 VDC POWER SYSTEM, WITH BATTERIES, 12 AMP		
Level A/3-Year Contract		$ 103.81
Level A/5-Year Contract		67.42
Level B		44.58
Single Payment Contract	$3,168.49	$40.12
RECTIFIER FOR -48 DC POWER, 30 AMP		
Level A/3-Year Contract		$64.44
Level A/5-Year Contract		42.00
Level B		25.33
Single Payment Contract	$1,966.82	$22.80
BATTERIES FOR -48 DC POWER, 12 AMP		
Level A/3-Year Contract		$25.51
Level A/5-Year Contract		16.57
Level B		10.93
Single Payment Contract	$778.71	$ 9.84
RECTIFIER FOR -48 DC POWER, 12 AMP		
Level A/3-Year Contract		$39.78
Level A/5-Year Contract		25.84
Level B		17.06
Single Payment Contract	$1,214.22	$15.36
AT&T ANI/ALI SYSTEM		
BASIC SYSTEM		
Level A/3-Year Contract		$ 469.59
Level A/5-Year Contract		312.85
Level B		79.64
Single Payment Contract	$14,333.22	$71.67
572 PRINTER		
Level A/3-Year Contract		$28.75
Level A/5-Year Contract		19.15
Level B		4.89
Single Payment Contract	$877.60	$ 4.40
ALI MUX A12/VX HARDWARD, LARGE		
Level A/3-Year Contract		$235.42
Level A/5-Year Contract		156.92
Level B		38.68
Single Payment Contract	$7,185.58	$ 34.81

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
INTEGRATED MANAGEMENT AND REPORTING SYSTEM		
IMARS E911 SYSTEM		
Level A/3-Year Contract		$ 201.61
Level A/5-Year Contract		129.86
Level B		103.21
Single Payment Contract	$6,153.65	$92.89
MONOCHROME MONITOR		
Level A/3-Year Contract		$10.08
Level A/5-Year Contract		6.49
Level B		5.17
Single Payment Contract	$307.58	$ 4.65
COLOR MONITOR		
Level A/3-Year Contract		$28.22
Level A/5-Year Contract		18.17
Level B		14.45
Single Payment Contract	$861.27	$13.00
PRINTER WITH CABLE		
Level A/3-Year Contract		$27.22
Level A/5-Year Contract		17.53
Level B		13.92
Single Payment Contract	$830.86	$12.53
HARD DISK/DISK CONTROLLER		
Level A/3-Year Contract		$48.38
Level A/5-Year Contract		31.16
Level B		24.78
Single Payment Contract	$1,476.76	$22.30
TAPE STREAMER/ASSEMBLY KIT		
Level A/3-Year Contract		$52.54
Level A/5-Year Contract		35.32
Level B		4.00
Single Payment Contract	$1,603.60	$ 3.60
DIGIBOARD 4i CARD		
Level A/3-Year Contract		$40.33
Level A/5-Year Contract		25.97
Level B		20.64
Single Payment Contract	$1,230.84	$18.57

OBSOLETE SERVICE AND EQUIPMENT
911 PSAP EQUIPMENT

	Nonrecurring Charge	Monthly Rate
DIGIBOARD 8i CARD		
Level A/3-Year Contract		$52.42
Level A/5-Year Contract		33.77
Level B		26.82
Single Payment Contract	$1,600.07	$24.14
OPTIONAL ABC SWITCH BOX		
Level A/3-Year Contract		$ 6.05
Level A/5-Year Contract		3.90
Level B		3.09
Single Payment Contract	$184.78	$ 2.78
OPTIONAL POWER CONVERSTION		
Level A/3-Year Contract		$ 24.19
Level A/5-Year Contract		15.58
Level B		12.38
Single Payment Contract	$738.47	$ 11.14
OPTIONAL CLEAR SIGNAL CONVERTER		
Level A/3-Year Contract		$ 5.65
Level A/5-Year Contract		3.64
Level B		2.90
Single Payment Contract	$172.31	$ 2.61
APPLICATION SOFTWARE		
Level A/3-Year Contract		$ 296.92
Level A/5-Year Contract		199.60
Level B		0.00
Single Payment Contract	$9,062.65	$ 0.00
OPERATING SYSTEM SOFTWARE		
Level A/3-Year Contract		89.07
Level A/5-Year Contract		59.88
Level B		0.00
Single Payment Contract	$2,718.80	$ 0.00
BATTERY PACK FOR EXTENDED 750 VOLT AMPERES UNINTERRUPTED POWER SUPPLY	$1,221.00	$37.17
CONSOLE SPEED DIAL OPTION	$1,933.00	$43.00
BATTERY PACK FOR EXTENDED 750 VOLT AMPERES UNINTERRUPTED POWER SUPPLY		
External battery pack to extend operating time up to four (4) hours	$1,221.00	$37.17

OBSOLETE SERVICE AND EQUIPMENT

	Nonrecurring Charge	Monthly Rate
CLASS MARKING (Provided in association with 911 or E911 Service.)	$2,000.00	$57.00*

Class Marking
Class Marking allow calls placed to 911 emergency service to be directed to the emergency department of the city in which the caller resides or the call is blocked in the central office.

	MRC
Selective Router Port Connection	
911 Selective Router Port Charge (per trunk)	$54.00

	NRC	MRC	
Frame Relay Access Service – Grandfathered [1]			(C)
911 Frame Relay Access Service (per trunk)	-	$61.75	

Selective Router Port Connectivity provides the physical connectivity for the incoming 9-1-1 trunk circuits and enables the Wireless Service Providers to access the Emergency Services network. Selective Router Port Connectivity is required for each individual trunk.

Frame Relay Access Service [1] establishes a Frame Relay connection at the central office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to third party Frame Relay service is additional and must be coordinated by the customer requesting service. (C)

* The number of lines in each Central Office will be reviewed at least annually for verification of correct charges.

[1] Effective May 31, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay] Service. (N)
Upon service term expiration, the service will transition to a Month-to-Month service arrangement. (N)

OBSOLETE SERVICE AND EQUIPMENT

	Nonrecurring Charge	Monthly Rate	
CENTREX - ANALOG			
12 Month Contract			
2 - 25 Lines, Per Line		$117.25	(I)
36 Month Contract			
2 - 25 Lines, Per Line		$117.00	(I)
60 Month Contract			
2 - 25 Lines, Per Line		$116.75	(I)

OBSOLETE SERVICES AND EQUIPMENT

IN CONTACTK (M)

GENERAL

IN ContactK (INCK) is a terminating voice service built upon Advanced Intelligent Network functionality.

IN ContactK provides the customer with a personal INCK number. The INCK number is geographically based but is not associated with a physical line or trunk. The personal number resides in a local switch. Calls to it are directed to a network routing program and database which controls routing information for actual call termination.

IN ContactK is limited to the following exchanges:

Carrollton	Grapevine
DFW Airport	Irving
Denton	Lewisville
Garland	Plano
Rowlett	Keller
Wylie	

DEFINITIONS

Caller Access Code is a 4 digit personal identification number given to selected callers by the customer to allow them to override a Call Acceptance List.

Customer Group are all customers with the same Customer Group Number.

Customer Group Number is an optional number assigned to INCK customers to associate them with a specific organization for the purpose of generating reports at an organizational level.

Default Number is one of the INCK routing options. It is the default destination for the customer's INCK service.

INCK Customer Administrative Access Code (CAAC) is a password INCK customers enter to gain access to the Signaling Control Point (SCP) to change their INCK Call Forward options or user data from a touchtone telephone. The CAAC consists of the user's 10 digit INCK number plus their 4 digit PIN.

INCK Routing Option is one of the selections an INCK customer can make to define how calls to their INCK number will be routed.

(M)

(M) Material moved from Section 16, Sheet No. 20.

OBSOLETE SERVICES AND EQUIPMENT

IN CONTACTK (M)

DEFINITIONS (Cont'd)

INCK User is a person who has access to INCK services and has been assigned one or more INCKnumbers. The INCK user is also referred to as the User or the Customer.

Override Number is one of the INCK routing options. There is one override number. This number can be changed by the customer. When it is selected, the customer is asked to provide the destination number to which incoming calls are to be terminated. This can be any valid North American Numbering Plan (NANP) or international telephone number. Carrier identification codes can be included to override the default carrier selected as a subscription option. 1,0 or international prefix codes may also be used.

Personal Identification Number (PIN) is a 4 digit number that authenticates the customer to the network.

Selective Call Acceptance List is a list of up to 20 telephone numbers from which calls will be allowed to terminate to the INCK number when call screening is active.

Selective Call Acceptance Treatment Option is a subscription parameter that defines how calls to the INCK number that are not on the Selective Call Acceptance List will be handled when call screening is active. There are two options that can be selected: "Standard Announcement" or "Announce and Forward". "Standard Announcement" is the option for customers who want these calls terminated with an announcement stating that the customer is not accepting calls at this time. "Announce and Forward" is the option for customers who want the calls forwarded to another line or to voice mail.

Speed Call Number is a single digit that can be used as an INCK routing option, or can be used as a variable when establishing or changing a Schedule. There are three speed call numbers. The customer will define each of them as a destination. One could be for "home", one for "office", one for "car phone".

User Schedule is a decision graph that determines the destination number that calls to the INCK number are to be routed to. The routing number is based on time-of-day/day-of-week, call screening and Call Access Code criteria. A customer can have a maximum of two user schedules. (M)

(M) Material moved from Section 16, Sheet No. 21.

OBSOLETE SERVICES AND EQUIPMENT

IN CONTACTK (M)

DESCRIPTION OF SERVICE

Call routing for calls placed to the INCK number will be controlled by the customer. The customer has several options for forwarding calls; to the default number, to the override number, to one of three speed call numbers, or according to either of two pre-defined User Schedules which determines the destination according to a Day of Week/Time of Day algorithm. The signaling control point (SCP) will allow 10XXX, 101XXXX, 1, or 011 to be prefixed to routing numbers. N11, O+ or OO+ will not be allowed.

The customer may use a Selective Call Acceptance List (SCAL) of up to 20 numbers for permitting incoming calls from calling numbers designated on the SCAL. The Selective Call Acceptance List will support 3, 6, 7 or 10 digit screening.

Call acceptance will be conditioned on ANI availability. At the time the customer subscribes to this service, the customer has the option to receive all calls where ANI is not available or elect to have an announcement played and/or forward these calls to another number.

A Caller Access Code may be given to selected callers to allow them to override the Selective Call Acceptance List. If the call is not coming from a number on the list, or the caller does not provide the proper Caller Access Code, they will be routed as defined by the Selective Call Acceptance List Treatment Option in effect. The customer can have two Caller Access Codes.

REGULATIONS

The INCK customer is responsible for any applicable long distance charges when calls to the INCK number are redirected to a number outside the local calling area. When a customer's INCK number is forwarded to a cellular phone, normal air time charges will apply on the redirected call.

One listing is provided without charge for the exchange in which the INCK Central Office is located. Additional directory listings may be obtained as shown in Section 12 of this tariff.

Appropriate service charges as shown in Section 13 of this tariff will apply.

For presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the General Telephone Operating Companies Tariff, GTOC Tariff FCC No. 1, will apply. (M)

(M) Material moved from Section 16, Sheet No. 22.

OBSOLETE SERVICES AND EQUIPMENT

IN CONTACTK (M)

RATES AND CHARGES

	GSEC	Nonrecurring Charge	Monthly Rate
IN Contact_, per number			
Business	AINBINC	(1)	$ 12.00
Residence	AINRINC	(1)	12.00

(1) Appropriate service order charge, as shown in Section 13 of this tariff. (M)

(M) Material moved from Section 16, Sheet No. 23.

OBSOLETE SERVICES AND EQUIPMENT

FLEXIBLE CALL FORWARD (N)

GENERAL

Flexible Call Forward service is an option of Custom Routing Service. This offering applies only to customers whose service was provisioned prior to the effective date of this tariff sheet. (N)

DESCRIPTION OF SERVICE

Flexible Call Fowarding (M[1])

An option of Custom Routing Service which allows a customer's individual line the capability to separately forward calls to another telephone number. The following Call Forward choices are available:

- to a default destination. The default destination is assigned at the time the customer orders this service. Changes in the assigned destination must be performed by the Telephone Company.
- to an override destination. This feature is controlled by the customer once he/she has been established in the Custom Routing Service system. When flexible Call Forward has been activated and the destination has been entered, this feature overrides the default destination.
- Either of two predefined forwarding schedules which can determine the destination according to Time-of-Day/Day-of-Week. (C) (C)

If a line/station has the Flexible Call Forward option and is also a member of a Group Redirect group, the Flexible Call Forward option takes precedence when both options are activated. (M[1])

DESCRIPTION OF FEATURES (N)

Time-of-Day/Day-of-Week Redirection

Allows the customer to redirect incoming calls to another location at predesignated times of the day and/or different days of the week. The system will automatically route calls until the customer changes the specifications. This option may be used in both schedules when selected with Flexible Call Forward. (N)

CONDITIONS (N)

Flexible Call Forward is only applicable to Type I service lines. (C)(M[2])

(M[1]) Material moved from Section 25, Sheet No. 3.
(M[2]) Material moved from Section 25, Sheet No. 4.

OBSOLETE SERVICES AND EQUIPMENT

FLEXIBLE CALL FORWARD (Cont'd)

RATES (N)

	Nonrecurring Charge(1)	GSEC	Monthly Rate(2)	GSEC	
Per Line or DID Number					(M)
5 - 50	2.00	CRCFLNRC	3.00	CRCF5	|
51 - 100	2.00	CRCFLNRC	2.70	CRCF51	|
101 - 500	2.00	CRCFLNRC	2.40	CRCF101	|
501 - 1000	2.00	CRCFLNRC	2.10	CRCF501	|
1000 Plus	2.00	CRCFLNRC	1.75	CRCF1001	|
Line/DID Number Rearrangements					|
System Charge, per Rearrangement	72.00	CRCFRSNRC	--		|
Per Number Changed/Moved or Added	2.00	CRCFRNNRC	--		|
Time-of-Day/Day-of-Week Redirection	16.00	CRCFTDNRC	--		|
Per Number			.35	CRCFTDN	|
PIN Number Change (per occasion)	24.00	CRPINNRC	--		(M)

(1) Appropriate charges in Section 13 of this Tariff are also applicable. (N)
(2) In addition to applicable Local Network Access Charges in Section Nos. 6 and 47. |
(M) Material moved from Section 25, Sheet No. 7. (N)

OBSOLETE SERVICES AND EQUIPMENT

PRIVATE PAGE SERVICE (M)
(One-Way Communications)

APPLICATION OF TARIFF

This tariff applies to Private Page Service (one-way communications) furnished by the Telephone Company from its land radio-telephone stations, to customer provided private page receivers within the service area of that land radio-telephone station, through the use of coded radio transmissions from the land radio-telephone station.

DEFINITIONS

Private Page Service

A public communication service from radio-telephone base-stations to private page receivers through the use of coded radio transmissions from the land radio-telephone station.

Call

A call is defined as a communication or transmission of a radio signal by the land station to be received by a private page receiver and repeated from two to five times as necessary to insure reception by the customer. A call may consist of a tone signal only, tone and voice, or digital display.

Signalling Communications

One-way communications from a base station to a private page receiver for the purpose of actuating a signalling device in the private page receiver.

Digital Display

This service provides for the transmission of a radio signal designed to interact with a customer provided private page receiver and produce a distinctive audible tone and display up to ten (10) digits of data (such as a telephone number) on the receiver's visual display. The transmission is initiated when the assigned telephone number is dialed and the caller dials additional digits to be displayed.

Tone Only

This service provides for the transmission of a radio signal designed to interact with a customer provided private page receiver and produce a distinctive audible tone. The transmission is initiated when the assigned telephone number is dialed. (M)

(M) Material moved from Section 28, Sheet No. 1.

OBSOLETE SERVICES AND EQUIPMENT

PRIVATE PAGE SERVICE (M)
(One-Way Communications)

DEFINITIONS (Cont'd)

Tone and Voice

This service provides for the transmission of a radio signal designed to interact with a customer provided private page receiver and produce a distinctive audible tone when the assigned telephone number is dialed. Upon dialing the assigned telephone number, the caller may then leave a voice message of up to ten (10) seconds which is recorded and then transmitted to the private page receiver following the tone.

REGULATIONS

Availability of Service

Private Page Service (one-way communications) is available to end users for use with customer provided private page receivers. The service is available to persons within range of the central land radio-telephone station through which such service is furnished and subject to transmission, atmospheric and like limitations.

Provision of Equipment

The radio receiving equipment (private page receivers) provided by the customer shall be suitable for the proper operation of the service as offered in this tariff and must be properly licensed by the customer. The customer is required to subscribe to Dispatch Service for each private page receiver which the customer has in service on the system.

Initial Contract Period and Termination by Customer

Contract Periods - The minimum contract period for service and facilities is one month.

Termination by Customer - Service or facilities may be terminated by the customer at any time, subject to payment of full charges for the period service is rendered, except that, if termination occurs within the initial contract period, charges apply for the full initial contract period. (M)

(M) Material moved from Section 28, Sheet No. 2.

OBSOLETE SERVICES AND EQUIPMENT

PRIVATE PAGE SERVICE (M)
(One-Way Communications)

PRIVATE PAGE SERVICE ACCESS AREA

The area of this Private Page Service (one-way communications) is the entire area within the service area of the land radio-telephone station of the Telephone Company as follows:

Land Radio-Telephone Stations

Private Page Access Service – Tone Only
San Angelo Texarkana (M)

Private Page Access Service – Tone & Voice (M)
San Angelo Texarkana (M)

Private Page Access Service – Digital Display (M)
San Angelo Texarkana (M)

(M) Material moved from Section 28, Sheet No. 3.

OBSOLETE SERVICES AND EQUIPMENT

PRIVATE PAGE SERVICE (M)
(One-Way Communications)

RATES

Exchange Private Page Access Service	Nonrecurring Charge (1)	Month to Month	12 Month Contract	24 Month Contract
Customer assigned tone signal will be transmitted whenever a message is received for that number, and thereafter repeating from two to five times, the exact number of repetitions will depend on the number of transmissions that experience shows is needed to insure reception by the customer. Private Page Service will entitle the customer to unlimited calls.				
Tone only;	7.50			
Dispatch service, per access				
1-5 Accesses TNO DISP		7.00	6.25	5.50
6-20 Accesses TNO DISP6		6.80	5.90	4.95
21-50 Accesses TNO DISP21		6.50	5.35	4.15
51+ Accesses TNO DISP51		6.00	4.40	3.85
Tone and voice;	7.50			
Dispatch service, per access				
1-5 Accesses TNV DISP		11.00	10.00	
6+ Accesses TNV DISP6		10.50	9.50	
Digital display;	7.50			
Dispatch Service, per access				
1-5 Accesses DIG DISP		10.00	8.75	7.50
6-20 Accesses DIG DISP6		9.65	8.25	6.80
21-50 Accesses DIG DISP21		9.15	7.45	5.75
51+ Accesses DIG DISP51		8.25	6.15	4.50

(M)

(1) The service charges in Section 13 of the General Exchange Tariff do not apply.
(M) Material moved from Section 28, Sheet No. 3A.

OBSOLETE SERVICES AND EQUIPMENT

CENTREX MULTILINE VARIETY PACKAGE (M)

APPLICATION

Centrex MultiLine Variety Package Service is offered in EAS Rate Band 4 - 8 exchanges. Service is limited to existing customers at existing locations. Customers may continue to add, change, or delete service on a per line basis, within an existing business group, and also change or renew term commitment options until the service is disconnected completely. (C) | (C)

GENERAL

Centrex MultiLine Variety Package (Centrex MVP) is a central office based exchange telecommunications service available to small business customers served from suitably equipped central offices where operating conditions permit.

DESCRIPTION OF SERVICE

Centrex MultiLine Variety Package (MVP) is a Centrex service designed to support business customers requiring a small number of lines. MVP permits a customer to combine several separate business lines into a communications system without special customer premises equipment (CPE). Centrex MVP groups those lines into a hunt arrangement, provides an intercom function and provides a package of six (6) features with an option of two (2) additional features at the customer's choice. Centrex MVP is provisioned with a minimum of two (2) lines and a maximum of twenty-five (25) lines. Only one MVP (2-25 lines) per serving customer address is allowed.

FEATURES

Call Pick Up - Permits a station user to dial a code to answer an incoming call which is ringing at another station within the Call Pick Up group.

