

CITIZENS TELECOMMUNICATIONS COMPANY OF NEW YORK, INC.
d/b/a FRONTIER COMMUNICATIONS OF NEW YORK

RATES, RULES AND REGULATIONS

Issued: August 27, 2024

Effective: September 1, 2024

By:

Manager, Regulatory Affairs
21 West Ave.
Spencerport, NY 14559

NOTICE

This tariff makes changes in Existing Regulations, See Sheet 2

Supplement No. 114 - Telephone - Pa. P.U.C. No. 2

Citizens Telecommunications of New York, Inc.

One-Hundred-Two Revised Sheet 2

d/b/a Frontier Communications Company of New York, Inc. Canceling One-Hundred-One Revised Sheet 2

Changes Made by This Supplement

CHANGE:

This supplement filing is to remove Directory Assistance and Operator Services from the tariff. These services are transitioning to a 3rd party vendor.

Refer to:

Change Sheet One-Hundred-Two Revised Sheet 2

Check Sheet One-Hundred-Sixth Revised Sheet 3

Section 1 Twenty-Second Revised Sheet 15

Citizens Telecommunications of

New York, Inc. d/b/a.

One-Hundred-Sixth Revised Sheet 3

Frontier Communications Company of New York, Inc.

Canceling One-Hundred-Fifth Revised Sheet 3

CHECK SHEET

Changes to Supplement-	Sheet 2	One-Hundred-Two Revised*
Check Sheet-	Sheet 3	One-Hundred-Sixth Revised*
Check Sheet-	Sheet 4	Twenty-Seventh Revised
Check Sheet-	Sheet 4.1	Tenth Revised
Check Sheet-	Sheet 4.2	Thirty-Fifth Revised
Check Sheet	Sheet 4.3	Eleventh Revised
Territory Served-	Sheet 5	Original
Table of Contents-	Sheet 6	Third Revised
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Section 3 -	Contents	First Revised
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* Denotes change

Citizens Telecommunications of
New York, Inc. d/b/a.
Frontier Communications Company of New York, Inc.

Twenty-Seventh Revised Sheet 4
Canceling Twenty-Sixth Revised Sheet 4

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* Denotes change

Citizens Telecommunications of
New York, Inc. d/b/a.
Frontier Communications of New York, Inc.

Tenth Revised Sheet 4.1
Canceling Ninth Revised Sheet 4.1

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*Denotes change

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Citizens Telecommunications Company of New York, Inc. d/b/a
Frontier Communications of New York, Inc.

Eleventh Revised Sheet 4.3
Canceling Tenth Revised Sheet 4.3

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Section 12	Sheet 1	Fifth Revised
	Sheet 2	Sixth Revised*

*Denotes change

Citizens Telecommunications Company
Of New York, Inc. d/b/a
Citizens Communications Services Company

Original Sheet 5

TERRITORY SERVED BY THIS COMPANY

SUSQUEHANNA COUNTY

Boroughs

Villages

Townships

Belair Lake
Brackney
Laurel Lake
Little Meadows
Quaker Lake

Apolacon
Choconut
Liberty
Silver Lake

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EXPLANATION OF SYMBOLS

When changes are made in any tariff sheet, such changes will be identified through the use of the following symbols placed in the right-side margin.

- (C) Denotes a change
- (I) Denotes an increase in rate or charge
- (D) Denotes a decrease in rate or charge

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GENERAL REGULATIONS

A. TARIFF APPLICATION

1. This Tariff governs the furnishing of telephone service and facilities by Citizens Telecommunications of New York, Inc. hereinafter referred to as the Company. The general regulations in this section of the Tariff are supplemental to regulations contained in other sections of this Tariff.
2. Effective January 1, 1983, in accordance with the order of the Federal Communications Commission (FCC) in Docket 20828, customer premises equipment, as defined by the FCC, will be provided by the Company for use with new or existing service only so long as such equipment is available from the Company inventory acquired prior to January 1, 1983.
 - a. The Company will continue to provide maintenance for Company provided customer premises equipment subject to the availability of replacement parts and/or equipment.
 - b. The use and provisions of customer premises equipment remains subject to the regulations of the tariffs of the Company.