Three Way Calling - Allows the station user to add a third party to an existing call.

Call Transfer - Allows a station user to transfer internal and external calls to another station.

Call Forward (All/Busy/No Answer) - Permits a station user to forward calls that encounter a busy and/or no answer conditions or all calls to a predefined destination.

Individual Speed Call - Allows a station user to place calls, up to six (6) or eight (8) frequently called numbers, using abbreviated dialing of two or four digits. (M)

(M) Material moved from Section 34F, Sheet 1.

OBSOLETE SERVICES AND EQUIPMENT

CENTREX MULTILINE VARIETY PACKAGE (M)

FEATURES (Cont'd)

Station-to-Station Calling - Allows station users to call each other using intercom dialing, but restricted to the system's serving wire center.

OPTIONAL FEATURES

Hunting - On incoming calls a search is made for an idle line beginning with the first number of the hunt group and ending with the last number.

Call Waiting/Cancel Call Waiting - Call Waiting provides the station user with a tone, during a call, that indicates an incoming call. Cancel Call Waiting, offered with Call Waiting, allows the station user to cancel the Call Waiting feature for the duration of one call.

BILLING REGULATIONS

MVP Service is offered on a term commitment basis starting on the date service is established.

TERMINATION LIABILITY

(See General Rules and Regulations.) (M)

(M) Material moved from Section 34F, Sheet 2.

OBSOLETE SERVICES AND EQUIPMENT

CENTREX MULTILINE VARIETY PACKAGE (M)

RATES AND CHARGES

	Nonrecurring Charges	Monthly Rate(2)(3) Per Line	IOSC
12 Month Term Commitment			
2 - 5 Lines	(1)	$33.00	18389
6 - 25 Lines	(1)	32.00	18280
36 Month Term Commitment			
2 - 5 Lines	(1)	$32.00	18400
6 - 25 Lines	(1)	31.00	18281
60 Month Term Commitment			
2 - 5 Lines	(1)	$31.00	18401
6 - 25 Lines	(1)	30.00	18402
No Call Waiting Option		-	18282
No Line Hunt Option		-	18283
Extended Metro Service (EMS) Per Line	(4)		See Section 34 Sheet No. 53 (M)

(M)

(1) Applicable Service Charges from Section 13.
(2) Monthly Rates do NOT include Federal Subscriber Line Charge. Refer to VERIZON Telephone Operating Companies Tariff FCC No. 1, Section 13.
(3) Monthly rates include applicable EAS charges. (M)
(4) EMS is limited to those exchanges where EMS is available. See Section 6 for a listing of those exchanges.

(M) Material moved from Section 34F, Sheet 3.

OBSOLETE SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICES (M)

BUNDLED SERVICES

1. The Big Deal

A. General

The Big Deal offering is available to residential customers in the exchanges of Azle, Carrollton, Garland, Grapevine, Irving, Keller, Lewisville, Plano, Rowlett and Wylie.

B. Services

The Big Deal offering includes the following services:

Residential One Party Flat Rate Service (1)

Touch Call	Call Block
Call Waiting	Anonymous Call Block
Call Waiting ID	Distinctive Ring
Cancel Call Waiting	Speed Dialing 30
Caller ID	Call Forward
Three Way Calling	Do Not Disturb
*69	Select Call Forward
Busy Redial	Verizon LDMTS (2)
Priority Call	

C. Rates

Exchanges	Monthly Rate
Azle, Grapevine, Keller, Rowlett, Wylie	$27.30
Carrollton, Lewisville, Plano	$27.50
Garland, Irving	$27.65 (M)

(1) Includes EAS. (M)
(2) Verizon Intrastate, IntraLATA Long Distance Message Telecommunications Service of the customer's choice. (M)

(M) Material moved from Section 16, Sheet 30.

OBSOLETE SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICES (M)

BUNDLED SERVICES (Cont'd)

2. The Big Deal With Metro

A. General

The Big Deal With Metro offering is available to residential customers in the exchanges of Grapevine, Irving, Keller and Lewisville.

B. Services

The Big Deal With Metro offering includes the following services:

Residential Optional Extended Metro (EMS) Service

Touch Call	Call Block
Call Waiting	Anonymous Call Block
Call Waiting ID	Distinctive Ring
Cancel Call Waiting	Speed Dialing 30
Caller ID	Call Forward
Three Way Calling	Do Not Disturb
*69	Select Call Forward
Busy Redial	Verizon LDMTS (1)
Priority Call	

C. Rates

Exchanges	Monthly Rate
Grapevine, Irving	$41.75
Keller, Lewisville	(M)

(1) Verizon Intrastate, IntraLATA Long Distance Message Telecommunications Service of the customer's choice. (M)

(M) Material moved from Section 16, Sheet 31.

OBSOLETE SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICES (M)

BUNDLED SERVICES (Cont'd)

2. The Big Deal Plus

A. General

The Big Deal Plus offering is available to residential customers in the exchanges of Azle, Carrollton, Garland,Grapevine, Irving, Keller, Lewisville, Plano, Rowlett and Wylie.

B. Services

The Big Deal Plus offering includes the following services:

Residential One Party Flat Rate Service (1)

Touch Call	Call Block
Call Waiting	Anonymous Call Block
Call Waiting ID	Distinctive Ring
Cancel Call Waiting	Speed Dialing 30
Caller ID	Call Forward
Three Way Calling	Do Not Disturb
*69	Select Call Forward
Busy Redial	Voice Mail
Priority Call	Verizon LDMTS (2)

C. Rates

Exchanges	Monthly Rate
Azle, Grapevine, Keller, Rowlett, Wylie	$32.25
Carrollton, Lewisville, Plano	$32.45
Garland, Irving	$32.60

(M)

(M) Material moved from Section 16, Sheet 32.

OBSOLETE SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICES (M)

BUNDLED SERVICES (Cont'd)

4. The Big Deal Plus With Metro

A. General

The Big Deal Plus With Metro offering is available to residential customers in the exchanges of Grapevine, Irving, Keller and Lewisville.

B. Services

The Big Deal Plus With Metro offering includes the following services:

Residential Optional Extended Metro (EMS) Service

Touch Call	Call Block
Call Waiting	Anonymous Call Block
Call Waiting ID	Distinctive Ring
Cancel Call Waiting	Speed Dialing 30
Caller ID	Call Forward
Three Way Calling	Do Not Disturb
*69	Select Call Forward
Busy Redial	Voice Mail
Priority Call	Verizon LDMTS (1)

C. Rates

Exchanges	Monthly Rate
Grapevine, Irving	$46.70
Keller, Lewisville	(M)

(1) Verizon Intrastate, IntraLATA Long Distance Message Telecommunications Service of the customer's choice. (M)

(M) Material moved from Section 16, Sheet 33.

OBSOLETE SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICES

BUNDLED SERVICES (Cont'd)

9. Local and Toll Package

General

This offering is a combination of services available as a package to residential customers only.

Services

This offering includes the following services:

Flat-rated network access line with touch-tone calling (See Section 6, Sheet 4)
Includes EAS adder

Direct dialed intraLATA regional toll:
300 minutes of anytime usage per month
Usage over 300 minutes per month is charged at $.06 per minute

The following Service Charges for the initial order or for any change to this service are included in the monthly rate and are not to be applied on a nonrecurring basis:
TXG Section 13:
Service Order Charge, Primary
Service Order Charge, Secondary
Line Connection Charge

Choice of any of the listed Custom Calling Services:

Anonymous Call Block	Call Forward
Busy Redial	Distinctive Ring
*69	Do Not Disturb
Call Block	Select Call Forward
Caller ID	Speed Dialing 30
Call Waiting/ Cancel Call Waiting	Three Way Calling
	Priority Call

Choice of any one of the following Residential Home Voice Mail Options:
Basic Voice Mail,
Standard Voice Mail,
Deluxe Voice Mail or
Deluxe Voice Mail with Pager Notification

Rates:

	Monthly Rate
	$46.95 (I)

OBSOLETE SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICES (M)

BUNDLED SERVICES (Cont'd)

9. Local and Toll Package (Cont'd)

Conditions

Local and Toll Package is only available on flat-rated one-party single-line residential service.

Local and Toll Package is not available:

with any other package or bundled offering on the same line;
with Lifeline service;
on multiple party line service, Manual Trunk Service, or any measured line service;
with EMS;
with any employee concession service offering. (M)

(M) Material moved from Section 16, Sheet 40.

OBSOLETE SERVICES AND EQUIPMENT

Custom Calling Package Plans (Cont'd) (M)

Services

Call Forward
Call Waiting or Call Waiting/Cancel Call Waiting
Cancel Call Waiting or Call Waiting/Cancel Call Waiting
Distinctive Ring
Busy Redial
*69
Call Block
Anonymous Call Block
Do Not Disturb
Select Call Forward
Priority Call
Caller ID-Number Only
-OR-Caller ID
-OR-Caller ID-Number Only with Anonymous Call Block
-OR-Caller ID with Anonymous Call Block

		Monthly Rate *
PLAN 1:	Combination of any three of the above services.	$5.25
PLAN 2:	Reserved For Future Use	
PLAN 3:	Combination of any five of the above services.	7.25
PLAN 4:	All of the above services.	10.25 (M)

* In addition to applicable service charges as shown in Section 13. (M)

(M) Material moved from Section 16, Sheet 3.2.

OBSOLETE SERVICES AND EQUIPMENT

CUSTOM CALLING SERVICES

RATES (Cont'd)

Smart Call Service

SMART PACKAGE (1)	GSEC	Rate Per Month
Touch Call, Call Waiting, Cancel Call Waiting, Call Forward:		
Business, per line	SMART BUS	$ 6.50
Residence, per line	SMART RES	6.50
SMARTER PACKAGE (1)		
Touch Call, Call Waiting, Cancel Call Waiting, Call Forward, Speed Dialing 8, 3-Way Calling:		
Business, per line	SMARTER BUS	7.75
Residence, per line	SMARTER RES	7.50
SMARTEST PACKAGE (1)		
Touch Call, Call Waiting, Cancel Call Waiting, Call Forward, Speed Dialing 8, Last Number Redial, Saved Number Redial, 3-Way Calling:		
Business, per line	SMARTEST BUS	7.00
Residence, per line	SMARTEST RES	12.50 (I)

SEE DISTINCTIVE RING RATES WITH PACKAGES ON SHEET NO. 4A

(1) Appropriate service charges from Section 13 apply.

OBSOLETE SERVICES AND EQUIPMENT

TEL-TEEN SERVICE (M)

GENERAL

Tel-Teen Service is a second residential line which includes flat rate local usage, directory listing, and a choice of one of six custom feature packages.

The four custom feature packages include:

A. Touch Call, Three-Way Calling, Speed Dialing 8, and Toll Control
B. Touch Call, Call Waiting, Speed Dialing 8, and Toll Control
C. Touch Call, Three-Way Calling, and Toll Control
D. Touch Call, Call Waiting, and Speed Dialing 8
E. Touch Call, Call Waiting, Cancel Call Waiting, Three-Way Calling and Additional Listing
F. Touch Call, Call Waiting, Cancel Call Waiting, Three-Way Calling, Additional Listing and Toll Control

Tel-Teen Service will be offered where facilities and operating conditions permit.

In order to subscribe to Tel-Teen Service, there must be primary residential service at the same location and the Tel-Teen Service will be billed to the primary customer. Service may be denied on both lines for nonpayment of bills associated with either line.

Tel-Teen Service may not be converted to a regular residential one-party (R1) line for 30 days after establishment of the service. The Custom Calling Services rates with Tel-Teen Service are no longer applicable when Tel-Teen Service is established as regular R1 service.

Normal toll charges are applicable for Tel-Teen Service without Toll Control. The primary customer will be responsible for all third party and collect calls charged to the Tel-Teen Service which includes Toll Control.

All normal tariff restrictions on provision, availability of service, and liability of the Telephone Company will apply.

Substitutions of other than the offered custom calling features will not be permitted; however, other custom calling features are available for use with this service at the full rates and charges specified in this tariff. (M)

(M) Material moved from Section 16, Sheet 10.

OBSOLETE SERVICES AND EQUIPMENT

TEL-TEEN SERVICE (Cont'd)

RATES

Tel-Teen Service is offered at the residential one-party rate (plus the Extended Area Service rate if applicable) for the exchange in which the service is located. Tel-Teen Service includes one of the following custom feature packages.

Tel-Teen Service Custom Feature Package	GSEC (1)	Monthly Rate	
Touch Call, Three-Way Calling, Speed Dialing 8, Toll Control (2)(3).....	TEEN TC TWC SC8 TLC	$10.00	(I)
Touch Call, Call Waiting, Speed Dialing 8, Toll Control (2)(3).....	TEEN TC CW SC8 TLC	6.50	
Touch Call, Three-Way Calling, Toll Control (2)(3)	TEEN TC TWC TLC	4.50	
Touch Call, Call Waiting, Speed Dialing 8 (2)	TEEN TC CW SC8	9.50	(I)
Touch Call, Call Waiting, Cancel Call Waiting, Three-Way Calling, Additional Listing (2).....	TEEN TC CW CCW 3W ADL	4.00	
Touch Call, Call Waiting, Cancel Call Waiting, Three-Way Calling, Toll Control, Additional Listing(2)(3)	TEEN TC CW CCW 3W ADL TLC	4.00	

(1) Service Orders must include the GSEC's for R1, EAS (if applicable) and the Custom Feature Package.
(2) Applicable Service Charges in Section 13 apply.
(3) The Toll Control Code option is offered at no additional charge in offices, where available, in areas having access to 911 or E911 service.

OBSOLETE SERVICES AND EQUIPMENT

MISCELLANEOUS SERVICE AND EQUIPMENT

(M)

		Nonrecurring Charge	Rate Per Month	
RINGBACK – OPERATOR				
The operator is requested to call back the calling Party to test the line for reasons other then Equipment trouble, such as in the case of a Newly-installed fax machine or answering device.				
Operator Ringback, per request.....	RINGBACK	$ 3.75	--	(M)

(M) Material moved from Miscellaneous Service and Equipment, Section 14, Sheet 3. (N)

OBSOLETE SERVICES AND EQUIPMENT

(T)

RESERVED FOR FUTURE USE

(D)

(D)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

SERVICE IS LIMITED TO EXISTING CUSTOMERS AT EXISTING LOCATIONS AS OF OCTOBER 31, 2011. EXISTING CUSTOMERS MAY REVISE THEIR SERVICES AS ALLOWED BY THE TARIFF.

DIGITAL CHANNEL SERVICE [1] (T)

GENERAL

Digital Channel Service is an intraexchange multifunctional digital channel service which provides network access between a customer's premises and the local serving office on a channelized basis (DSO) within a single high-capacity (DS1) digital facility.

Digital Channel Service is provided in capacity increments of 24 DS1 digital channels within a single DS1 facility.

The following types of network services as specified in other tariffs are available on a channelized basis via Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Digital Channel Service.

- Analog Voice Service (exchange lines/trunks, Centrex, foreign exchange, off premises extensions, voice private lines, tie lines.)
- Analog Data service
- Digital Data Service (2.4, 4.8, 9.6, 19.2 or 56 Kbps)
- DS1 (1.544 Mbps) Service

Digital Channel Service is comprised of the following components:

- Digital Channel Capacity
- Customer Premises Channelization
- Digital Channel Activation
- Service Activation

- The Digital Channel Capacity, Digital Channel Activation and Service Activation will be at the rates and charges as specified in the Section 49 CDCS rate sheets of this tariff.
- Customer Premises Channelization has two rate components, Capacity and Service Activation, and may be provided by the Company or customer. When provided by the Company, rates and charges as specified in the Section 49 CDCS rate sheets of this tariff will be applicable. When provided by the customer, rules and regulations as specified in the Section 49 CDCS regulation section of this tariff will apply.
- Digital Channel Capacity is provided in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 36, 60, or 84 months with a month-to-month option available only after completion of selected payment plan.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N) (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

GENERAL (Cont'd)

Digital Architecture

Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service.

The time required to provision service is known as the service date interval. The service date interval for Digital Channel Service and related network services connected to Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like tie lines, off-premises stations, and PBX trunks can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) channel which is actually terminated. Each DSO channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

ABBREVIATIONS

CDCS - Digital Channel Service

CSU - Channel Service Unit

DS0 - Digital Signal Level 0

DS1 - Digital Signal Level 1

DEFINITIONS

Digital Channel Capacity: A digital link DS1 is provided between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 Digital Channels.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N)

(N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

DEFINITIONS (Cont'd)

Digital Channel Activation: The Digital Channel Activation is the quantity of channels the customer has activated at the central office. The Digital Channel Activations ordered by the customer cannot exceed the quantity of the Digital Channel Capacity.

Service Activation: A Service Activation is the connection between Digital Channel Service and the network service accessed.

Customer Premises Channelization: Customer Premises Channelization provides access to the DS1 time slot within the DS1 signal associated with a specific Digital Channel Service. Customer Premises Channelization utilizes D4 type channel bank equipment.

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

DS0 (Digital Signal Level 0): The hierarchical term denotes a channel service that allows up to 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Frontier Technical Interface Reference Manual.

DS1 (Digital Signal Level): The hierarchical term denotes a channel service that allows up to 1.544 Mbps of information to be sent from one point to another over a single transmission path. This service provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Frontier Technical Interface Reference Manual.

Multi-Jurisdiction

Multi-jurisdiction provides connectivity between the customer's serving central office and the point-of-presence while Digital Channel Service provides connectivity between the customer's premises and the central office. Multi-jurisdiction is available for both intraoffice and interoffice channel access service. Service activation is for each digital channel the customer chooses to activate with the digital channel network functionalitly at the central office. Multi-Jurisdiction Service Activation permits the provisioning of interconnected services on an intrastate or interstate basis.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N)

(N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS

The customer may activate any number or combination of digital channels within the limitations as set forth in Section 49 CDCS regulations. Digital channels may be activated coincident with installation or at any time subsequent to Digital Channel Capacity installation. Once activated, a digital channel is subject to a minimum service period of 30 days.

All Digital Channel Service must be channelized in a single equipment location on a customer's premises. Digital Channel Service cannot be split between premises, or multiple locations within a premises. Tie lines or extensions (as specified in other Company Tariffs) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices. Intraexchange channel service mileage rates apply to extensions on continuous property in different buildings and/or noncontinuous property locations.

The regulations, rates, and charges specified in this Tariff are applicable for the Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Tariff and other Company Tariffs are applicable to the customer's linked services (i.e., tie lines, private lines, special access lines, etc.), for the non-Digital Channel Service component of the customer's end-to-end service. The application of rates are set forth on Sheet 58.

The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.

Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same Central Office and must be converted to individual analog or digital channels before individual service links can be cross-connected. Digital Channel Capacities are provided in groups of 24 Digital (DSO) channels, and are subject to the limits as set forth in the previous paragraph.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS (Cont'd)

Customer Premises Channelization generally provides analog to digital conversion at a customer's premises. This allows individual exchange services and private line services to be transported over digital high capacity facilities. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floor space, controlled environment, and a source of nonswitched 120 volt 60 Hz AC power to support this service. Emergency backup power and ring generating equipment capabilities are not included.

When the Company provides Digital Channel Service channelization equipment at a customer's premises, it is not necessary for the customer to provide Channel Service Units (CSUs) for associated channels.

Channelization on a customer's premises may be provided by the customer or the Company. Joint provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:

a. Responsibilities of the Company:

1. The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.

2. The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.

3. The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.

4. The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.

5. The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.

6. Digital synchronization timing for Digital Channel Service will be provided by the Company.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS (Cont'd)

b. Responsibilities of the Customer:

1. The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.

2. The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

c. Joint Trouble Resolutions:

The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Service Charge as set forth in Section 30, Sheet 4 of this tariff.

The technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the Frontier Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

Low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application.

When a customer's Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the local monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. The adjustment is subject to liability provisions stated elsewhere in this Tariff.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N) (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS (Cont'd)

Multi-Jurisdiction

The maximum number of channels that can be activated is equal to the customer's digital channel capacity. The intraoffice and interoffice service activations are incremental to the number of local exchange access lines, Centrex, foreign exchange, off-premises extensions, private lines, tie lines, digital data service, and frame relay service. The number of multi-jurisdiction activations cannot exceed the number of Digital Channel Service activations.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N) (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS (Cont'd)

APPLICATION OF RATES

Three basic rate elements; Digital Channel Capacity, Digital Channel Activation, and Service Activation are applicable to each Digital Channel Service.

Digital Channel Capacity is offered with 36, 60, or 84 month Term Commitment periods. A month-to-month option is available only after the completion of the selected Term Commitment period.

Digital Channel Activation is a recurring charge for each digital channel (DSO) activated within the Digital Channel Capacity. The Digital Channel Activation is offered on a month-to-month basis. When Digital Channel Service facilities are used to transport DS1 Service, the DS1 Service Activation charge is applied in lieu of the Digital Channel Activation charge.

Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DS1 services, a DS1 Service Activation charge is applicable. In addition, network access charges as described in the rate sheets of this tariff apply.

Customer Premises Channelization is an optional component. Channelization at the customer premises is available as a Company functionality at the rates described in the Section 49 CDCS rate sheets of this tariff. In addition to this charge, a Customer Premises Service Activation charge will apply for each network service with Company provided channelization. Otherwise, the customer has the option to support premises channelization with CPE devices.

Monthly rates and charges as specified in the Section 49 CDCS rate sheets of this tariff for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point time.

Exchange and long-distance calling is provided within Digital Channel Service via network usage charges at the rates and charges specified in the Section 49 CDCS rate sheets of this tariff. A Network Usage charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except foreign exchange service. The Network Usage charges when utilized for Centrex will be ordered and billed as in Section 47 Centrex rate sheets of this tariff. This charge is in addition to all other applicable Digital Channel Service charges.

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS (Cont'd)

APPLICATION OF RATES (Cont'd)

If Digital Channel Service is used to provision Centrex service, the Digital Channel Capacity and the Digital Channel Activation replace the Centrex mileage charge in Section 47 of this tariff. In the event the combined Digital Channel Capacity and Digital Channel Activation charge is not as great as the Centrex mileage charge (on a per line basis), the Centrex mileage charge (per quarter mile) will be added as required to match the normal Centrex mileage rate."

The usage sensitive charges associated with optional measured local exchange service will be billed from Section 6 of the Texas General Exchange Tariff.

Rates and charges specified in other Tariff sections for services such as Touch Call, Custom Calling features, etc., are in addition to the monthly rates for Digital Channel Service. End User Subscriber Line charges are applicable to Digital Channel Service.

Rates and Charges specified in this Tariff are applicable to the CDCS component (between the customer's premises and the serving central office) of the customer's end-to-end service. Rates and Charges, including non-recurring and ordering charges, in other sections of this Tariff and other Company Tariffs are applicable to the non-CDCS component (between the customer's serving central office and the distant end location) of the customer's end-to-end service. When an intermediary service provider is billed for an intrastate or interstate access line or for an intraLATA private line or foreign exchange line that is linked to a customer's CDCS component, the intermediary service provider will not be billed for those portions of the local loop that are provided by the customer's CDCS facilities which connect the customer's premises to the serving central office.

Digital Channel Capacity is available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).

- The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.

- Customer Premises Channelization Capacity charges (applicable only if Company provided) are available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months.

- Digital Channel Activation charges are available only on a month-to-month basis.

- Service Activation charges are available on a month-to-month basis.

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd)

REGULATIONS (Cont'd)

APPLICATION OF RATES (Cont'd)

- Individual network services (switched or dedicated) that are connected to Digital Channel Service, are not available under the Term Commitment rate stability provisions. Those services are subject to their standard tariff provisions and minimum service periods as appropriate.

At the expiration date of the customer's selected Term Commitment period, the customer may continue service under a new Term Commitment period or on a month-to-month basis. Rates for service under these options will be the current rates as specified in this Tariff.

Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified under Service Rearrangements. Nonrecurring charges as specified under Service Change Charge, 5. Moves (Sheet No. 62 of this tariff) will apply.

Unless specific herein, the Regulations contained elsewhere in the Company's Tariffs are applicable to Digital Channel Service. These Regulations include but are not limited to:

- Cancellation of service
- Application for service
- Payment Arrangements
- Limitation of Liability

Termination Liability[2] (T)

(See General Rules and Regulations.)

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale.

[2] Effective January 18, 2014, Termination Liability no longer applies to Digital Channel Service. (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS (Cont'd)

APPLICATION OF RATES (Cont'd)

Should customers request interconnection between different Digital Channel Services provisioned in two or more different local serving offices, interoffice transport mileage rates will be provided pursuant to other sections of this tariff or on an Individual Case Basis, if applicable. This charge will apply in addition to Digital Channel Service charges.

TYPES OF RATES AND CHARGES

There are two basic types of rates and charges that apply to Digital Channel Service; monthly rates and nonrecurring charges. The rates and charges are described as follows:

Monthly Rates: Monthly rates are monthly recurring charges (MRCs) that apply each month or fraction thereof that Digital Channel Service is provided. For billing purposes, each month is considered to have 30 days.

Nonrecurring Charges

a. Nonrecurring charges are one time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Digital Channel Service are those listed below.

b. Service Ordering Charges

1. Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations and/or Company provided Customer Premises Channelization. This charge includes common centralized testing, coordination and accounting activities.

This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s) and Customer Premises Channelization.

2. Service Change Charge

This charge applies on a per Digital Channel Capacity (increments of 24 channels) basis associated with a customer request for modifications to an existing Digital Channel Service. This would include activities such as but not limited to:

[1] Effective November 3, 2012, moves, additions or changes to subscribers' existing Digital Channel Service are not permitted. Also Effective November 3, 2012, the Month-to-Month, 36 Month, 60 Month and 84 month options for Digital Channel Service are no longer available. At the end of the customer's term, unless the customer converts to another service or discontinues use of the service, the customer will be converted to the month-to-month rate. Digital Channel Service continues to be available for resale until February 16, 2013, on which date the foregoing terms shall be effective for resale. (N) (N)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

REGULATIONS (Cont'd)

TYPES OF RATES AND CHARGES (Cont'd)

Nonrecurring Charges (Cont'd)

b. Service Ordering Charges (Cont'd)

2. Service Change Charge (Cont'd)

- Customer's inside move
- Change of associated channel assignment
- Additions of supplemental features
- Activate/deactivate Digital Channel Activations
- Activate/deactivate Service Activations

3. Premises Visit Charge

This charge as set forth in Section 13, Sheet 10 applies on a per visit basis for the termination or rearrangement on a customer's premises. Only one charge applies when more than one channel is terminated or rearranged at the same customer premises at the same time.

This charge also applies to inside moves as specified under Service Ordering Charges, 5. Moves (Sheet No. 62 of this tariff). When the Company is dispatched to a customer premises caused by customer equipment troubles, a Service Charge as set forth in Section 30, Sheet 4 applies.

4. Service Rearrangements

Service Rearrangements are changes to existing (installed) services which may be administrative only in nature or involve an actual physical change to the service.

In cases where multiple service rearrangements or an additional termination or a move and a rearrangement are requested by the customer, the total charge will never exceed the full nonrecurring charge for the initial service.

- Changes in ownership or transfer of responsibility from one customer to another requires the discontinuance of service and the start of new service. A new Term Payment Plan will also be applicable. The Service Establishment Charge and any appropriate minimum period charges will apply per service, per change.

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd)

REGULATIONS (Cont'd)

TYPES OF RATES AND CHARGES (Cont'd)

Nonrecurring Charges (Cont'd)

b. Service Ordering Charges (Cont'd)

4. Service Rearrangements (Cont'd)

- Changes in the physical location of the point of termination are treated as Moves which are described and charged for as set forth under Service Ordering Charges, 5. Moves below.

- Changes to existing services for the establishment of Digital Channel Service will require a discontinuance of service and establishment of new service. All applicable nonrecurring and recurring charges for the establishment of Digital Channel Service will apply.

5. Moves

A move involves a change in the physical location of the point of termination at a customer's premises. The charge for the move depends on whether the move is within the same customer's premises (same address and/or same building) or to a different customer' premises (different address and different building).

- Inside Move - A move to a new point within the same customer's premises. The charge for the move will be the Service Change Charge, Premises Visit Charge, plus an amount equal to one half the nonrecurring charge per Digital Channel Capacity (per group of 24 Digital Channels) termination(s) affected.

- Outside Move - A move to a different customer's premises. It will be treated as a disconnect and an installation of new service. The Service Establishment Charge will apply plus all applicable nonrecurring charges for the service termination(s) affected. A new Term Payment Plan will be established for the installed service. The customer will remain responsible for all minimum period charges. (C)

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

RATES

Service Ordering Charges

		GSEC	Nonrecurring Charge
a.	Service Establishment Charge, Per Digital Channel Service	DCSSEC1	$300.00
b.	Service Change Charge, Per Digital Channel Service Each ..... (increment of 24 channels)	DCSSCC	115.00
c.	Premise Visit Charge	DCSPVC	(Section 13)

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

RATES (Cont'd)

Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:
(36 Month Terms)

	Capacity	GSEC	36 Months	GSEC	Nonrecurring Charge
a.	24 Digital Channels.....	24SC36	$ 280	24SC36-IC	$ 250
b.	48 Digital Channels.....	48SC36	540	48SC36-IC	500
c.	72 Digital Channels.....	72SC36	740	72SC36-IC	750
d.	96 Digital Channels.....	96SC36	940	96SC36-IC	1,000
e.	120 Digital Channels.....	120SC36	1,140	120SC36-IC	1,250
f.	144 Digital Channels.....	144SC36	1,340	144SC36-IC	1,500
g.	192 Digital Channels.....	192SC36	1,740	192SC36-IC	2,000
h.	240 Digital Channels.....	240SC36	2,140	240SC36-IC	2,500
i.	672 Digital Channels.....	672SC36	4,200	672SC36-IC	7,000

Note: For Digital Channel Capacity increments which are not identified above, add the following rates per 24 channels, or increments of 672 channels.

Capacity	GSEC	36 Months	GSEC	Nonrecurring Charge
24 Digital Channels.....	24SC36X	$200	24SC36X-IC	$250

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

RATES (Cont'd)

Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:
(60 Month Terms)

	Capacity	GSEC	60 Months	GSEC	Nonrecurring Charge
a.	24 Digital Channels.....	24SC60	$ 260	24SC60-IC	$ 250
b.	48 Digital Channels.....	48SC60	510	48SC60-IC	500
c.	72 Digital Channels.....	72SC60	700	72SC60-IC	750
d.	96 Digital Channels.....	96SC60	890	96SC60-IC	1,000
e.	120 Digital Channels.....	120SC60	1,080	120SC60-IC	1,250
f.	144 Digital Channels.....	144SC60	1,270	144SC60-IC	1,500
g.	192 Digital Channels.....	192SC60	1,650	192SC60-IC	2,000
h.	240 Digital Channels.....	240SC60	2,030	240SC60-IC	2,500
i.	672 Digital Channels.....	672SC60	3,900	672SC60-IC	7,000

Note: For Digital Channel Capacity increments which are not identified above, add the following rates per 24 channels, or increments of 672 channels.

Capacity	GSEC	60 Months	GSEC	Nonrecurring Charge
24 Digital Channels.....	24SC60X	$190	24SC60X-IC	$250

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

RATES (Cont'd)

Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:
(84 Month Terms)

	Capacity	GSEC	84 Months	GSEC	Nonrecurring Charge
a.	24 Digital Channels.....	24SC84	$ 240	24SC84-IC	$ 250
b.	48 Digital Channels.....	48SC84	480	48SC84-IC	500
c.	72 Digital Channels.....	72SC84	660	72SC84-IC	750
d.	96 Digital Channels.....	96SC84	840	96SC84-IC	1,000
e.	120 Digital Channels.....	120SC84	1,020	120SC84-IC	1,250
f.	144 Digital Channels.....	144SC84	1,200	144SC84-IC	1,500
g.	192 Digital Channels.....	192SC84	1,560	192SC84-IC	2,000
h.	240 Digital Channels.....	240SC84	1,920	240SC84-IC	2,500
i.	672 Digital Channels.....	672SC84	3,600	672SC84-IC	7,000

Note: For Digital Channel Capacity increments which are not identified above, add the following rates per 24 channels, or increments of 672 channels

Capacity	GSEC	84 Months	GSEC	Nonrecurring Charge
24 Digital Channels.....	24SC84X	$180	24SC84X-IC	$250

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd)

RATES (Cont'd)

Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:
(Month-to-Month terms/see note.)

	Capacity	GSEC	Month to Month
a.	24 Digital Channels	24SC	$ 634 (I)
b.	48 Digital Channels	48SC	480
c.	72 Digital Channels	72SC	660
d.	96 Digital Channels	96SC	840
e.	120 Digital Channels	120SC	1,020
f.	144 Digital Channels	144SC	1,200
g.	192 Digital Channels	192SC	1,560
h.	240 Digital Channels	240SC	1,920
i.	672 Digital Channels	672SC	4,370

Note 1: For Digital Channel Capacity increments which are not identified above, add the following rates per 24 channels, or increments of 672 channels.

Capacity	GSEC	Month to Month
24 Digital Channels	24SCX	$ 373 (I)

Note 2: Month-to-Month rates are only available at the end of a 36, 60, or 84 month term commitment period.

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

RATES (Cont'd)

	GSEC	Month to Month
Digital Channel Activation		
Per Digital Channel [2] activated	DCACT	$1.00 (T)

Service Activations [3] (T)

Per Network Service	GSEC	Month to Month
a. Exchange Line/Trunk or Centrex Line	SA TRK	$ 10.50
b. FX, OPX, Tie Line or Private Line	SA FX	10.50
c. Digital Data Service 2.4, 4.8, 9.6, 19.2 or 56 Kbps	SA 24KL	25.00
d. DS1 Service	SA DS1L	75.00
e. Switched Data		10.00
Single Line	SWDSA	
Multiline	SWDSACNT	
Multiline with DID/DOD	SWDSADID	
Exchange Line/Trunk Local Calling Scope	BEAFR	10.00
Exchange Line/Trunk Extended Metro Service	BEAFREMS	117.00

Network Usage Charges [4] (T)

Switched Data Service [5] (T)

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[2] Does not apply to DS1 service (T)

[3] Linked services may be furnished on an intrastate or interstate basis subject to rates and regulations set forth on Sheets 54 and 58.

[4] Applies as set forth on Sheet 57 and is in addition to other applicable charges.

[5] Refer to Section 50 of this Tariff for applicable usage rates. (T)

OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

RATES (Cont'd)

Customer Premises Channelization - Company Provided Equipment on Customer Premises
(36 month term commitments)

	Capacity	GSEC	36 Month
a.	24 Digital Channel Increments.....	24CC36	$ 130

	Capacity	GSEC	60 Month
a.	24 Digital Channel Increments.....	24CC60	120

	Capacity	GSEC	84 Month
a.	24 Digital Channel Increments.....	24CC84	110

	Capacity	GSEC	Month to Month
a.	24 Digital Channel Increments.....	24CC	110

Note: Month-to-Month rates are only available at the end of a 36, 60, or 84 month term commitment period. (T)

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OBSOLETE SERVICES AND EQUIPMENT

DIGITAL NETWORK SERVICES

DIGITAL CHANNEL SERVICE [1] (Cont'd) (T)

RATES (Cont'd)

Customer Premises Service Activation

	Per Network Service	GSEC	Month to Month
a.	Exchange Line/Trunk ..... or Centrex Line	SA CC ALTC	5.00
b.	FX, OPX, Tie Line, ... or Private Line	SA CC FOPTI	6.00
c.	Digital Data Service ..... 2.4, 4.8, 9.6, 19.2 or 56 Kbps	SA CC DDS	15.00
d.	Switched Data	SWDSACC	25.00

MULTI-JURISDICTION [2]

Service Activations	Nonrecurring Charge	Monthly Rate
Intraoffice Channel Service per DSO	--	$3.00
Interoffice Channel Service per DSO	--	7.00

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[2] The Multi-Jurisdiction Service Activation rate is applied in addition to each Customer Premises Service Activation rate when the customer selects a multi-jurisdiction option. (T)

CONCURRING TARIFFS - INTRASTATE

GENERAL PRIVATE LINE SERVICES AND CHANNELS TARIFF

Frontier Southwest concurs in the General Private Line Services and Channels Tariff, as filed by Southwestern Bell Telephone Company within the State of Texas, with the following condition. The Frontier Southwest Incorporated House Bill 11 tax adjustments factor is 0.001759* and will apply in lieu of the Southwestern Bell factor. Refer to Section 5 of this tariff or Section 2.4.1C of the Texas Facilities for State Access Tariff for additional information about the HB11 tax adjustment factor.

* The House Bill 11 Tax adjustment factor is interim approved pending final approval of Docket No. 12549.

TELEPHONE CONCESSION SERVICE

GENERAL

The Telephone Company, upon proper official approval, will grant concession service in connection with certain telephone service. This service may be classified as Official Service and Employee Concession Service.

OFFICIAL SERVICE

Official Service is service furnished for the conduct of the Company's business, and is generally furnished through stations located in offices of the Company, or in residences of employees or agents whose duties require that they be readily accessible to call at any time. Official Service is furnished at l00% concession rate on all exchange access service and on all associated service charges.

EMPLOYEE CONCESSION SERVICE

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: (C)

Regular Employees (N)

Group A - Executive Employees: receive l00% concession on charges for local network access service for one primary line, regulated nonrecurring charges (NRCs), touch call and custom calling services. (T)

Group B - All Management Employees: receive l00% 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 rate on charges for local network access service for one primary line, regulated nonrecurring charges (NRCs), and touch call service and custom calling services.

Group D - Due to the needs of the business, 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. (T)

(M)

(M) Text previously shown moved to Sheet No. 3.

TELEPHONE CONCESSION SERVICE

EMPLOYEE CONCESSION SERVICE (Cont'd)

Retired Employees (N)

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

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

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.

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.

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.

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.

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

(N)

(M)

(M) Text previously shown moved to Sheet No. 3.

TELEPHONE CONCESSION SERVICE

EMPLOYEE CONCESSION SERVICE (Cont'd)

Excluded Services

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

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

PROVISIONS OF EMPLOYEE CONCESSION

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

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

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

(D)
(D)

ABBREVIATED DIAL SERVICE

811 Dialing Service (N)

GENERAL

811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to a customer-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code with call to the 811 Customer. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the 811 Customer that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This tariff covers calls originating on lines terminating in a Verizon switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls).

DEFINITIONS

811 Customer – The entity providing, with appropriate state authority, the excavation notice service under Texas Statutes, Chapter 251 of the Utilities Code.

Calling Party – The end user in a Verizon Exchange placing at 811 calls.

Terminating Number – The local or tall free (8XX-XXX-XXXX) number subscribed to by the 811 Customer.

CONDITIONS

Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the customer must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided. The customer shall provide Verizon with this number in advance so that Verizon may properly translate its central office switches. The customer shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair Verizon's network.

The terms of this tariff are premised on the customer's unique network design requirements, service mix, usage patterns and concentration, and other characteristics. Verizon's offering of 811 to the customer is conditioned on the premise that the customer has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by Verizon, and that the customer has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.

The Company reserves the right to file tariffs at a later date if; charges are deemed appropriate or, if network rearrangements made by the Company or at customer request in the future require Verizon to incur additional costs. (N)

ABBREVIATED DIAL SERVICE

811 Dialing Service (Con't)

CONDITIONS (Con't)

Any changes to the termination number(s) is the customer's responsibility. Verizon is to be provided with 60 days written notice of any planned number change to ensure the timely number translations can be performed at each Central Office.

Caller ID information from the originating number is not provided to the 811 Subscriber/Customer on a real-time basis.

811 Dialing Service is not available for resale.

LIMITATION OF LIABILITY (T)

The Company assumes no liability for any issue arising from the fact that, in some 811 applications, physical call routing boundaries may not match exactly with the boundary of the subscriber's requested service area, e.g., state boundaries. In these cases, calling parties could have access to another state and/or area provider. Workaround arrangements may be required to properly route traffic due to differences in switch type, switch software, and the subscriber's terminating telephone number. The Company assumes no liability due to Caller ID/Automatic Number Identification (ANI) information being unavailable or incorrect due to these workarounds.

The Company accepts no liability for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities (Service Problems) and not caused by the negligence of the customer, or by the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision. The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company. Neither the Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for damages arising out of Service Problems or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by terminal equipment, except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company will not exceed the Pro Rata Amount. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of customer-provided power supply.