B. TELEPHONE SERVICE DEFINED

The Company does not transmit messages but offers, subject to the terms and conditions specified in this Tariff, the use of its facilities, where available, for communication between subscribers. The term "service" as used throughout this Tariff refers to service, equipment and facilities.

C. OBLIGATION TO FURNISH SERVICE

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

D. SPECIAL TYPES OF SERVICE AND EQUIPMENT

In cases where a subscriber desires some special type of service or equipment for which provision is not otherwise made, and in the judgment of the Company there is no reason for refusing to render the special service desired, a rate is quoted based on the cost of furnishing such service or equipment.

GENERAL REGULATIONS

E. EQUIPMENT, APPARATUS AND LINES

1. Equipment furnished by the Company shall remain the property of the Company, and upon termination of service for any cause whatsoever, shall be returned to the Company in good condition, reasonable wear and tear thereof expected.
2. No equipment, apparatus or lines of the subscriber shall be attached or used in connection with equipment, apparatus or lines furnished by the Company unless specifically authorized and connected and used exclusively with the Company's system.

F. INSTALLATION, RELOCATION, MAINTENANCE, REPAIRS & REMOVAL

1. Except as otherwise provided in this tariff all equipment and wiring furnished by the Company must be installed, maintained, repaired, relocated and removed by the Company and the customer may not rearrange, disconnect, remove or attempt to repair it or permit others to do so.
2. The customer shall be responsible for damages to the facilities of the Company resulting from negligence or willful act of the customer.
3. The Company shall not be liable for any defacement of or damage to the premises of the customer resulting from the attachment of the Company's equipment, apparatus or lines on such premises, or their installation or removal, when such damage is not the result of negligence of the Company.

G. ACCESS TO PREMISES OF CUSTOMER

For the purpose of installing, repairing, inspecting or removing any part of its equipment, apparatus or lines on the premises of the customer, or for making collections, the agents and employees of the Company shall have entrance thereto at any reasonable hour.

H. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS

1. Business rates apply to service furnished:
 - a. In office buildings, stores, factories and all other places of a business nature.

GENERAL REGULATIONS

H. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS (cont'd)

1. (Cont'd)

- b. In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the customer's domestic establishment and no business listings are provided; colleges, college fraternity or sorority houses, hospitals and other institutions; and in churches except when the station is located in the clergyman's study and listed only in the clergyman's name.
- c. At any location when the listing indicates a business or profession or at any location where the use of the service is of a business or professional nature.
- d. At any location when the number is advertised in connection with a business, such as on printed business cards, advertising flyers, newspapers, etc. except for the residential work @home program, which makes all Yellow page products available to any residential participant in the program. The Work at Home Program provides the following features:
 - No White Page listings in the business name
 - No free semi-bold listing in the yellow pages
 - Business name not listed in directory assistance
- e. All paystation service is classified as business service regardless of the location.

(C)
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(C)

2. Residence rates apply to service furnished:

- a. To a dwelling, including service provided to a location used for both residential and commercial purposes if no concurrent commercial service is provided; telephone service provided to a hotel or motel shall not be considered residential service.
- b. In the study of a clergyman located in a church when listed only in the name of the clergyman.

I. USE OF SERVICE

Unless otherwise indicated in this Tariff, the use of business service is restricted to the customers, his agents and representatives, and the use of residence service is restricted to the customer and members of his household. The customer shall not use the service or permit others to use it in such manner as to interfere with the service of other customers.

GENERAL REGULATIONS

J. CONTRACTS FOR SERVICE

1. The Company reserves the right to require applications for service to be made in writing on forms supplied by it. Upon acceptance of an application for service, all applicable provisions of the Company's tariffs lawfully on file become the contract between the Company and the customer. Requests for additional service or changes in service, upon acceptance by the Company, become a part of the original contract, except that each item of additional service is subject to the appropriate minimum contract term. The acceptance or use of service may be deemed an application for such service and an agreement to pay for it at the rates applicable thereto under the current Tariff. Any change in rate or regulations lawfully made acts as a modification of all contracts to that extent without further notice.
2. Except as otherwise provided in this Tariff, service is furnished for a minimum contract term of one month.

K. DEPOSITS

1. The fact that a deposit may have been made in no way relieves the applicant or customer from complying with the Company's regulations as to the prompt payment of bills or constitutes a waiver or modification of the regular practices providing for discontinuance of service for nonpayment of any sums due the Company for service rendered.
2. Residential Service
 - a. Applicants for Service

An applicant for residential telephone service shall not be required to post a deposit as a condition for the provision of service if the applicant can demonstrate, through evidence acceptable to the Company, that he/she is not an unsatisfactory credit risk. Acceptable evidence shall include, but is not limited to:

- (1) Service with a company within the prior 24 month period which was neither suspended nor terminated for nonpayment during the last twelve (12) months of service and where no unpaid balance exists with respect to such prior service; or
- (2) Ownership of or an agreement to purchase real property located in the area served by the Company; or
- (3) Rental of a residence located in the area served by the Company under a lease of one year or longer duration; or

GENERAL REGULATIONS

K. DEPOSITS (Cont'd)

2. Residential Service (Cont'd)

a. Applicants for Service (Cont'd)

- (4) Other information and verification demonstrating that the applicant is not an unsatisfactory credit risk. Where the applicant has had prior telephone service with a company within twenty-four (24) months of the application and an unpaid balance exists with respect to such service, a deposit may be required notwithstanding proof of ownership or rental of real property.

b. Existing Customers

- (1) Deposits may be required from an existing customer who has made payments beyond the payment due date of any two consecutive bills or three or more times within the preceding twelve (12) months. The Company shall provide written notice to the customer of its intent to request a deposit if bills continue to be paid past the due date.
- (2) A deposit may be required in all cases other than where not required under Paragraph K.2.a. In addition, a deposit may be required as a condition for reconnection of service which has been suspended or terminated for nonpayment.

3. Business Deposits

a. Applicants for Service

- (1) A deposit may be required from all applicants for business service. A deposit may be waived if, in the judgment of the Company, the applicant is a satisfactory credit risk.

b. Existing Customers

- (1) A deposit may be required as a condition to the further provision of service if, in the judgment of the Company, the customer's credit has become doubtful.

4. Amount of Deposits

a. Residence Customers

- (1) The maximum deposit required from an applicant for service shall be calculated by the Company by estimating the expected charges for local exchange and interexchange service for a two month period. For applicants for service, the estimate of interexchange charges shall be based upon the average charges of residential customers in the applicant's area code. For existing customers, actual averaged charges shall be utilized.

GENERAL REGULATIONS

K. DEPOSITS (Cont'd)

4. Amount of Deposits (Cont'd)

b. Business Customers

- (1) The maximum deposit required from an applicant for service or an existing customer shall be calculated by the Company. Such deposits may be required in an amount not more than the estimated gross bill for any single billing period plus one month, except that in any case the minimum deposit is \$5.00.

5. Posting of Deposits

a. Where a deposit is required it may be posted:

- (1) In cash,
- (2) Through an acceptable third party guarantee (residence customers only).

6. Refund of Deposits

a. Deposits will be refunded to residence customer, together with accrued interest, when:

- (1) Service has been terminated or discontinued; or
- (2) The customer has established acceptable credit under paragraph 2.a. or
- (3) A customer is not currently delinquent and has made timely payment of bills for a period of twelve (12) consecutive months. Timely payment shall mean that no more than two bills during the previous twelve (12) months were paid beyond the due date. A refund shall not be made here-under if service has been suspended for nonpayment within the previous twelve (12) months.
- (4) No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge. (N)
(N)

7. Refund Statement

When a cash deposit is refunded, the Company shall either mail or deliver to the customer a written statement showing the amount of the original deposit plus all accrued interest, the application of the deposit to any bill which had previously accrued, the amount of unpaid bills liquidated by the deposit, and the remaining balance.

8. Periodic Review

If a customer is not entitled to a refund pursuant to Paragraph 6 (relating to refund of deposits), the Company shall review the account of the customer each succeeding quarter and shall make appropriate disposition of the deposit.

GENERAL REGULATIONS

K. DEPOSITS (Cont'd)

9. Application of Deposit to Bill

The customer may elect to have a deposit applied to reduce bills for telephone service instead of a cash refund.