Verizon Southwest's liability, if any, for gross negligence or willful misconduct is not limited by this tariff. (N)

MISCELLANEOUS

The Company reserves the right to discontinue the 811 Dialing Service (without limitation) immediately, without notice, if interruption of Service is necessary to prevent or protect against fraud or otherwise protest the Company's personnel, facilities or services.

SHARED TENANT SERVICE

GENERAL

This tariff is furnished to define the requirements for providing Shared Tenant Service as it relates to services provided by a PABX Switch. Sharing of local exchange service is permitted only in accordance with the provisions of this tariff. Unless specifically provided in this section, Shared Tenant Service is subject to the rules and regulations contained in other sections of this tariff.

DEFINITION OF TERMS

Shared Tenant Service (STS) Customer

Person, corporation, or authorized representative responsible for placing application for service, requesting additions, rearrangements, maintenance, or discontinuances of service. The STS customer, as defined in this section of the tariff, is the one point of contact between the patron(s) and the Telephone Company. The provider/owner of the PABX/switch and the STS customer shall be the sole contact for the resolution of billing disputes, and for the payment of all charges due the Telephone Company for the provision of Network Access.

Network Access (M)

Network Access is the provision of lines or trunks to the designated premises of the customer. These lines/trunks provide access, over Telephone Company facilities, to the local exchange and toll network; and shall be provided under the terms and conditions outlined in other sections of this tariff.

Patron

Person, corporation, or authorized representative being served by the customer owning the PABX switch. (M)

CONDITIONS FOR SHARED TENANT SERVICE

Shared Tenant Service local exchange arrangements are furnished for the exclusive use of the customer in providing service to tenants behind a PABX. Shared Tenant Service is permitted where facilities are available and within the confines of an identified continuous property area under common ownership or property management. Areas designated for Shared Tenant Service may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be continuous in the absence of the thoroughfare and within a single local exchange boundary. (T)

SHARED TENANT SERVICE

Shared Tenant Service is not provided in connection with Public Pay Telephones (Substantive Rule 23.54) or Foreign Exchange Service.

The Customer shall notify the Telephone Company in writing at least six months in advance of the date on which the Customer intends to provide or discontinue the provision of Shared Tenant Service in order to allow the Telephone Company time to plan accordingly for the provisioning of local exchange access.

As a condition of service under this tariff, the Customer is prohibited from attempting to prevent a Patron from obtaining local exchange access from the Telephone Company and enforcing any contract or other arrangement which attempts to prevent a Patron from obtaining local exchange access service directly from the Telephone Company.

As a condition of service under this tariff, the Customer is required to provide the Telephone Company with the written assurance of the property owner or property management that no attempt will be made by the property owner or property management, by lease or otherwise, to restrict a tenant's/Patron's right to obtain local exchange access service directly from the Telephone Company.

As a condition of service under this tariff, the Customer and property owner/property management must assure the Telephone Company necessary access to any building to install and maintain local exchange access facilities serving building occupants. The Customer must make its facilities available to the Telephone Company at all times for this purpose.

The Customer is required, as a condition of acquiring service from the Telephone Company to provide the Patrons with a disclosure statement or form to be executed by the Patron prior to obtaining local exchange access from the Customer, which informs the Patron that: (1) Patrons are not customers of the local exchange telephone company: (2) the Patron has the right and is free to obtain local exchange access service from the Telephone Company: (3) violation of the Telephone Company's tariffs or non-payment of local exchange charges by the Customer may result in the loss of telephone service by the Patron: (4) at such time as the Patron chooses to obtain local exchange access service from the Telephone Company rather than the Customer, the Patron may be assigned a new telephone number and will be required to pay all tariff charges associated with establishing new service.

Local exchange access charges billed to the Customer by the Telephone Company should be prorated by the Customer among the Patrons based upon the number of station access lines used by the Patron.

All local exchange access charges assessed against the Patrons by the Customer should be set forth on the Patron's bill as a discreet line item.

SHARED TENANT SERVICE

SERVICE REQUESTS

Requests for the installation, repair, moves, or change of service associated with Shared Tenant Services must be made by the customer or his duly authorized agent.

DIRECTORY LISTINGS

Directory Listings shall be provided in accordance with the provisions contained in Section 12 of this tariff with the following modifications:

- One Primary Listing will be provided to the customer where two or more main station lines or private branch exchange trunk lines are consecutively operated (rotary); the first number of the rotary group is considered the Primary Listing.

- A Directory Listing may be provided patrons of the customer at the applicable rates defined in this tariff for Extra Listing.

- Requests for additional Regular Extra Listings or Alternate Listings shall be available and accepted from the customer and not the patron of the customer.

The Telephone Company shall provide the customer one primary listing at no charge.

DIRECTORIES

Copies of Directories will be furnished in accordance with the General Rules and Regulations in Section 5 of this tariff.

SHARED TENANT SERVICE

DEPOSITS

The Telephone Company may, in order to safeguard its interest, require a customer to pay a deposit as provided in Section 8 of this tariff.

TOLL INVESTIGATION

Toll Investigation shall be performed at the request of the customer only after the customer has made reasonable efforts to resolve the toll disputes with the patron.

GOVERNMENT OPERATIONS

Shared Tenant Service offering does not apply to State Government Operations.

BILLING

Bills for Shared Tenant Services will be rendered monthly; shall show the period of time covered by the billing; and show a clear listing of all charges due and payable.

The customer shall be the responsible party for all charges associated with the provision of service, including basic monthly exchange charges, and toll charges, associated with the Exchange Access Arrangement.

Billing Disputes and the provision of discontinuance of service for nonpayment shall be in accordance with the General Rules and Regulations in Section 5 of this tariff.

Billing disputes between the patron and the customer, in no way constitutes a dispute involving the Telephone Company.

Central Office DID Equipment - Rates and charges as specified in Section 14 of this tariff apply to the provision of this service, if applicable.

SHARED TENANT SERVICE

OBLIGATIONS OF THE CUSTOMER

The customer shall be liable for the maintenance of all service provided by him to the patron as it relates to proper network interface.

The customer shall be liable for all charges arising from the ordering, installation, repair, moves, and changes associated with the Telephone Company provided facilities.

The customer shall be liable for all toll charges attributable to toll usage generated or billed to the customer's access lines.

The customer shall be liable for all charges related to repair calls as provided

for in Section 30 of this tariff.

To the extent that the customer has authority, the customer shall furnish or arrange to have furnished to the Telephone Company, at no charge to the Telephone Company, equipment space, electrical power as requested by the Telephone Company, for termination of facilities at the point of demarcation. To the extent that the customer has authority, the customer shall also make the necessary arrangements to ensure the Telephone Company will have access to such equipment space at reasonable times for the installation or repair of service that may be requested by the occupants of the building, who may or may not be patrons of the customer.

(D)
(D)

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point at or near the property line or at a location which is accessible to both the customer and the Company and is in compliance with the minimum point of entry requirements of 47 C.F.R. 68.3 and Frontier Practice 610-148-010. (See Section 8, Demarcation Points, of this Tariff.) (M) (N)

It is the responsibility of the premises owner to provide adequate facilities from the owner's side of the demarcation point to the jack and plug location of the tenants.

(N)

(M) Text moved to Sheet No. 4A of this section.

SHARED TENANT SERVICE

OBLIGATIONS OF THE CUSTOMER (Cont'd)

The STS customer, in some applications, may be required by state law to take the action necessary for its Patrons 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 STS customer's private switch in accordance with the provisions of Section 46A of this Tariff. (M)

(M) Moved from Sheet No. 4 of this section.

SHARED TENANT SERVICE

OBLIGATION OF THE TELEPHONE COMPANY

The Telephone Company shall terminate its Network Access Facilities at the demarcation point, which shall be at the minimum point of entry as defined by 47 C.F.R. 68.3 as set forth in Section 8, Demarcation Points, of this Tariff and Frontier Practice 610-148-010. (C)

(C)

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point at or near the property line, or at a location which is accessible to both the customer and the Company and is in compliance with the minimum point of entry requirements of 47 C.F.R. 68.3 and Frontier Practice 610-148-010. (See Section 8, Demarcation Points, of this Tariff.) The Company will honor such requests at the appropriate charges. (See Section 8, Demarcation Points, of this Tariff.) On all requests for service, service will be provided to the demarcation point. (N)

(N)

The Telephone Company shall be indemnified and held harmless by the customer or patrons against claims and damages arising from the provision of Shared Tenant Services, except those directly associated with the provision of Network Access.

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 customer. Such discontinuance of service for nonpayment shall render all patrons service discontinued. Notice of discontinuance shall be as specified in the Substantive Rules of the Public Utility Commission of Texas.

The Telephone Company shall be held harmless in billing disputes between the patron and the customer.

(M)

(M) Rates previously shown moved to Sheet No. 6.

SHARED TENANT SERVICE

RATES (M)

Nonrecurring charges as provided in Sections 11 and 13 of this tariff will also apply as applicable in addition to the rates and charges described below.

Shared Tenant Service rates are as follows:

Exchange Access		Nonrecurring Charge	Monthly Rate
Shared Tenant Service Per Line/Trunk	SHRTENSVC	(1)	$ (2)

(1) Service charges in Sections 11 and 13 of this tariff apply.
(2) Automatic Trunk rates in Section 6 of this tariff apply.

(M) Moved from Sheet 5 of this section.

DIAL IT SERVICE

GENERAL (S)

Dial It Service consists of service and facilities for customer provided announcements or interactive programs. This service enables a caller, for a charge, to dial a telephone number and receive a Dial It Service sponsor's message. Each completed call originated within tee Dial It Service calling area will be at a set charge to the caller. The Dial It Service calling area encompasses the following Frontier Southwest exchanges which have the capability to place a local call to a 976 Service telephone number or Special Prefix Dial It Service (SPDIS) telephone number.

Carrollton	Keller	Garland	Lewisville	Rowlett
Grapevine	D/FW Airport	Irving	Piano	Wylie

The term Dial It Service includes both 976 Service and SPDIS.

DEFINITIONS

A "sponsor" is an information provider who subscribes to an access line pursuant to this tariff. A caller to a Dial It Service number is a "client" of the sponsor.

An "interactive program" is a program whereby a caller through the use of a touch call pad or similar device can communicate with the sponsor's equipment for the purpose of selecting a particular announcement.

976 SERVICE

976 Service is designated for those Dial It Service programs which FrontierSW determines meet the terms and conditions of its billing and collection contract for Dial It Service. 976 Service consists of a serving arrangement which enables sponsors to provide recorded announcements or recorded interactive programs to sponsor s clients. 976 Service is not to be used for the delivery of non-recorded messages.

SPECIAL PREFIX DIAL IT SERVICE (SPDIS)

Special Prefix Dial It Service is available to those Dial It Service programs which FrontierSW determines do not meet the terms and conditions of its billing and collection contract for Dial It Service. SPDIS consists of a serving arrangement which enables sponsors to provide live or recorded announcements and interactive programs.

SPDIS will be provided to a client on a subscription basis only. The client must file a written request with the Telephone Company in order to access SPDIS. A client may not choose one or more specific SPDIS telephone numbers to access; subscription to SPDIS provides access to all SPDIS telephone numbers. In central offices which are incapable of providing SPDIS on an individual line basis, SPDIS will not be offered to customers served by those central offices. (S)

DIAL IT SERVICE (S)

SPECIAL CONDITIONS

Billable calls must originate within the Dial It Service calling area.

If the Telephone Company has reason to believe that permitting the commencement or continuation of Dial It Service under this tariff schedule is adversely affecting the Telephone Company's ability to provide complete or maintain the level of or quality of its other services to its other subscribers, the Telephone Company may refuse to provide Dial It Service or may discontinue providing such service. unless in the judgment of the Telephone Company, an emergency condition exists or is threatened, the Telephone Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Telephone Company shall give notice of discontinuance as promptly as reasonably possible.

Dial It Service shall not be used for unlawful purposes or in an unlawful manner. (S)

DIAL IT SERVICE (S)

SPECIAL CONDITIONS (Cont'd)

Dial It Service sponsorship of any particular announcement or interactive program shall not preclude the Telephone Company from providing service to another Dial It customer sponsoring the same or similar announcement or program.

The Dial It Service sponsor shall indemnify and defend the Telephone Company against and hold the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the sponsor or caller while using or attempting to use said service and facilities.

One directory listing per announcement or program will be furnished without charge in each directory within the exchange from which service is provided.

Each directly dialed call will be at a predetermined amount established by the sponsor.

Calls will not be permitted from the following types of services:

-- Party Line Service
-- Services with Selective Class of Call Screening
-- Coin/Coinless
-- Operator ilandled Calls
-- Services with 976 Call Restriction as defined in this tariff

Third party calls billed to Dial It telephone numbers and collect calls to Dial It numbers will be denied. All calls to a Dial It Service telephone number from coin telephones, mobile telephones, credit card telephones, WATS and all calls requiring Telephone Company operator assistance or handling will be denied. The Telephone Company will restrict all calls to Dial It Service telephone numbers from hotel/motels when the hotel/motel can be defined as such and when equipment and conditions allow such restrictions.

The length of each message shall not exceed 6O seconds or one complete cycle of a 60 second message unless otherwise stated and agreed upon by the customer and Telephone Company. Total length of a message shall never exceed 300 seconds. If the agreed upon message length is more than 60 seconds, the Dial It sponsor will pay the additional time rate. The sponsor must notify the Telephone Company whenever the message length is to be increased or decreased.

If the message length is longer than that agreed upon, the Telephone Company may terminate the service, only after written notification is given to the sponsor. (S)

DIAL IT SERVICE (S)

SPECIAL CONDITIONS (Cont'd)

Within 10 days of the effective date of this tariff, the sponsor is required to include a statement on the program stating the per call charge for a local call to the Dial It Service number. If the price advisement is at the end of the message, it shall commence not longer than one second after the end of the message.

If there is a cross-promotion to another Dial It Service program, including a cross-promotion with a parental admonition, at the end of the message, the price advisement shall occur before the cross-promotion and no longer than one second after the end of the message.

All Dial It Service programs or cross-promotions which can be reasonably assumed to be directed exclusively toward minors and which contain an inducement or "teaser" to call back shall include an admonition to seek permission of a parent or legal guardian before calling back and shall indicate the specific charges that are involved in making another call.

All Dial It Service programs containing a cross-promotion to another Dial It Service program shall include an announcement of the price of the cross-promoted Dial It Service call. 976 Service sponsors and/or Special Prefix Dial It Service sponsors shall not directly or indirectly utilize automatic dialing and announcement devices for cross-promotions or references to any sponsor-provided information service where a caller will incur a charge to place the call.

The sponsor has no property right in any number or central office designation assigned by the Company in the furnishing of Dial It Service.

Upon termination of Dial It Service by the sponsor, FrontierSW may immediately reassign the number, at its sale discretion, if the sponsor has not instituted Commission or judicial proceedings on or before the 10th day following termination. If the sponsor initiates any such proceedings, FrontierSW may not reassign the number until a final decision is made following exhaustion of any and all legal remedies. (S)

DIAL IT SERVICE

(S)

SPECIAL CONDITIONS (Cont'd)

The sponsor provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.

The following services are not available with Dial It Service: Vacation Rates, Installment Billing, Custom Calling Features.

Noncompliance with the rules and regulations in this tariff may result in disconnection of the sponsor's service after proper notice. (1) The notice shall state the basis for the non-compliance, shall cite the specific tariff provision(s) upon which the Company is relying and shall indicate that disconnection will occur 10 days after receipt of notice unless compliance with the tariff is accomplished. The notice, properly postpaid and addressed, shall be sent by certified mail, return receipt requested, and concurrently by first-class mail. The notice sent by first-class mail shall be presumed to be received on the third day after posting. The receipt of notice date will be the date reflected on the signed certified mail receipt returned to the Company, or, if not returned, the presumed date of receipt of the first-class mailing.

Service will be disconnected immediately upon the sponsor's violation of any tariff rule or regulation within six months of notice to the sponsor for a previous violation of the same nature.

The Telephone Company will perform billing and collection service for 976 Service sponsors.

A one month minimum billing period is required for Dial It Service.

The SPDIS sponsor shall be responsible for its own billing and collection. At the request of the SPDIS sponsor, the Company will provide, pursuant to contract, billing information which includes: (1) Calling telephone number (2) Date of call (3) Time of call (4) Billing name and address of caller. Non-published telephone numbers will not be provided.

SPONSOR OBLIGATION

The sponsor will provide continuous and uninterrupted service. (S)

DIAL IT SERVICE (S)

SPONSOR OBLIGATION (Cont'd)

The sponsor is responsible for the preparation and provision of all announcements or interactive programs, all necessary customer premises equipment, the contents of the announcements or interactive programs, and the quality of speech or sounds of the announcements or interactive programs.

The sponsor understands and agrees that all announcements and programs must comply with the Federal, State and Local laws, rules and regulations.

Each sponsor advertisement, publication or other communication containing the Dial It Service telephone number to be called shall designate the set per call rate. This information must also be made verbally when advertised on television or radio. For SPDIS, such information shall also designate that the telephone number can only be accessed through a subscription basis.

If a sponsor advertises this service, this advertising shall commence by the date service begins or by-the implementation date of a sponsor's selected price change.

In all advertising and promotions which can be reasonably assumed to be directed towards minors the sponsor shall prominently display in printed media or verbally state it radio and television media that the consent of parent or legal guardian should be obtained before a call is made.

The sponsor shall not mention or refer to FrontierSW in any of its advertising.

The sponsor is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements, or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with Dial It Service.

The sponsor assumes all financial responsibility for all costs involved in providing announcements or interactive program services including, but not limited to, the customer premises equipment, production and development of the announcement or interactive program, advertising and promotional expenses.

Lines associated with this service are restricted to incoming calls only, at applicable rates and charges. These lines are to be used exclusively for Dial It Service.

The sponsor is required to subscribe to as many additional access lines, restricted to incoming calls only, as in the judgment of the Telephone Company are required to adequately handle calls without impairing the service to others. The Company will provide adequate notice and proof to the sponsor that additional lines are needed before installation of such lines. (S)

DIAL IT SERVICE (S)

SPONSOR OBLIGATION (Cont'd)

The sponsor assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect its equipment to the central office which serves the particular prefix code used for Dial It Service.

COMPANY OBLIGATION

The Telephone Company will provide billing and collection service to the 976 Service sponsor. The Telephone Company will bill the 976 Service sponsor's clients for all directly dialed calls originated within the Dial It Service calling area which are completed to the announcement or program from flat and measured rate access lines. All 976 calls will be placed on a separate page from ether calls and the following information shall be printed on that page.
(1) The customer is obligated to pay for 976 calls but basic local service cannot be disconnected for non-payment of such charges (2) Non-payment will result in mandatory call blocking of 976 Service, which may carry a $7.00 one-time charge (3) If the account is not paid, it may be turned over to a collection agent by the information provider (%) An 800 number is available-for the customer to discuss 976 service(*).

For Dial It calls placed from a telephone number that subscribes to measured service, the Dial It call rate only is applicable.

Credit to the sponsor on the monthly rate will be granted only when Dial It Service is interrupted for 24 or more consecutive hours.

The Telephone Company reserves the right to provide to the general public, upon specific request, the complete business address and business telephone number of the sponsor in response to inquiries and comments.

The Telephone Company will not provide billing and collection service for the SPDIS sponsor.

The Company shall provide to the sponsor a monthly report of the number of calls to each Dial It Service number which will serve as the sole document upon which charges will be assessed to the sponsor.

(*) Items 1-4 preceeding will be implemented immediately upon completion of necessary changes to the Company billing system. (S)

DIAL IT SERVICE

COMPANY OBLIGATION (Cont'd)

The Company will not be liable for any incorrect calculations of completed calls which result from damaged tapes or program failures.

976 CALL RESTRICTION

976 Call Restriction is a central office service which will restrict certain local and long distance calls to the 976 prefix. Directly dialed calls which would be carried from origination to completion on the Telephone Company's network will be restricted and directed to a central office announcement. Calls which utilize the service of other carriers cannot be restricted.

976 Call Restriction will additionally block 900 Information Access Service. However, only one nonrecurring charge will apply.(1) (D)

This service is offered in conjunction with residence and business lines/trunks, including lines associated with Centrex and other central office based services. 976 Call Restriction will be provided in conjunction with other Centrex and central office based services on an individual case basis.

976 Call Restriction is offered subject to the capability of the central office. In central offices where the capability does not exist to provide individual customer line blocking of 976 Service, 976 service will not be offered.

If charges for 976 Service Calls are unpaid by the caller, the Company may elect to equip the customer's line with 976 Call Restriction. (C)

(1) See Section 14 for 900 Call Restriction.

(D)

DIAL IT SERVICE

976 CALL RESTRICTION - RATES

The following rates are applicable to residence and business customers including those customers with Centrex and central office based services for which 976 Call Restriction is established on an individual case basis. These charges will be waived under the following conditions:

I. When a residential or business customer initially requests that 976 Call Restriction be established for local exchange service.(1)

II. When the customer requests that 976 Call Restriction be provided on the same service order as the establishment of new local exchange service. For the purpose of determining the applicability of the nonrecurring charge, transfer of service into the FrontierSW 976 calling area from outside the area will be treated as new service.

III. When a customer who currently has 976 Call Restriction requests the transfer of service and re-establishment on the same service request.

	Nonrecurring Charge	GSEC	
Customer requested 976 Call Restriction per line/trunk equipped (2)	$2.25	976 CR	(D)
Mandatory Application 976 Call Restriction per line/trunk equipped (2)	$2.25	976 MCR	(D)

(1) This waiver also applies when the provision of 976 Call Restriction is initiated by the Company.
(2) The $2.25 charge for 976 Call Restriction will only apply to those customers who order 976 Call Restriction or who are provided mandatory 976 Call Restriction after the "free" initial application of the service.

(D)
(D)

(D)
(D)

(D)

DIAL IT SERVICE

RATES

Applicable to the 976 Sponsor (S)

		NRC	Monthly Rate
Initial establishment of 976 Service on the same service order, per announcement or interactive program	EST 976	$1,000.00	--
Any change in established call rate or length per announcement or interactive program	CHNG CL RT	100.00	
976 Access lines, each line	976 ACC LNE	(1)	$26.45(2)
Moves and Changes		(1)	__

Transport, Billing and Collection of Calls:

Sponsor Established Call Rate	Initial 60 Seconds	Rate Per Mes.sage Each Add'1 30 Seconds or fraction thereof
$0.20 to $0.55 (in $0.05 increments)	$.19	$.03
$0.60 to $1.20 (in $0.05 increments)	.30	.03
$1.25 and over (in $0.25 increments)	.50	.03

Calls for which a remittance is made to the 976 customer:

Directly dialed calls originated within the 976 calling area from flat and measured rate access lines.

A predetermined amount established by the 976 customer. (The amount must be at least equal to the transport and billing rates.)

(1) Applicable Service Charges in Section 13 of this tariff.
(2) In addition to Rotary Hunting Line Charge.

(S)

DIAL IT SERVICE

RATES

Applicable to the SPDIS Sponsor (S)

		NRC	Monthly Rate
Initial establishment of SPDIS Service on the same service order, per announcement or interactive program	EST SPDIS	$250.00	--
Any change in length per message	CHNG CL LEN	100.00	
SPDIS Access lines, each line	SPDIS ACC LNE	(1)	$26.45(2)
Moves and Changes		(1)	__

Transport and Recording of Calls:

	Initial 60 Seconds	Each Add'1 30 Seconds or fraction thereof
Rate Per Call	$.20	$.05

A $7.00 nonrecurring charge will apply per line/trunk for residence and business customers in a particular Dial It Service Calling area who request Special Prefix Dial It Service. The nonrecurring charge will be billed to the client.

The $7.00 nonrecurring charge per line will be waived for Special Prefix Dial It Services under the following conditions:

When a customer initially requests that SPDIS be established for local exchange service within an existing Dial It Calling area.

When a customer who currently has Special Prefix Dial It Service requests the transfer of service and re-establishment of Special Prefix Dial It Service on the same service order.

When a customer initially requests that Special Prefix Dial It Service be established for local exchange service after the introduction of SPDIS in new market areas.

(1) Applicable Service Charges in Section 13 of this tariff.
(2) In addition to Rotary Hunting Line Charge. (S)

DIAL IT SERVICE

RATES (Cont'd)

Provision of Billing Information to the SPDIS Sponsor

(S)

At the request of the SPDIS Sponsor the Company will provide billing information which includes (1) Calling Telephone Number (2) Date of Call (3) Time of Call and (4) Billing Name and Address of Caller.

In order for a SPDIS sponsor to obtain the billing information described above, it will be necessary for the sponsor to enter into a contractual agreement with Frontier regarding the manner in which the information may be used.

Billing Information Charges

Monthly Rate	GSEC
$205.00	SPDIS BI
Nonrecurring Charge	
$500.00	SPDIS BINRC

(S)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

DEFINITION OF TERMS

Access Line
Denotes the line between the serving Central Office and the customer's premises.

ALI Database
The set of ALI records residing on a computer system, containing subscribers' names, service addresses, telephone numbers, and Emergency Service Numbers (ESNs), and additional information to be used for 911 purposes. (C) (C)

ALI Database Administration (N)
The maintenance of the ALI Database records. (N)

Verizon shall take reasonable and necessary steps to avoid submission of records associated with non-dialtone generating service to the database. It is, however, the responsibility of the PSAP to request the removal of any record(s) from the database. To avoid billing for non-dialtone generating service, Verizon accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used. (N) I (N)

ANI Spill
A central office generated data stream that forwards the telephone number of the calling party.

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 911 call is received.

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 911 call is received.

Call Ring Down Service
For communications between two points whereby a station, upon lifting the receiver, automatically rings another station.

Caller
An individual who places a 911 call in order to obtain emergency assistance.

(D)
(D)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

GENERAL

911 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. (N)

911 Service enables a caller dialing 911 from a station with access to the local exchange telephone network, arranged to provide 911 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 911 calls are routed for response. The Service may be provided from any one of the following three categories: (T)(T)(N)

B911 (or Basic 911) Service automatically routes 911 calls to a PSAP but provides no information about the location or telephone number of the caller. (M)(M)

C911 (or ANI-only 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C911 Service is comprised of B911 Service plus ANI spill. (N)(N)

E911 (or Enhanced 911) Service automatically routes 911 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. E911 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. E911 Service is comprised of C911 Service plus Automatic Location Identification (ALI) provisioning. (T)(M)(T)(M)

(M1)

(M) Moved from Sheet No. 5
(M1) Rules & Regulations Moved to Sheet No. 2

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

DEFINITION OF TERMS (Cont'd)

Central Office Call Transfer Services
A standard feature available for each PSAP which provides the capability for an established E911 Service call to be transferred to another PSAP or to some other desired destination by a PSAP attendant. The following characteristics identify the three types of call transfer services which may be used with E911 Service.

Fixed transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to a predesignated location by depressing a single button on the Display and Transfer Unit. The PSAP equipment automatically flashes and sends out a Speed Calling code associated with the desired agency. If the call is transferred to a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also.

Manual transfer enables a primary or secondary PSAP attendant to transfer incoming E911 Service calls over exchange facilities to another telephone number by depressing a flash button on the Display and Transfer Unit or the switchhook on an answering key set and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling code.

Selective transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to another agency (associated through the DMS with the calling party's ANI telephone number) by depressing a single button, e.g., "Fire" on the Display and Transfer Unit. If the desired destination is a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also. This type of transfer is only available when the SR Service Feature is provided.

Centralized Automatic Location Identification (CALI)
A remote Centralized ALI database platform consisting of two host machines, one being the primary system responding to the Public Safety Answering Point (PSAP), and the other being the secondary system. (C)

CALI Storage/Processing (N)
The data storage for the ALI records with the redundant CALI system, both the primary and the secondary. The ALI records are updated on the CALI System multiple times a day with Changes/Add/Delete activity.

CALI will process ALI in two ways. The ANI of the 9-1-1 caller is received by the host provider tandem router, which will then route the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI, to the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and is processed back to the requesting PSAP. The CALI can also be directed by the ANI to steer to another ALI database to retrieve the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP. (N)

CALI System – Ports for PSAPs (C)
The CALI System – Ports for PSAPs provide the interface for PSAPs to acquire local ALI dips within the CALI. The port rate includes two ports, one port into the primary CALI and one port into the secondary CALI system, for redundancy. The port rate includes a secure connection with security firewall. (C)

Call Party Hold (N)
An optional feature of basic 911 that enables a PSAP attendant to maintain control of a 9-1-1 call, even if the calling party hangs up. (N)

Customer
Governmental unit or other entity authorized to provide 911 Service.

Default Routing
A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 911 control office (location of the selective routing function) to a preselected PSAP. (D)

(D)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

DEFINITION OF TERMS (Cont'd)

Emergency Response Agency (ERA) (N)
For the purpose of this Tariff, 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 911 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 911 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 911 call in order to obtain emergency assistance. The end user may or may not be the subscriber who ordered the service. (N)

Forced Disconnect (M)
A standard feature that allows a PSAP attendant to release a connection even though the calling party has not hung-up. (M)

Host Provider
The telephone company that serves the exchange in which the customer's PSAP is located, provides 911 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. (N)

Master Street Address Guide (MSAG)
A perpetual database defining the geographic area of a 911 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and ESNs. (N)

(M) Moved from Sheet No. 5

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

DEFINITION OF TERMS (Cont'd)

Non-listed/Unlisted
Subscriber information that is not listed in the published telephone directory but is made available via Directory Assistance Service.

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 911 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 911 calls transferred from a primary PSAP by dispatching those ERA services under its authority. It may become the initial respondent to a 911 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Record
The subscriber information associated with a telephone number. For billing purposes, records for Verizon accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used. (C)

For Wireless Services, records will be billed on the basis of a combination of Verizon Wireline records (access lines) and non-Verizon Wireline records.

Regional ALI Steering (N)
Regional ALI Steering applies to a single HP3000 database system located in the Company's Central Office (CO). Since each database system can cover multiple PSAPs within the area it covers, this is a regional ALI database.

When a query is made from the PSAP, ALI is retrieved either from a record that is stored on the regional ALI system, or requested from (steered to) another carrier's database and returned to the Regional ALI system which then forwards it to the requesting PSAP. (N)

Secondary Provider
A Local Exchange Carrier (LEC) that participates in offering 911 service under an agreement with the host provider.

Steering (N)
Steering is the capability of one ALI Database to query another ALI Database for ALI. The requesting ALI Database system "steers to" the other ALI Database system. (N)

Subscriber
A person or business that orders access line service from a telephone company, who may or may not be the 911 end user.

(D)
(D)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS

911 Service is restricted to one-way incoming emergency service only. (M1)

The Telephone Company shall not be required to provide 911 Service to less than an entire central office (switching entity), unless Class Marking is ordered by the customer. The Telephone Company does not undertake to answer and forward 911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

911 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.

Intercept service for any seven-digit emergency number(s) replaced by 911 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.

911 Service is limited to the use of central office telephone number 911 as the emergency telephone number.

911 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.

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 911 responding personnel. The subscriber forfeits the privacy afforded by a non-listed or non-published service upon placing a 911 call. (T)(M) | | (T)(M)

Temporary suspension of 911 provisions is not provided. (M1)

(M2)

(M) Moved from Sheet No. 2
(M1) Moved from Sheet No. 1
(M2) Text previously shown, moved to Sheet No. 5A

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Cont'd)

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 911 at no additional charge. (T)

All non-Local Exchange Carriers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E911 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 E911 database.

Information provided by the Telephone Company as part of the provision of C911 or E911 is to be used only for the purposes of answering and dispatching emergency calls. (M) (T)(M) (M1)

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. (N)

Where a 911 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 911 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 911 caller.

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. (N)

Customer Obligation (N)

Application for 911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 911 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the customer. (T) (T)

(M) Moved from Sheet No. 2
(M1) Text previously shown, moved to Sheet No. 5

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Cont'd)

Customer Obligation (Cont'd)

The customer is responsible for dispatching the appropriate emergency service within the 911 service area, or will undertake to transfer all 911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

By contractual agreement, the 911 Service applicant must submit to the Telephone Company that it concurs in the following terms and conditions by all participating agencies:

- The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 911 Service offering, and for the control and staffing of the Public Safety Answering Point (PSAP).

- Each primary PSAP should subscribe to sufficient 911 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 911 Service network from each central office to the central office serving the 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.

- Each primary Public Safety Answering Point (PSAP) and each secondary PSAP should subscribe to at least three lines as follows:

  At least one ten-digit non-emergency local exchange line with at least one listed directory number for administrative calls. (C)

  At least one non-listed ten-digit local exchange line for forwarding or transferring 911 calls to locations other than those connected to that PSAP by dedicated lines. (C)

  At least one non-listed ten-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. (C)

- The dedicated data circuits required to retrieve the ALI from any of the E9-1-1 Database platforms are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1. (N)

- In some instances, there may be data circuits between PSAPs (e.g., between the ANI/ALI Controller located at one PSAP to equipment at another PSAP) to retrieve or deliver ALI. These dedicated data circuits are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1.

- In cases of steering from the Company's ALI Platform to another database dedicated data circuits are required. These dedicated data circuits are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1. (N)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Cont'd)

Customer Obligation (Cont'd)

The customer shall promptly notify the Telephone Company in the event the system is not functioning properly. (N)

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 911 service lines that originate from all telephones served by central offices within the 911 service area, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. (M) (M)

911 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 911 calls at the time such calls are placed. Any connecting company purchasing Frontier information while acting as the host provider of 911 service to the customer which purchase Frontier services under this tariff 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: (N)

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.

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 911 service. (N)

(M) Text previously shown, moved to Sheet Nos. 1A and 1B

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Cont'd)

Customer Obligation (Cont'd)

Any terminal equipment used in connection with 911 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Telephone Company.

(D)

(D)

Liability

The Telephone Company's entire liability to the customer or any person for interruption or failure of 911 service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, and in any sections of other tariffs which apply to the provision of 911 service by the Telephone Company. This 911 service is offered solely to assist the customer in providing 911 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.

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 911 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 tariff 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.

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Cont'd)

Liability (Cont'd)

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 911 system or for releasing subscriber information, including non-published or unlisted information in connection with the provision of the 911 service. (N)

The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 911 service when any 911 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.

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 911 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. (N)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Cont'd)

Liability (Cont'd)

The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 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 911 system ordered by the customer, Telephone Company facilities, or otherwise affect its telephone operations. (N)

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 911 service or host providers using such information to provide a 911 service.

The Telephone Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 911 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 911 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Telephone Company shall have any responsibility for 911 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.

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. (N)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

RULES AND REGULATIONS (Cont'd)

Termination Liability

E911 services provided with the condition of a term commitment are offered with an initial term commitment of 3 (three) years and a renewal term commitment of 1 (one) year. Upon completion of the initial 3 (three)-year term commitment, service will be automatically renewed annually for a 1 (one)-year term commitment unless customer provides written notification of termination at least 30 days in advance.

The initial three-year term applies to all customers (included existing customers) as of the effective date of this Tariff. (N)

If the service is canceled in whole or in part by the customer for any reason other than material breach by the Company or is terminated for cause by the Company prior to expiration of the agreed to term commitment period, the customer shall be required to pay a sum determined by the application of the following formula: (C)

Termination Charge = Current Monthly Rate for all services x Remainder of Current Term Commitment.

The services covered by the term commitment are: (N)

- ALI Database Administration (see Section 46, Sheet 32)
- CALI Storage/Processing (see Section 46, Sheet 31.1)
- CALI System - Ports for PSAPs (see Section 46, Sheet 31.1)
- CALI Wireless Processing for CAS or NCAS (see Section 46E, Sheet 7)
- Wireline Tandem Routing (see Section 46D, Sheet 1)
- Wireless Tandem Routing (see Section 46E, Sheet 7) (N)

(D)
(D)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

(M)

RATES AND CHARGES

Special Service Arrangement Charges

If 911 provisional requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.

Cost

GTSW will use incremental cost studies to generate the rates. The proposed rates are subject to Commission review.

Costs as referred to in this section may include but are not limited to:

Cost of maintenance

Cost of operation

Depreciation on the installed cost of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.

General Administration expenses, including taxes on the basis of average charges for these items.

Any other item of expenses associated with the particular special service arrangement.

An amount, not to exceed the overall rate of return found reasonable by the Public Utility Commission in the final order of the most recent rate case, computed on the installed cost of the facilities used to provide the special arrangement for return on investment.

No contribution will be added to the incremental cost to determine the final rates.

Installed cost mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts. (M1) (M1)

(M) Text previously show, moved to Sheet No. 1D
(M1) Moved from Sheet No. 6A

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RATES AND CHARGES

Special Service Arrangement Charges (Cont'd)

Special service arrangement rates are subject to review and revision conditioned upon changing costs.

Program Development Charges

These are charges applicable to the work necessary to design, develop, test, and maintain any special programming required to support 911 Service, its billing and its data base management. Rates are based on Telephone Company time and materials expended.

Records Conversion Charges

These are charges applicable to the work necessary to design, review, modify, and maintain any Telephone Company customer records keeping systems in order to support 911 Service, its billing and data base management. These activities include, but are not limited to, working with local and/or county authorities to assign and validate location based addresses; establish, validate, and maintain master street guides in the Telephone Company's service order and customer billing systems; and establish and maintain customer data in the local Public Safety Answering Point (PSAP) computer. Rates are based on Telephone Company time and materials expended.

Changes to Orders

When a customer requests changes for a pending order for the provision of Emergency Service, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charges.

Other Charges

The rates and charges associated with emergency number features and associated equipment are relative to each installation.

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

CENTRALIZED AUTOMATIC LOCATION IDENTIFICATION SYSTEM (C)

Centralized Automatic Location Identification System (CALI) consists of two host machines, one being the primary and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary returns the ALI and lets the secondary system know that it has handled the query. If the primary cannot return the ALI, then the secondary takes over. Information contained in the ALI record includes the customer name, location, and emergency service provider. The machines are updated multiple times throughout the day with new information from the Company's central database processing center.

ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to talk to one another. All other network connections are the responsibility of the customer or their Local Service Provider (Competitive Local Exchange Carrier, Wireless Service Provider, Third Party Database Provider, etc.). The PSAP must also purchase two dedicated data circuits of 9.6Kbps or higher transmission speeds from the PSAP location, one to the primary CALI and the second one to the secondary CALI system. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1. (C)

CALI Storage / Processing (N)

The CALI system stores the ALI Database for subscribers in areas where the Company is selected to be the E9-1-1 Database Provider. CALI will process ALI in two ways. The ANI of the 9-1-1 caller is received by the host provider tandem router, which will then route the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI, to the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and is processed back to the requesting PSAP. The CALI can also be directed by the ANI to steer to another ALI database to retrieve the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP.

If steering is needed with CALI Storage / Processing, the Customer must provide an initial certified (on customer's letterhead signed by the individual authorized to execute contracts on behalf of the Customer) record count for processing records from another database, to Verizon for billing purposes. The customer (911 Entity) must update this certified record count for steering to another database on another database on an annual basis, or a 10% annual increase will be assigned. Verizon will use this record count only for purposes of billing for CALI Storage / Processing.

CALI System – Ports for PSAPs

The CALI System – Ports for PSAPs includes two ports, one port into the primary CALI and one port into the secondary CALI system, for redundancy. The port rate includes a secure connection with security firewall.

The customer must provide two dedicated data circuits of 9.6Kbps or higher transmission speeds, one from the PSAP to the primary system and a second from the PSAP to the secondary system. The Customer must also provide similar circuits from each of the CALI systems to the other Databases, if steering is required. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1. (N)

(M)

(M)
(D)
(D)

(M) Material moved to Sheet 31.1.

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

CENTRALIZED AUTOMATIC LOCATION IDENTIFICATION SYSTEM (CALI) CONNECTIVITY (Cont'd)

	Nonrecurring Charge	3 Year Term Commitment Monthly Rate	(C)(M)
CALI			
CALI Storage/Processing, per 1,000 records[2]	-	$ 9.94[1]	(C)
CALI System – Ports for PSAPs	-	109.99[1]	(C)(M)

1. Customer must subscribe to an initial three-year term for these services, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customers) as of the effective date of this Tariff. See Rules and Regulations in Section 46, Sheet 5D, for Termination Liability. (C)(M)
2. These rates are in addition to the ALI Database Administration rate. Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc). (C)(M)

(M) Material moved from Sheet 31.

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

CENTRAL OFFICE CONVERSIONS

Right To Use (RTU) fee and maintenance for Automatic Number Identification (ANI) associated with 911 service.

	Nonrecurring Charge	Monthly Rate
#2 EAX	$ 5,201.75	$ 18.79
GTD-5	2,216.47	9.29

ALI DATABASE ADMINISTRATION (C)

Automatic Location Identification (ALI) Database Administration service:
- Provides for daily database processing and updates for all add, delete and change activity associated with the records.
- Provides processing of records against the MSAG.
- The ALI database may include both Company and external telephone company records.
- For billing purposes, records for Verizon accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used.
- This rate element includes DBMS cost associated with the Master Street Address Guide (MSAG) Emergency Service Number (ESN) Maintenance.
- It does not include the HP3000 or Centralized (CALI) ALI database platforms needed for the matching of incoming E9-1-1 calls to the caller's address.

	Nonrecurring Charge		3 Year Term Commitment Monthly Rate		
Per 1,000 Records[2]	-	(R)	$ 39.47[1]	(R)	(D) (T) (M) (M)

[1] Customer must subscribe to an initial three-year term for the ALI Database Administration service, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customer) as of the effective date of this Tariff. See Termination Liability under Rules and Regulations on Sheet 5D of this Tariff Section. (N)

[2] Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc.). (N)

(M) Material moved to Sheet 32A.

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

911 PSAP LOCAL LOOP

The 911 PSAP Local Loop completes the 9-1-1 circuit from the serving Central Office of the PSAP to the PSAP. It facilitates the forwarding of 911 calls, including Automatic Number Identification (ANI), from the PSAP's End Office, to the Public Safety Answering Point (PSAP). This voice loop is separate from the data circuit that carries the ALI. See 9-1-1 Dedicated Voice Trunk, Section 46, Sheet No. 32.1.

	Nonrecurring Charge	Monthly Rate
Per Loop	$ 88.29	$ 15.51

(D)

(D)

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

911 TANDEM SERVICE TRUNK (C)(M)

The 9-1-1 Tandem Service Trunk carries a 9-1-1 call and its associated Automatic Number Identification (ANI) from the Central Office serving the end user placing the 9-1-1 call to the E9-1-1 Tandem Router.

The total number of 9-1-1 Tandem Service Trunks required shall be determined by the Company through traffic studies following industry standards to provide a grade of service of P01 or greater, but a minimum number of trunks per service arrangement shall not be less than two. The traffic study or summary reflecting the need for more than two trunks shall be provided to the 9-1-1 entity at no cost. Additional compensation from the 9-1-1 entity based on the need for additional trunks exceeding the minimum of two, may not be pursued until 30 days from the date a copy of the traffic study or summary is provided to the 9-1-1 entity.

The 9-1-1 Tandem Service Trunk is used to connect to the Verizon E9-1-1 Tandem, as follows:

- From Verizon Central Offices
- From Central Offices of other carriers

	Nonrecurring Charge	Monthly Rate
9-1-1 Tandem Service Trunk	$ 165.00[1]	$ 39.00[1]

(C)(M)

[1] The Nonrecurring Charge and Monthly Rate noted are in compliance with Texas Substantive Rule 26.435. (N)
(M) Material moved from Sheet 32A.

FEATURES AND ASSOCIATED EQUIPMENT
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

9-1-1 DEDICATED TRUNKING (N)

The 9-1-1 Dedicated Trunking is used for the following connections:

9-1-1 Dedicated Voice Trunk:
- from the Company's E9-1-1 Tandem to the Central Office serving the PSAP for voice delivery of the 9-1-1 call
- between End Offices serving different PSAP's (e.g., ANI/ALI Controller at one PSAP to the equipment at a second PSAP)

The total number of the Dedicated Voice trunks required shall be determined by the Company through traffic studies following industry standards to provide a grade of service of P01 or greater, but a minimum number of trunks per service arrangement shall not be less than two (2). The PSAP Local Loop is required to complete the circuit from the PSAP's local CO to the PSAP.

9-1-1 Dedicated Data Circuit:
- From the Company's 9-1-1 CALI or RALI systems to the PSAP to transmit ALI Queries and responses
- From the Company's CALI or RALI to another Company's Database (each) required for steering

The 9-1-1 Data Circuit is capable of 9.6 KBPS or higher transmission. A minimum of two (2) Dedicated data Circuits will be required for each connection.

	Nonrecurring Charge	Monthly Rate
9-1-1 Dedicated Voice Trunk from 9-1-1 Tandem to CO of PSAP, or between PSAPs (requires PSAP Local Loop to complete circuit)	$ 165.00	$ 39.00
9-1-1 Dedicated Data Circuit from PSAP to the CALI or RALI platforms or Circuit from Company's CALI or RALI to another Company's Database (each) (minimum two required)	$ 165.00	$ 39.00

(N)

PRIVATE SWITCH EMERGENCY SERVICE

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 tariff might include such organizations as: schools, nursing homes, hospitals, planned communities and shared tenant service (STS) providers.

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.

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.

PRIVATE SWITCH EMERGENCY SERVICE

DEFINITIONS (Cont'd)

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.

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.

PRIVATE SWITCH EMERGENCY SERVICE

DEFINITIONS (Cont'd)

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.

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 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.

PRIVATE SWITCH EMERGENCY SERVICE

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.

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):

- orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,
- 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 PSPs switch to its serving central office and
- 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.

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 Private Switch Provider (PSP):

- orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,
- 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,
- 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,
- 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. Also assures that the PSP responds to requests from the Company to make corrections to record errors by uploading corrected records within one working day.

PRIVATE SWITCH EMERGENCY SERVICE

AVAILABILITY OF SERVICE

Service availability is dependent upon the type and configuration of the 911 network in place in the service area.

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 ensure that this standard is met.

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 Section 46 of this Tariff or ordering 911 Tandeming in a central office from this tariff.

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.

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 Texas Highway South, Suite B100, Austin, Texas 78746 (512/327-1911).

PRIVATE SWITCH EMERGENCY SERVICE

RULES AND REGULATIONS

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: (1) business name and address of the Private Switch Provider (PSP), (2) PSP service locations by street address and connectivity arrangements to the Company's network, (3) quantity of PS End User stations to be served and (4) name, address and telephone number of the PSP's 911 Site Administrator.

Customer Obligations

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.

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.

PRIVATE SWITCH EMERGENCY SERVICE

RULES AND REGULATIONS (Cont'd)

Customer Obligations (Cont'd)

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)

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.

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 party's.

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). (C)

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.

PRIVATE SWITCH EMERGENCY SERVICE

RULES AND REGULATIONS (Cont'd)

Customer Obligations (Cont'd)

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.

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.

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.

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.

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.

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.

PRIVATE SWITCH EMERGENCY SERVICE

RULES AND REGULATIONS (Cont'd)

Responsibilities of the Company

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 tariff regarding 911 Service and in other applicable sections of the Company's tariffs.

PS 911 Service is provided 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/or 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.

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.

PRIVATE SWITCH EMERGENCY SERVICE

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 in Section 6 of this Tariff			
911 Service Trunk (minimum of two required from end office to Point of Concentration)		See 9-1-1 Dedicated Voice Trunk on Sheet 32.1 of Section 46 of this Tariff.			(C) | (C)
Directory Numbers Blocks of 10 or 100 sequential numbers		See DID Service Rates in Section 14 of this Tariff			
PS ALI Subscriber Record Processing (Includes receipt, data processing and provisioning to ALI DMS computer and when applicable Class Marking)		See ALI Database Administration Rates on Sheet 32 of Section 46 and Class Marking on Sheet 86 of Section 40 of this Tariff.			(C) (C)
9-1-1 Tandem Service Trunkl		See 9-1-1 Tandem Service Trunk Rates on Sheet 32B of Section 46 of this Tariff.			(C) | (C)

(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.

PRIVATE SWITCH EMERGENCY SERVICE

RATES AND CHARGES (Cont'd)

	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) (N)

EMERGENCY NUMBER SERVICE (911)

E911 WIRELINE TANDEM ROUTING SERVICE[1] (C)

GENERAL

E911 Wireline Tandem Routing is a service offered to 911 customers. (C)

DESCRIPTION

When E911 Wireline Tandem Routing service is provided, at least one central office provides tandem switching capabilities for 911 calls from all end offices, within a designated area. The tandem office controls the switching of the automatic number identification (ANI) information to the appropriate Public Safety Answering Point (PSAP). It also provides enhanced features and capabilities to the 911 customer such as, E911 trunk concentration; selective, default and alternate routing; call transfer; night transfer; and forced disconnect. (C) (C)

Wireline Tandem Routing rates are independent of ALI Database, whether provided by the Company or another E9-1-1 Database Provider. The Company will not be responsible for providing the accurate and timely updates of the necessary routing data if the Company is not the ALI Database Provider. (N) | (N)

Alternate Routing - Routes 911 calls to another PSAP over dedicated trunks, under special conditions.

Call Transfer - Provides capability to transfer an established 911 call to another PSAP, a secondary PSAP or another location selected by the primary PSAP attendant.

Default Routing - Allows a 911 call that cannot be routed to be automatically routed to a predesignated (default) PSAP. This feature is based on the incoming trunk group.

E911 Trunk Concentration - Concentrates the number of incoming 911 trunks at the Tandem into a smaller, concentrated trunk group going to the PSAP.

Forced Disconnect - Prevents a 911 calling party, who remains off-hook, from indefinitely holding the connection to a PSAP. The E911 Tandem is capable of force releasing the calling party upon receipt of an on-hook signal from the PSAP.

Night Transfer - Provides the capability to reroute 911 calls to another PSAP during specified hours.

Selective Routing - Automatic routing of incoming 911 calls to the designated PSAP based on the ANI and the designated Emergency Service Number.

Tandem Routing - Same as Selective Routing. (N)

RATES AND CHARGES

	Nonrecurring Charge	3-Year Term Commitment Monthly Rate	
Wireline Tandem Routing			
Per 1,000 records[2]	$ 0.00	$ 40.47[1]	(R)

[1] Customer must subscribe to an initial three-year term for the Wireline Tandem Routing service, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customers) as of the effective date of this Tariff. See Termination Liability under Rules and Regulations on Sheet 5D of this Tariff Section. (N)

[2] Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc). (N)

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES (C)

A. General

The 911 entity requesting wireless 911 services in this section is subject to the same terms and conditions as located in Section 46. (C)

The charges in this section of the tariff are based on the FCC's Order on Reconsideration released July 24, 2002, in CC Docket No 94-102 (FCC reference 02-146). The Company has, as per the FCC's Order, established the demarcation point for cost allocation between the wireless carriers and the PSAPs as the input to the Company's 9-1-1 Selective Routers (also referred to as 9-1-1 tandem router). (C)

B. Definitions

20-digit NCAS (N)
This method for wireless E9-1-1 Phase II provides both the MDN of the calling party plus the ESRK via the signaling path. All data, including the MDN and cell sector that receives the call, is delivered to the PSAP via the data path within the ALI record. (N)

Alternate Routing (N)
See Section 46D of this Tariff (N)

Call Associated Signaling (CAS) (C)
A method for delivery of the MDN of the calling party plus the ESRD from the wireless network through the 9-1-1 tandem router to the PSAP. The 20 digits of data delivered are sent over the signaling circuit from the wireless switch to the 9-1-1 tandem router. From the tandem router to the PSAP, the 20-digit stream is delivered using either Enhanced Multi-Frequency (EMF) or ISDN connections. (C)

(D)
(M1)
(M2)
(D)

Call Transfer (N)
See Section 46B of this Tariff

Centralized ALI (CALI)
See Section 46 of the Tariff

Default Routing
See Section 46D of the Tariff

Emergency Service Number
See Section 46 of the Tariff (N)

Emergency Service Routing Digits (ESRD) (C)
As defined in J-Std-034, an ESRD is a digit string that uniquely identifies a base station, cell site, or cell sector. This number may also be a network routable number (but not necessarily a dialable number). (C)

(D)

(M1) Material moved to Sheet 2. (D)
(M2) Material moved to Sheet 3.

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES

B. Definitions (Cont'd)

Emergency Service Routing Key (ESRK) (C)(M1)
Emergency Service Routing Key (ESRK) is a 10-digit routable, but not necessarily dialable, number translated from a cell sector identifier at the SCP that is used by the tandem router to route wireless E9-1-1 calls to the appropriate PSAP. The ESRK is also the search-key for the mating of data that is provided to a PSAP by different paths, such as via the voice path and ALI data path. In daily use, the term ESRK is used to distinguish operational environments where the routing digits are assigned on a per origination cell sector basis, which is the strict technical definition of an ESRD. (C)(M1)

Forced Disconnect (N)
See Section 46D of the Tariff

J-Std-034
A standard jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunications Industry Solutions (ATIS), to provide the delta changes necessary to various existing standards to accommodate the Phase I requirements. The standard identifies that the interconnection between the MSC and the 9-1-1 tandem router/switch is via:

1. An adaptation of the Feature Group D Multi-Frequency (FG-D) protocol, or

2. The use of an enhancement to the Integrated Service Digital Network User Part (ISUP) Initial Address Message (IAM) protocol. In this protocol, the caller's location is provided as a ten-digit number referred to as the ESRD. The protocol NENA-03-002, recommendation for the implementation of Emergency Multi-Frequency (MF) Signaling, E9-1-1 Tandem, to PSAP, is the corollary of J-Std-034 FG-D protocol.

J-Std-036
A standard, jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunication Industry Solutions (ATIS), that defines standards for E9-1-1 service relating to CAS, NCAS wireless E9-1-1 solutions, and to make provision for introduction of location determination technology for Phase II delivery of wireless E9-1-1 calls. Additional proposed solutions such as Hybrid are not referenced. Standards include, but are not limited to, required data elements, and signaling protocols. J-Std-034 addresses E9-1-1 Phase I, and J-Std-036 addresses E9-1-1 Phase II. (N)

Mobile Directory Number (MDN) (C)(M1)
MDN is the dialing number from which the wireless call is made, and represents the wireless caller's "call back" number. (C)(M1)

Mobile Position Center (MPC) (N)
The interface between the wireless network and the wireless location network. The MPC retrieves, forwards, stores, and controls position data within the location network. The MPC is not provided by and is not the responsibility of the Company.

Mobile Switching Center (MSC)
A switch that provides stored program control for wireless call processing. (N)

(M2)
(D)

(M1) Material moved from Sheet 1.
(M2) Material moved to Sheet 5.

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES (Cont'd)

B. Definitions (Cont'd)

National Emergency Association (NENA) (N)

NENA 02-010
A standard set of formats and protocols for the Automatic Location Identification (ALI) data exchange between service providers and Enhanced 9-1-1 systems or their database provider, developed by the NENA Data Standards Subcommittee.

NENA 03-002
A technical reference, developed by the NENA Network Technical Committee, to provide recommendations for the implementation of Enhanced Multi-Frequency (MF) Signaling, from the E9-1-1 Tandem router to PSAP. The J-Std-034 FG-D protocol is the corollary protocol of NENA 03-002.

Night Transfer (N)
See Section 46B of the Tariff

Non-Call Associated Signaling (NCAS) (C)(M1)
This method for wireless E9-1-1 call delivery delivers routing digits over existing signaling protocol, including commonly applied CAMA trunking into and out of the tandem routers or SS7 into the tandem routers. The voice call is set up using the existing interconnection method that the wireline company uses from an end office to the tandem router and from the tandem router to the PSAP. The ANI delivered with the voice call is an ESRK, not a MDN. All Data, including the MDN and cell sector that receives the call, is delivered to the PSAP via the data path within the ALI record. (C)(M1)

Phase I E9-1-1 Service (N)
The service by which the WSP delivers to the designated PSAP the wireless end user's call back number and cell site/sector when a wireless end user had made a 9-1-1 call, as contracted by the customer. Phase I wireless standards are outlined in J-Std-034.

Phase II E9-1-1 Service
The service by which the WSP delivers to the designated PSAP the wireless end user's call back number, cell site/sector information, as well as X, Y (longitude, latitude) coordinates to the accuracy standards set forth in the FCC Docket No. 94-102. Phase II standards are outlined in J-Std-036.

Position Determining Entity (PDE)
The PDE determines a more precise geographic location of a wireless handset when the wireless caller places a 9-1-1 call or while the call is in process. The PDE equipment is not provided by and is not the responsibility of the Company. (N)

(M2)

(M2)

(D)

(M1) Material moved from Sheet 1. (D)
(M2) Material moved to Sheet 6.

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES (Cont'd)

B. Definitions (Cont'd)

Service Control Point (SCP) (N)
A centralized database system used for, among other things, wireless Phase I E9-1-1 Service applications. It specifies the routing of 9-1-1 calls from the Cell Site to the PSAP. This hardware device contains special software and data that includes all relevant Cell Site locations and Cell Sector Identifiers. This SCP equipment is not provided by and is not the responsibility of the Company.

Wireless 911 Area
The geographic area covered in the customer's request for Wireless E9-1-1 Services.

Wireless Service Provider (WSP)
A person or entity that provides Commercial Mobile Radio Service (CMRS). The term Wireless Service Provider includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communications service (PCS), or functional or competitive equivalent. The term does not include service providers whose customer does not have access to 9-1-1 or 9-1-1 like services. (N)

Wireless Tandem Routing (C)(M1)
Automatic routing of incoming wireless 9-1-1 calls to the designated PSAP based on the ESRK or ESRD and the designated Emergency Service Number. (C)(M1)

X, Y Coordinates (N)
With respect to 911, X and Y refer to the longitude and latitude of the 9-1-1 wireless caller's location. (N)

(M1) Material moved from Sheet 1.

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES (Cont'd)

C. Regulations (N)

1. The Company will deliver to each PSAP customer only the data required and specified by the FCC in CC Docket No. 94-102, including the cell site or sector location, the callback number, and the longitude/latitude of the caller. The Company disclaims any and all responsibility for (1) the delivery of any additional data element that the WSP may choose to provide beyond those required and specified in FCC No. 94-102, and (2) the content of the data delivered to the customer. In addition, the Company shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of those technologies.

2. PSAPs must have all required elements of Wireless E9-1-1 Phase 1, utilizing ESRK of ESRD routing and cell site/sector location based information, in place before Phase 2 can be implemented. In addition, all of the following requirements must be met prior to Phase 2 implementation.

   a. The PSAP's ALI software must be upgraded to Verizon's wireless ALI format to accommodate the x/y data.
   b. The WSP must have a Position Determining Entry (PDE) and Mobile Position Center (MPC) in the WSP's network. The PDE and MPC equipment is not provided by and is not the responsibility of the Company, nor is the Company responsible for ensuring that the WSP or its agent(s) are prepared to provide Phase II.
   c. The WSP must have obtained an executed Interconnection agreement to obtain connection with the Company to the Selective Router and to the Company's ALI database to provide the Phase 1 and 2 data. The Company is not responsible for providing Wireless 911 without an executed interconnection agreement.
   d. The WSP must submit MSAG valid ALI records for each ESRK/ESRDs in accordance with NENA's recommended standard 02-010.

3. Wireless services will be billed based on the number of wireline 9-1-1 records in the geographic area for which the customer is requesting Wireless E9-1-1 Services (known as wireless 9-1-1 area). In addition, a certified wireline record count is required for the wireless area that wireless services are subscribed to but not included in the company provided ALI database. The certified wireline record count must be;

   a. updated on an annual basis, failure to provide updated record count will result in the current record count to be increased by 10%,
   b. must be provided to the company on customer letter head stating that the number is true and accurate, and
   c. must be signed by an individual that is authorized to execute a contract for the customer. (N)

(M)

(M)

(D)
(D)

(M) Material moved to Sheet 7.

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES (Cont'd)

D. Description (T)(M1)

Wireless Description

CAS – Is a Phase I wireless configuration, which allows for 20 digits (MDN and ESRD), to be received, via the signaling path, at the appropriate tandem router and forward it from the tandem router to the PSAP. Upon receipt of the ESRD and MDN at the PSAP, a request for ALI data is sent to the affected ALI database. The ALI is provided via the data path established for Wireline subscribers and requires no additional facilities to provide the service to the dispatcher. The ESRD ALI data is stored in the host provider database. The wireless carrier is responsible for each ESRD MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the Company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service. (C) (C)(M1)

NCAS – Is a Phase I and Phase II wireless configuration, which allows for 10 digit ESRK to be received, via the signaling path, at the appropriate tandem router and forwards it from the tandem router to the designated PSAP. Upon receipt of the ESRK at the PSAP an ALI query is made using the ESRK via the data path, to the appropriate ALI platform, the ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database is reformatted into the PSAP's Phase I or II display and processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company. (C)(M2) (C)(M2)

20 digit NCAS - Phase II – 20 digit NCAS allows the MDN plus the ESRK to be received over the signaling path. The MDN of the mobile subscriber will be sent along with the ESRK assigned to the call. The tandem router will then route the call based on the ESRK to the appropriate PSAP. Upon receipt of the ESRK and the MDN at the PSAP, an ALI query is made using the ESRK via the data path, to the appropriate ALI platform. The ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database it is reformatted into the PSAP's Phase II display and processed back to the requesting PSAP. Requires the PSAP to disable the feature that enables the ANI display to overwrite the ALI information. Requires the PSAP to disable the feature that enables the ANI display to overwrite the ALI information. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the Company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company. (N) (N)

(M1) Material moved from Sheet 2.
(M2) Material moved from Sheet 3.

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES (Cont'd)

D. Description (Cont'd)

Steering when using a Central Office HP3000 also known as Regional ALI Steering – Upon receipt of the ESRK at the PSAP an ALI query is made using the ESRK via the data path, to the HP3000 ALI platform, the HP3000 ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the HP3000 ALI platform from the wireless database is reformatted into the PSAP's Phase I and Phase II display and processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI steering, and the transmission of the record(s) to the Company. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company. Requires the PSAP to subscribe to Regional ALI Steering in Section 46 of the Tariff. (N)

CALI Wireless Processing for CAS or NCAS: Upon receipt of the ESRK/ESRD at the PSAP an ALI query is made using the ESRK/ESRD via the data path, to the appropriate ALI platform, the ALI platform is directed by the ESRK/ESRD to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database is reformatted into the PSAP's Phase I or II display and is processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK or ESRD MSAG valid ALI record needed for ALI steering to the wireless database, and the transmission of the record(s) to the Company. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company.

Wireless Tandem Routing allows for routing of wireless calls to the PSAP designated by the ESRK or ESRD. It also provides enhanced features and capabilities to the PSAP such as: wireless E911 trunk concentration, tandem routing default and alternate routing, call transfer, night transfer, and forced disconnect. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

Rate Description

1. CALI Wireless Processing – for CAS or NCAS
   - Allows for ALI processing for CAS, NCAS or 20 Digit NCAS
   - Does not include circuits between the PSAP and the primary or secondary CALI platforms, circuits between the CALI platforms and the wireless carrier's database, the MPC, circuits to or from the MPC.
   - Does not include CALI System-Ports for PSAPs to connect circuits to the CALI platform.

2. Wireless Tandem Routing
   - Allows for tandem routing to the designated PSAP for either CAS, NCAS, or 20-digit NCAS.
   - Does not include any circuits between the PSAP and the tandem router or between the MSC and the tandem router.

3. CALI System – Ports for PSAPs
   - Circuits from the PSAP to the CALI platform are required to receive wireless ALI.
   - Customer may use the same CALI System – Ports for PSAP that they subscribe to for wireline CALI services. Wireless ALI would be delivered on the same data path as wireline.
   - See Section 46 of the Tariff (N)

EMERGENCY NUMBER SERVICE (911)

I. WIRELESS E9-1-1 SERVICES (Cont'd)

E. Rates (T)(M)

	Non-Recurring Charge	3 Year Term Commitment Monthly Rate(2)	
CALI Wireless Processing for CAS or NCAS, per 1,000 records (1)(2)(3)	-	$ 20.72	(C) (D)
Wireless Tandem Routing, per 1,000 records(1)(2)(3)	-	55.74 (R)	(C)(M)

(1) Records are based on the wireless 911 area as outlined in wireless regulation and will be adjusted annually. (C)(M)

(2) Customer must subscribe to an initial three-year term for the Wireless Tandem Routing or CALI Wireless Processing for CAS or NCAS, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). See Rules and Regulations in Section 46, Sheet 5D for Termination Liability.

(3) Minimum charge is for 1,000 records. Standard rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc). (C)(M)

(M) Material moved from Sheet 4.

CENTREX SERVICE
EXISTING CUSTOMERS ONLY
(In Service Prior to December 18, 1997)

MONTHLY CHARGES (2)

NON-METRO (2)

LINE SIZE	GSEC	Subscription Fee Monthly	GSEC	Monthly Rate Per Customer	
2 to 100	CEN SFNM	$50.00	CEN MLNM	$63.75	(I)
101 to 400	CEN SFNM4	$250.00	CEN MLNM4	$56.75	(I)

NON-METRO (3)

Line Size	GSEC	Subscription Fee Monthly	Rate Per GSEC	Monthly Customer	
2 to 25	CEN SF2M	$100.00	CEN ML2M	$42.50	
26 to 100	CEN SF26M	$100.00	CEN ML26M	$62.00	(I)
101 to 250	CEN SF101M	$400.00	CEN ML101M	$39.25	
251 to 400	CEN SF251M	$400.00	CEN ML251M	$13.75	

EXTENDED METRO (Monthly) (4)

Line Size	GSEC	Monthly Rate/Line (5)
2 to 400	CEN EMS	$20.00

	GSEC	Monthly Rate/Line
Restricted Stations (Metro and Non-Metro)	CEN RSTSTA	$6.00

Limits calling to within the same business group.

Milage

An additional Charge of $1.16 per Qtr. Mile (CEN MI1) will be charged Per Line for the Local Loop. Customers in service prior to 10/30/91 remain at $.80 per Qtr. Mile (CEN MI). This applies for Metro, Non-Metro, and Extended Metro. (C) (C)

Note:
(1) Does not include FCC Subscriber Line Charge. Refer to Sheet 12 for the Subscriber Line Charge Credit and Frontier Telephone Operating Companies Tariff FCC No. 1, Section 13, Page 312 for the Subscriber Line Charge.
(2) Non-wire exchanges are those not listed in (3) below and where adequate facilities are available to provide Centrex Service.
(3) The following exchanges are Metro: Carrollton, Garland, Grapevine, Irving, Lewisville, Plano, Baytown, League City, Rowlett, Crosby, Keller, Highlands, Kemah, Dickinson and Wylie. Centrex will be offered only in the central offices of these exchanges when facilities are available.
(4) Limited to those exchanges in Section 6 of this tariff where EMS is available and those exchanges where Centrex is offered. May be ordered by individual Centrex line and will be applicable to each Centrex line with access to a Simulated Facility Group See Sheet 13)
(5) In addition to the Metro Line Rate.

CENTREX SERVICE
EXISTING CUSTOMERS ONLY
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CHARGES PER FEATURE PACKAGE (1) (E)

FEATURE PACKAGE ESTABLISHMENT CHARGES	GSEC	NONRECURRING CHARGE*	GSEC	MONTHLY CHARGE Per Line
Centrex 1000 Feature Package	CEN ST	$100.00		-
Centrex 2000 Feature Package	CEN PR	$150.00		-
Centrex 3000 Feature Package	CEN DL	$215.00		-
Package Upgrades				
Centrex 1000 to Centrex 2000	CEN UPSP	$ 50.00	CEN UPSPM	$2.00
Centrex 1000 to Centrex 3000	CEN UPSD	115.00	CEN UPSOM	4.00
Centrex 2000 to Centrex3000	CEN UPPD	60.00	CEN UPPDM	2.00

A customer within the line requirements of his existing package who requests to upgrade to another package will pay the appropriate Nonrecurring Charge in addition to the monthly charge per line. A customer who adds lines and exceeds the line requirement for his existing feature package will be upgraded to the appropriate package and will pay the appropriate Nonrecurring Charge for the package to which he is upgrading, but the monthly line charge is not applicable.

(1) In addition to applicable Service Charges in Section 13 of the General Exchange Tariff. Line connection charges will be rated as shown on sheet 12 of this tariff. (E)

(D)

(D)

CENTREX SERVICE
EXISTING CUSTOMER ONLY
(In Service Prior to December 18, 1997)

DATA BASE ADDITIONS, CHANGES, OR DELETIONS (E)
(D)

(D)

	NON-RECURRING CHARGE	(E)
ROUTINE SOFTWARE CHANGE	$50.00	
CHANGE TRUNK GROUP		
CHANGE NON-DATA-LINK ATTENDANT (1)		
CHANGE CUSTOM RECORDING		
CHANGE ARS TRANSLATIONS		
CHANGE TRANSLATIONS TABLES		
ADD MUSIC ON HOLD		
MINOR SOFTWARE CHANGE	$25.00	
ADD SUBGROUP		
CHANGE SUBGROUP		
ADD HUNT GROUP		
ADD ACD HUNT GROUP (2)		
ADD/CHANGE SIMULATED FACILITY GROUP (SFG)		
ADD QUEUING GROUPS (3)		
ADD LISTED/ATTENDANT NUMBER		
NIGHT ANSWER (UNA/PNA) (4)		
PAGING/PUB, ADD/CODE CALLING (5)		
CONFERENCE CALLING - 8, 16, 24 ports		
REMOTE ACCESS DIRECTORY NUMBER (6)		
AUTH. CODE VALIDATION (7)		
MUSIC ON HOLD ACCESS		
DICTATION LINK ACCESS		
STANDARD RECORDING		
EXTENDED PICK-UP CODE		
EXECUTIVE BUSY OVERRIDE		
MULTI-LEVEL RESTRICTION (8)(9)		
CHANGE TRANSLATIONS		

(1) Plus Minor Software Change Charge for each additional console.
(2) Plus Minor Software Change Charge for recording, queuing, station changes
(3) Plus Minor software Change Charge each trunk group.
(4) Plus Minor Software Change Charge each PNA number, zone, area.
(5) Plus Minor Software Change Charge each area.
(6) Plus Minor Software Change Charge each authorization code.
(7) Plus Minor Software Change Charge each 2 codes.
(8) Plus Minor Software Change Charge each 10 codes.
(9) Plus Minor Software Change Charge to add toll control. (E)

CENTREX SERVICE
EXISTING CUSTOMERS ONLY
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CCLASS SERVICE (Cont'd) (E)

Rates

Feature Package	GSEC	Nonrecurring Charge	GSEC	Monthly Rate Per Line
2 - 25 lines		(1)	CENFS CLASS 25M	$5.00
26 - 50 lines		(1)	CENFS CLASS 49M	4.50
51+ lines		(1)	CENFS CLASS 100M	4.00

Maximum total charge per customer for the Feature Package is $400.00 (GSEC: CENFS CLASS SYSM).

Optional Features

Call Tracing Service	GSEC	Nonrecurring Charge	GSEC	Monthly Rate Per Line
Per Occurrence	CEN COT	$10.00		
VIP Alert		(1)	CEN VIPM	
Calling Number Identification (CNID)				
2 - 25 lines		(1)	CEN CNID 25M	6.00
26 - 50 lines		(1)	CEN CNID 49M	4.50
51+ lines		(1)	CEN CNID 100M	2.00

Maximum total charge per customer for Calling Number Identification is $200.00 (GSEC: CEN CNID SYSM).

Cancel Calling Number Delivery — NO CHARGE

(1) Applicable charges from Section 13 of this Tariff. (E)

CENTREX SERVICE
EXISTING CUSTOMERS ONLY
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See Section 34 for Subscriber Line Credits (C)

(D)

(D)

Line Size	GSEC	Line Connection Charge Per Line*
2	CEN LC2	$18.00
3 to 5	CEN LC3	12.00
6 to 10	CEN LC6	10.00
11 to 25	CEN LC11	6.40
26 to 50	CEN LC26	4.00
51 to 75	CEN LC51	3.20
76 to 100	CEN LC76	3.00
101 to 200	CEN LC101	2.80
201 to 300	CEN LC201	2.50
301 to 400	CEN LC301	2.20

(E)

Additional Network Access Trunks

For customers with 24 or fewer Centrex lines, the Manual Trunk rate will be applied for the appropriate exchange in Section 6 of this tariff for each additional trunk. The EAS rate is also applicable.

For customers with 25 or more Centrex lines, the Automatic Trunk rate will be applied for the appropriate exchange in Section 6 of this tariff for each additional trunk. The EAS rate is also applicable. (E)

(D)
(D)

CENTREX SERVICE
EXISTING CUSTOMERS ONLY
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OPTIONAL SYSTEM FEATURES (9)	GSEC	NONRECURRING CHARGE	MONTHLY GSEC	RATE
-Automatic Route Selection(13)	CEN ARS	$50.00 per hr.		-
-WATS Access	CEN WTSACC	25.00	CEN WTSACCM	-
-800 Service Access	CEN 800 SVCALL	25.00	CEN 800 SVCALLM	-
-Tie Facility Access	CEN TFA	25.00	CEN TFAM	-
-FX Access	CEN FXALL	25.00	CEN FXALLM	-
-Limited Automatic Call Distribution	CEN LACD	25.00	CEN LACDM	-
-Preferential Hunting (3)	CEN PRHNTG	25.00	CEN PRHNTGM	-
-Stop Hunt (3)(4)	CEN STPHNT	25.00	CEN STPHNTM	-
-Priority Queuing (5)	CEN PRQUE	25.00	CEN PRQUEM	-
-Authorization Codes, per group of 10	CEN ATHCDS	25.00	CEN ATHDCSM	-
-Terminal Make Busy (4)	CEN TRMMB	25.00	CEN TRMMBM	-
-Extended Metro Service-				
-Simulated Facility Group(12)	CEN EMSSFG	25.00	CEN EMSSFGM	5.00
-Paging/Public Address Access	CEN PGALL	140.00	CEN PGALLM	30.00
-Dictation Access (1)	CEN DICALL	140.00	CEN DICALLM	30.00
-Code Calling Access (1)	CEN CCACC	140.00	CEN CCACCM	30.00
-Music On Hold (1)	CEN MOH	50.00	CEN MOHM	10.00
-Recorded Announcement-Custom	CEN RANCUS	260.00	CEN RANCUSM	45.00
-Conference Calling 8 Port	CEN CONCLG	160.00	CEN CONCLGM	110.00
-SMDR Via Revenue Accounting Office (MRC-per line)			CEN SMDRM	.30
OPTIONAL ATTENDANT FEATURES (9)				
-Non-Data Link Console Interface (11)	CEN NDLCI	50.00	CEN NDLCIM	-
-Data Link Console Interface	CEN DLCI	210.00	CEN DLCIM	90.00
-Multiple Listed Directory Number	CEN LDIRNO	25.00	CEN LDIRNOM	-
-Pre-Determined Night Answer (PNA)	CEN PNA	25.00	CEN PNAM	-
-Universal Night Answer (UNA)(1)(6)(7)	CEN UNA	65.00	CEN UNAM	10.00
-Mixed Night Answer(1)(8)	CEN MNA	65.00	CEN MNAM	10.00
-Additional Console Member	CEN ACM	185.00	CEN ACMM	90.00
-Flexible Night Answer	CEN FNA	65.00	CEN FNAM	10.00

(E)

(See Sheet No. 13A for footnotes)

(E)

CENTREX SERVICE
EXISTING CUSTOMERS ONLY
(In Service Prior to December 18, 1997)

OPTIONAL SYSTEM FEATURES (Cont'd) (E)

Note:
(1) Where facilities and conditions permit. Does not include music source for Music on Hold.

(3) Requires one or more hunt groups.
(4) May require additional hardware.
(5) Requires off-hook queuing.
(6) Requires listed directory number.
(7) Requires data-link console.
(8) Requires PNA and UNA.
(9) In addition to applicable Service Charges in Section 13 of the General Exchange Tariff, Line Connection charges will apply as shown on Sheet 12 of this tariff.
(11) Requires multiline appearances normally assigned to a rotary hunt group.
(12) Applies per access to each EMS trunk facility. May be ordered by individual station. EMS trunks are to be purchased from Section 6 of this tariff.
(13) Facilities Restriction Level, Time of Day Routing, and Expensive Route Warning are a part of Automatic Route Selection. (E)

NETWORK SERVICES

General

This tariff section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These network capabilities are provided by Frontier Southwest Incorporated, hereinafter referred to as the Telephone Company.

Services in this section of the tariff:

- are furnished only in central office areas where facilities and equipment are available, as determined by the Telephone Company.
- cannot be utilized in conjunction with the provisioning of interexchange access.

Definitions and Service Descriptions

Call Screening (N)

The customer can be instructed to dial an access code to activate or deactivate call screening. After a customer's call is forwarded to and answered by their VoiceMail Server (VMS), the customer will hear a ring splash. The ring splash indicates that the screening timer has started and monitoring can begin. The customer can either stay on-hook or monitor the call by going off-hook. A hookswitch flash allows the customer to intercept the call and speak to the calling party. Going back on-hook while monitoring a call allows the customer to place and receive new calls. However, the customer cannot reconnect to the previously monitored call even if the message is still in progress (N)

Customer

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this section of the tariff.

Customer Bill Option

An ordering and billing option that allows a customer, on behalf of that customer's end user, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a Call Forward service or a forwarded call information service. Should an end user dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving end users for whom no agency agreement exists.

Customer Controllable Ringing

A feature which provides the customer with the ability to adjust the number of ring cycles that are used prior to forwarding an incoming call in a "no answer" condition. To set the number of rings desired (1 to 9) before a call is forwarded, the customer will dial a special access code and input the appropriate digit to designate the number of ring cycles desired.

NETWORK SERVICES

Definitions and Service Descriptions (Cont'd)

Data Link

The facility that connects the customer's location to the Telephone Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer his services. (Requires subscription to Forwarded Call Information - Intraoffice). Delivery of calling number identification shall be blocked as described below under definition and service description of Forwarded Call Information Intraoffice.

Enhanced Call Transfer (M)

A service which allows the user of a two-way trunk with DID to transfer any incoming calls to another line or trunk outside of the system and leave the connection without disconnecting the call thus freeing the DID trunk for another call. (M)

End User

The term "end user" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this section of the tariff.

Forwarded Call Information - Intraoffice

A feature which provides to the customer the customer's end user line number, the customer's network service number to which redirected calls are forwarded, and the reason calls were forwarded or placed. This feature requires subscription to Data Link. The reasons for forwarding information may include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

The Telephone Company shall block the delivery of a calling party's telephone number and all calling number identification from any customer ordering Forwarded Call Information - Intraoffice and Data Link. Only calls which are not forwarded (i.e., calls to the customer from the customer's client to retrieve messages) and calls within that client's business group will be delivered to the customer ordering these network services.

(M) Material moved from Section 48, Sheet No. 2A for Alphabetical Order.

NETWORK SERVICES

Definitions and Service Descriptions (Cont'd)

Inter-Switch Voice Messaging

Inter-Switch Voice Messaging (ISVM) service is available to both Centrex and business main telephone exchange service customers as an optional enhancement to Data Link service. Whereas Data Link service operates on an intra-switch basis only, the combination of Data Link and ISVM enables voice mail and call answering capabilities to be extended to customers via intra- and inter-switch connectivity, thereby allowing the Company to serve any customer within a Local Access Transport Area (LATA).

Client

For ISVM, the client is a Residential or Business end user of Local Exchange Access Line service or Centrex service.

Customer

For ISVM, the customer is a business entity providing services such as call coverage and messaging to telephone subscribers who elect to become clients of the customer.

Switching Unit

The central office switch.

NETWORK SERVICES

Definitions and Service Descriptions (Cont'd)

Message Waiting Indication - Audible

A feature which provides the customer with the ability to send an alerting signal in the form of an audible stutter dial tone to its end user line. This alerting signal may be used by the customer to inform its end user that information is waiting. This feature requires subscription to Data Link.

Message Waiting Indication - Audible Ring Burst

A feature that provides ringing at a special cadence to signal the customer that a message is waiting. The telephone company will program specific intervals at which the ringing reminder will be repeated.

Message Waiting Indication - Visual (N)

This service provides the Enhanced Service Provider (or customer) with the ability to send a signal to the end-user's CPE which activates a light. This light indicates to the end-user that a message(s) is waiting. (N)

Queuing

A feature which provides customers subscribing to PBX Automatic Trunks or Centrex lines arranged in a multiline hunt group the capability to place inbound calls in an idle condition until facilities to answer the call are available. Inbound calls made to a multiline hunt group equipped with this feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the inbound call is placed on hold and waits its turn to be served.

(M[1])

(M[1])

User Transfer (M[2])

A feature which provides the ability to temporarily hold an established call, originate another call to a third party, and then redirect the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call. (M[2])

(M[1]) Material moved to Section 48, Sheet No. 2 for Alphabetical Order.
(M[2]) Material moved from Section 48, Sheet No. 3 for Alphabetical Order.

NETWORK SERVICES

Regulations and Conditions

Billing and Remittance (M1)(M3)

The Telephone Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.

The customer's services may be discontinued pursuant to the procedures set forth in Section 5 of this tariff for failure to make full payment for the Telephone Company's services provided under this tariff. (M1)(M3)

Customer Obligations (M2)(M4)

Customer services as outlined herein and the promotion and provision thereof must comply with all applicable federal, state, and local laws, rules, and regulations.

The customer shall indemnify, defend, protect, and save harmless the Telephone Company against any and all losses, claims, demands, suits, causes of action, damages, costs, or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including, but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks or copyright, or resulting from any claim of libel or slander.

The customer is responsible for all provisioning charges and monthly recurring rates for the network services including those situations in which the customer's end-user and/or the Telephone Company have temporarily suspended or disconnected that end user's service.

The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Telephone Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations, or order of any governmental agency. (M2)(M4)

(M1) Previous material moved to Section 48, Sheet No. 2A for Alphabetical Order.
(M2) Previous material moved to Section 48, Sheet No. 5 for Alphabetical Order.
(M3) Material moved from Section 48, Sheet No. 5 for Alphabetical Order.
(M4) Material moved from Section 48, Sheet No. 4 for Alphabetical Order.

NETWORK SERVICES

Regulations and Conditions (Cont'd)

Customer Obligations (Cont'd)

The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of their services wherein the Telephone company's name or language, signs, markings, or symbols are used, from which the connection of the Telephone Company's name therewith may be, in the Telephone Company's judgment, reasonably inferred or implied without the prior written approval of the Telephone Company. (M1) (M2)

The customer is financially responsible for all facilities required to connect the customer's equipment to the Telephone Company's serving wire center, in accordance with all applicable rates and charges under the Telephone Company's tariffs. (M2)

The customer's premises equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Section 30 of this tariff. If the customer violates this requirement, the Telehone Company may disconnect the customer's services. (M3)

Customers subscribing to the services outlined in this section of the tariff, are required to subscribe to Automatic Trunk facilities or Centrex lines capable of supporting the Network Service(s) being offered. Also, they may be required to subscribe to as many additional Automatic Trunk or Centrex lines as in the judgment of the Telephone Company, are required to adequately handle calls without impairing service to others.

The customer is responsible for disconnecting Network Services ordered on behalf of its end user(s), including those situations where the customer's end user(s) no longer has service with the Telephone Company.

The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service. (M1) (M3)

(M1) Previous material moved to Section 48, Sheet No. 3 for Alphabetical Order.
(M2) Material moved to top of page for Alphabetical Order.
(M3) Material moved from Section 48, Sheet No. 5 for Alphabetical Order.

NETWORK SERVICES

Regulations and Conditions (Cont'd)

Inter-Switch Voice Messaging

ISVM is offered subject to the availability of both Data Link and ISVM facilities.

ISVM is offered as an optional enhancement to Data Link service and, as such, all of the applicable regulations pertaining to Data Link service apply.

The Company will determine which central office and transmission facilities are used to provide service.

Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.

Customers must agree to purchase adequate facilities as determined by the Company.

Signaling, control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.

Customers subscribing to ISVM must also subscribe to Data Link service.

ISVM is available to compatible and suitably-equipped Centrex customers.

The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.

The integrity of the customers database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer as a result of involvement required to correct a condition on a subscriber's line as a result of the customer's incorrect database information.

Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using this service.

NETWORK SERVICES

Regulations and Conditions (Cont'd)

Customer Obligations (Cont'd)

Rate and Charge Regulations (M1)

The Customer Bill Option as defined on Sheet No. 2 of this section of the tariff may only be exercised by a customer who is planning to utilize the service found in this section of the tariff to offer their services. (M3)

The Automatic Trunk lines utilized to provide network services will be billed at the rates shown in Section 6 of this tariff.

The Centrex lines utilized to provide network services will be billed at the rates shown in the Centrex tariff (Section 47). (M3)

Undertaking of the Telephone Company (M4)

The limitation of the Telephone Company's liability is set forth in Section 5 of this tariff.

The Telephone Company may disconnect the customer's service for, failure to comply with any provision(s) of this tariff or any tariff of the Telephone Company.

The Network Services billed to the customer on behalf of the end user can only be accepted if the end user line is specified and available for provisioning. (M1) (M2)

If the Telephone Company finds the provision of Network Services as outlined herein, is adversely affecting or would adversely the Telephone Company's ability to provide, complete, or maintain the level of or quality of its other services to its exchange telephone customers, the Telephone Company may refuse to provide or may discontinue providing such services. (M2)

Late payment charges as defined in Section 5 of this tariff will apply to all services contained in this Section.

Network Services, as outlined herein, will not be provided in connection with Public Coin Telephone Service, Semipublic Coin Telephone Service, Private Pay Telephone Service, or Party Line Service.

Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed tariffs for dial station, operator station, or person toll. (M4)

(M1) Previous material moved to Section 48, Sheet No. 4 for Alphabetical Order.
(M2) Previous material moved to Section 48, Sheet No. 3 for Alphabetical Order.
(M3) Material moved to top of page for Alphabetical Order.
(M4) Material moved from Section 48, Sheet No. 3 for Alphabetical Order.

NETWORK SERVICES

Rates and Charges

	Nonrecurring Charges(1)	Monthly Rate	GSEC	
Message Waiting Indication-Audible Per End User Line Arranged (Requires subscription to Data Link)		$ .50	ESPMWI	
Forwarded Call Information Intraoffice (Requires subscription to Data Link) Per End User Line Arranged		1.00	ESPFCI	
Three Service Package (Fixed Call Forward Busy/No Answer, Message Waiting Indication, Forwarded Call Information)(Requires subscription to Data Link) Per End User Line Arranged		2.00	ESPVMPKG	
Data Link (Requires subscription to Forwarded Call Information) Per Data Link Arranged	$500.00(2)	350.00	ESPLINK	
Queuing Per Line or Trunk Arranged		1.50	ESPQUE	
User Transfer Per Line or Trunk Arranged		1.50	ESPTRANS	
Message Waiting Indication - Audible Ring Burst		1.50	ESPARB	
Message Waiting Indication - Visual				(M) (N)
Per residence line		.50	42555	
Per business telephone number		.50	42555	(N)(M)

1. Appropriate service charges from Section 13 of the General Exchange Tariff apply.
2. Billing GSEC - ESPLINKNRC.

(M) Previous material moved to Section 48, Sheet No. 7.

NETWORK SERVICES

Rates and Charges (Cont'd)

	Nonrecurring Charge(1)	GSEC/ IOSC	Monthly Rate	GSEC/ IOSC
Enhanced Call Transfer	$ 25.00	ECTNRC	$ 19.00	ECT
Customer Controllable Ringing			$1.00	ESPCCR
Five Service Package (Fixed Call Forward Busy/No Answer, Message Waiting Indication-Audible, Forwarded Call Information-Intraoffice, Message Waiting Indication-Audible Ring Burst, Customer Controllable Ringing) (Requires subscription to Data Link)			$2.75	ESPVWPKG2
Call Screening, per line			.25	
Inter-Switch Voice Messaging Service Interface, each(2)	$ 2,000.00	68649	$ 3,000.00	68645

(1) In addition to applicable Service Order Charge in Section 13.
(2) The rates shown are in addition to applicable local usage and toll charges.

SWITCHED DATA SERVICE

GENERAL

This section contains the application, definitions, description, regulations, and rates applicable to Switched Data service. This service is furnished by the Telephone Company where technological capabilities exist.

DESCRIPTION OF SERVICE

Switched Data service is a network service which provides the capability for switched digital end-to-end data transport. The customer may subscribe to Switched Data service under one of the following service arrangements, except when conditions specified on Sheet No. 7 of this tariff are applicable.

Switched Data High Speed and Low Speed

Low Speed Switched Data

Single Line
Multiline

Low Speed Switched Data service supports 300, 1200, 2400, 4800, 9600 and 19,200 bits per second asynchronous full or half duplex connections and 1200, 2400, 4800, 9600 and 19,200 bits per second synchronous full or half duplex connections.

High Speed Switched Data

Single Line
Multiline

High Speed Switched Data service supports 48,000, 56,000 and 64,000 bits per second synchronous full duplex connections.

Switched Data Individual Line Loop Extension

An extended loop capability which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

Switched Data Channel Access (DS1)

A 1.544 Megabits per second high capacity digital facility which transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Each Switched Data Channel Access provides 24 digital channels which support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

SWITCHED DATA SERVICE

DEFINITIONS

Asynchronous

A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit

A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second

The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Centrex

Allows intercom (IC) calling (abbreviated calling) between stations in the same customer group without incurring usage.

DS1

A digital transmission facility which transmits data at 1.544 Megabits per second (Mbps). The DS1 is divided into 24 voice grade channels capable of carrying a transmission speed of 56 Kilobits per second (Kbps).

Digital

Information which is expressed in discrete or noncontinuous form.

Full Duplex

Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

Half Duplex

Type of communication that supports transmission of signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting

A search through a group of numbers until an idle station is found or the last number of the group is reached.

SWITCHED DATA SERVICE

DEFINITIONS (Cont'd)

Speed Calling

Permits faster calling of frequently used numbers by pressing a button or dialing one to three digits.

Off-Peak - The Off-Peak period for usage rating is from 5:00 PM to 7:59 AM.

Peak - The Peak period for usage rating is from 8:00 AM to 4:59 PM.

Synchronous

A method of transmitting data in which the data characters (bits) are transmitted in a continuous stream with the beginning of one data character (bit) being contiguous with the end of the preceding one thus eliminating the need for individual start bits and stop bits.

STANDARD FEATURES

Data Line Security

This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. Usage rates will not apply to intercom dialing. This feature is applicable to Multiline (Centrex) customer groups only and is restricted to the serving wire center only.

Direct Dialing

This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

OPTIONAL FEATURES

Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

SWITCHED DATA SERVICE

OPTIONAL FEATURES (Cont'd)

Data Closed User Group

This feature, restricted to Multiline (Centrex) lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

Voice Option

This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

OPTIONAL FEATURE PACKAGES

The following feature packages are available for use with Switched Data service, except where specified:

Feature Package Data 1000 includes:

Data Individual Speed Calling-Short List - The use of the Individual Speed Calling-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Call Forward (All/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: all calls, busy and no answer. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Last Number Redial - This feature enables a subscriber to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a lead telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the lead telephone number and ending at the last line within the hunt group.

SWITCHED DATA SERVICE

OPTIONAL FEATURE PACKAGES (Cont'd)

Feature Package Data 2000 - This package offers the customer a choice of combining any or all of the features contained in Feature Package Data 1000 plus:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Multiline (Centrex) intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Saved Number Redial - This feature allows a customer to dial a saved number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Circular Hunting - This feature assigns a pilot telephone number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Group Speed Calling - This feature provides storage for an abbreviated numbers list which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is available to Multiline (Centrex) intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Individual Speed Calling-Long List - The use of the Individual Speed Calling-Long List is limited to an individual Switched Data line. A long list consists of maximum of thirty (30) stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

SWITCHED DATA SERVICE

REGULATIONS

In addition to the following regulations, the appropriate regulations in other sections of this tariff will also apply.

Switched Data Service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Connection Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge
- Customer Premises Channelization (Optional)

The minimum billing period for which service is provided is one month.

FCC Subscriber Line Charges as specified in Section 13 of the Frontier Operating Companies Tariff, FCC No. 1, will apply to Switched Data service.

For Presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the General Telephone Operating Companies Tariff, FCC No. 1 will apply to Switched Data Service.

A directory listing for Switched Data service will be provided, upon request, in accordance with Section 12 of this tariff.

Customer Premises Channelization, a component of Switched Data Service, may be provided by the customer or the Telephone Company. When the Telephone Company provides channelization equipment at a customer's premises, it is not necessary for the customer to provide a channel access card for the associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer is responsible for providing suitable floor space, controlled environment, and a non-switched 120 volt, 60 Hz AC power source to support this service. Telephone Company provided emergency backup power and ring generating equipment capabilities are available for an extra charge on a customer specific contract basis.

SWITCHED DATA SERVICE

REGULATIONS (Cont'd)

Switched Data Individual Line Loop Extension is required where:

- Customers are restricted by technical requirements as specified herein.

- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest designated central office capable of providing Switched Data Service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

Note: Texas IntraLATA Interexchange Services Product Guide, Section 5 (56 Kbps) (GSEC-SWDLEMI).

SWITCHED DATA SERVICE

REGULATIONS (Cont'd)

Switched Data Channel Access is required where:

- Customers are restricted by the technical requirements as specified herein.

- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest central office capable of providing Switched Data Service. Interoffice digital high capacity mileage (1.544 Mbps) will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data Service to the customer will be utilized.

Dialing Method

Access to Switched Data service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods.

Due to technical limitations, origination of calls for 800, 900, 976, 0- (intraLATA) and 0+ (intraLATA) is limited to voice calls only. These calls will be provided with the Voice Option feature of Switched Data service when requested by the customer.

Note: Interexchange mileage - Texas IntraLATA Interexchange Product Guide, Section 4 (GSEC - SWDCMITER)

Intraexchange mileage - Texas Facilities for State Access Tariff,
Section 5, Page 31. (GSEC - SWDCMI)

SWITCHED DATA SERVICE

REGULATIONS (Cont'd)

Technical Requirements

Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities.

Customers who choose to subscribe to the Single Line or Multiline arrangement are subject to the distance limitations listed below. These limitations are a result of digital signal power loss which is technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations. The distance limitations is measured from the customer premises to the local (nearest) serving central office, which must be Switched Data equipped.

- on a non-ISDN equipped 5ESS central office switch: 42 db loss at 80 kilohertz, equating to a range from 12,000 feet to approximately 14,000 feet, depending on cable gauge and including customer wiring.

- on the DMS-100 central office switch: 42 dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.

- on the GTD-5 central office switch: 26 dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.

Where these conditions cannot be met, the customer must subscribe to Switched Data Individual Line Loop Extension or subscribe to Switched Data Channel Access for Switched Data Service.

SWITCHED DATA SERVICE

APPLICATION OF RATES

Switched Data Multiline Line rates are determined by either the total number of Low Speed or the total number of High Speed lines, (i.e., if a customer requests 55 Low Speed lines and 25 High Speed lines, all 55 Low Speed lines will be billed at the "50-100" rate and all 25 High Speed lines will be billed at the "2-49" rate).

Rates and charges specified in other sections of the tariff for services provided in conjunction with Switched Data service (i.e., Touch-Call, Smart Call features, Multiline features, etc.) are in addition to the monthly rates for Switched Data service.

Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option of supporting premises channelization with its own customer provided equipment devices or having the Telephone Company do so at the tariffed rates specified in this tariff for such support. Both the Customer Premises Termination per access (24 channels) and the Customer Premises Channelization per channel will apply if provided by the Telephone Company.

SWITCHED DATA SERVICE

RATES

SWITCHED DATA HIGH SPEED AND LOW SPEED

	GSEC	Nonrecurring Charge (1)	Monthly Rate
Switched Data Access - Single Line	SWDALN		$ 0.00
Switched Data Access - Multiline	SWDALNCNT		0.00
Low Speed, per line	SWDLS-IC	$50.00	
Single Line	SWDLS		30.00(2)(3)
Multiline			
2-49 lines	SWDLS1		32.00(2)(3)
50-100 lines	SWDLS2		30.00(2)(3)
101 and above lines	SWDLS3		28.00(2)(3)
High Speed, per line	SWDHS-IC	50.00	
Single Line	SWDHS		40.00(2)(3)
Multiline			
2-49 lines	SWDHS1		42.00(2)(3)
50-100 lines	SWDHS2		40.00(2)(3)
101 and above lines	SWDHS3		38.00(2)(3)

SWITCHED DATA INDIVIDUAL LINE LOOP EXTENSION

Switched Data - Individual			
Line Loop Extension Access -	SWDALNLE-IC	50.00	
Single Line	SWDALNLE		50.00(2)
	SWDALNLEFX(4)		
Switched Data - Individual			
Line Loop Extension Access -	SWDALNCNTLE-IC	50.00	
Multiline	SWDALNCNTLE		50.00(2)
	SWDALNCNTLEFX(4)		
Switched Data Individual Line			
Loop Extension Channel, per line			
Single Line	SWDLE-IC	50.00	
	SWDLE		12.00
Multiline	SWDCNTLE-IC	50.00	
	SWDCNTLE		15.00

(1) In addition to the applicable Service Order Charge in Section 13.
(2) This rate is in addition to the FCC Subscriber Line Charge from Section 13 of Frontier Telephone Companies Tariff, FCC No. 14.
(3) An additional charge of $1.16 per quarter mile (SWDCNTM) will be charged per line for the local loop.
(4) Use this GSEC when interoffice mileage applies.

SWITCHED DATA SERVICE

RATES

	GSEC	Nonrecurring Charge (1)	Monthly Rate
SWITCHED DATA CHANNEL ACCESS			
Switched Data Channel Access (DS1), (24 channels)	SWDCACC-IC	300.00	
	SWDCACC		200.00(2)
Switched Data Central Office Termination, per Access Arrangement	SWDCOT-IC	120.00	
	SWDCOT		155.00
Switched Data Central Office Channelization - Single Line, per channel activated		0.00	
	SWDCOC		5.00
Switched Data Central Office Channelization - Multiline, per channel activated		0.00	
	SWDCOCCNT		5.00
Switched Data Central Office Channelization - Multiline with DID/DOD, per channel activated		0.00	
	SWDCOCDID		5.00

(1) In addition to the applicable Service Order Charge in Section 13.
(2) This rate is in addition to the FCC Subscriber Line Charge from Section 13 of Frontier Telephone Companies Tariff, FCC No. 14.

SWITCHED DATA SERVICE

RATES (Cont'd)

SWITCHED DATA CHANNEL ACCESS (Cont'd)

	GSEC	Nonrecurring Charge (1)	Monthly Rate
Switched Data Customer Premises Termination, (optional) per	SWDCPT-IC	$75.00	
Access Arrangement	SWDCPT		$90.00
Switched Data Customer Premises Channelization, (optional) per	SWDCPC-IC	21.00	
channel activated	SWDCPC		32.00

OPTIONAL FEATURES, PER LINE

		Nonrecurring Charge (2)	Monthly Rate
Data Direct Connect	SWDDDC		1.00
Data Closed User Group	SWDDCUG		1.00
Voice Option			
Single Line Flat Extended Metro	SWDVOEMS		20.00
Single Line Flat Metro	SWDVOM		9.00
Single Line Flat Non-Metro	SWDVOFL		5.50(3)
Single Line Measured Rate	SWDVOUS		5.00(4)
Multiline	SWDVOCNT		1.25
Additional Number	SWDADLDN		0.00

(1) In addition to the applicable Service Order Charge in Section 13.

(2) If ordered on subsequent activity, the appropriate Service Order Charge in Section 13 will apply.

(3) In addition to the associated EAS rate in Section 6.

(4) In addition to the Optional Measured Service Rates in Section 6.

SWITCHED DATA SERVICE

RATES (Cont'd)

	SEC	Nonrecurring Charge(1)	Monthly Rate
OPTIONAL FEATURE PACKAGES			
Data 1000, per line	WD1000(2) WD1000TR	(3)	$ 3.00
Data 2000, per line	WD2000(2) WD2000TR	(3)	5.00
Software Reconfiguration Charge, Rate Per Occurrence	WDRC	$ 12.75	
This charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connect destination, etc.) of Feature Packages.			

1. In addition to the applicable Service Order Charge in Section 13.

2. This GSEC to be utilized when the customer selects not to utilize data toll restriction.

3. If ordered on subsequent activity, the appropriate Service Order Charge in Section 13 will apply.

SWITCHED DATA SERVICE

RATES (Cont'd)

NETWORK USAGE

Switched Data Network Usage will be billed to the originating end of the Switched Data call which terminates within the local calling area only. Intercom dialing will not be subject to the usage rate. The network usage charge does not apply to calls placed over the long distance telecommunications service (toll) network. For Switched Data calls terminating outside the local calling area the applicable toll charges will apply. Switched Data Network Usage Detail will be provided at the rate as set forth in Section 6 of this product guide.

	Usage Rate
Switched Data Network Usage, per minute	$.03