10. Interest

- a. Interest is paid on all deposits at the rate specified by the PUC without deduction for any taxes thereon. The interest accrued upon deposits held more than a year is paid each twelve (12) months.
- b. Deposits for both residence and business customers, when service has been terminated or disconnected, will be deducted by the Company from any unpaid amounts. The difference will be refunded if applicable.
- c. Deposits will be refunded to business customers who have paid promptly all undisputed bills during a one year period.

L. CHARGES FOR FRACTIONAL MONTHS

When service is established, the initial charge for local service, equipment and facilities for the fractional part of the current billing month is a pro rata share of the monthly charge.

M. PAYMENT FOR SERVICE

1. Method of payment:

Payment may be made in any reasonable manner including payment by personal check, unless the customer within the past year has tendered a check which has been returned for insufficient funds or for which payment has been stopped. When payment is made by personal check which is returned for insufficient funds or for which payment has been stopped, the Company may impose a handling charge, the amount of which shall be set forth below.

2. Due date for payment:

The due date for payment of a monthly bill shall be no less than 20 days from the date of mailing by the Company to the customer.

- a. Extension of due date to next business day. If the last day for payment should fall on a Saturday, Sunday, or bank holiday or any other day when the offices of the Company which regularly receive payments are not open to the general public - the due date shall be extended to the next business day.
- b. Date of payment by mail. For a remittance by mail:
 - (1) payment shall be deemed to have been made on the date of the postmark; or

GENERAL REGULATIONS

M. PAYMENT FOR SERVICE (Cont'd)

2. Due date for payment (Cont'd)

(2) the Company shall not impose a late payment charge unless payment is received more than five days after the due date.

c. Date of payment to branch office or authorized payment agent. The effective date of payment to a branch office or authorized payment agent is the date of actual payment at that location.

d. Multiple notifications. When the Company advises a customer by multiple notices or contacts and they contain different due dates, the date on or before which payment is due shall be the latest date contained in any of the aforementioned notices.

3. Partial payment

a. Payments received by the Company which are insufficient to pay the balance due for telephone service and non-basic service shall be applied to the bill in the following order of priority.

(1) Overdue local service including late payment charges.

(2) Current local service charges.

(3) Overdue interexchange toll calls including late payment charges.

(4) Current interexchange toll charges.

(5) Overdue non-basic charges including any late payment charges.

(6) Current non-basic charges.

b. This shall not apply if the customer supplies written instructions specifying how a partial payment should be applied.

4. Advance payments

Message charges at Pay Telephone Line Service telephones are payable in advance.

Payment may be required before furnishing any of the following services:

a. The construction of facilities and furnishing of special equipment.

b. Temporary service for short-term use.

GENERAL REGULATIONS

M. PAYMENT FOR SERVICE (Cont'd)

5. Accrual of late payment charges
 - a. If the payment is not made by the due date, a late payment charge of 1.25% simple interest per month will be applied. The late payment amount will be the amount billed under this tariff, excluding unpaid late payment charges and one month's local service charge, which is billed in advance.
 - b. No additional charge, fixed fee, or penalty designed to recover the cost of any subsequent rebilling shall be charged.

6. Returned check charge (C)
 - a. The customer shall be responsible for the payment of a charge of \$10.00 per incidence when a check which has been presented to the Company by the customer in payment for any charges is returned by a bank because of the customer's failure to maintain sufficient funds on deposit.
 - b. The above charge shall be in addition to any or all charges assessed by the bank.

7. Service connection charges are payable when service is established. However, residential applicants or customers may elect if service charges (installation, moves, changes, etc.) exceed \$50.00 to pay in three equal monthly payments over the first three billing periods after service work is completed. The Company may require up to \$15.00 plus any charges applicable for other than main station service as the first payment.

8. Monthly recurring charges for service are billed monthly in advance in all exchanges, and are payable when the service has been rendered, except that charges for toll message service are billed after the service has been rendered and are payable on request.

9. Charges for all local and toll messages sent from the customer's telephone station and for all toll messages received at such station on which charges are reversed with the consent of the person answering the call are the responsibility of the customer.

10. Separate Billing for Non-basic Service, Interexchange Service, and Local Exchange Service
 - a. Charges for non-basic service, interexchange service, and local exchange service shall be billed separately.
 - b. A customer's failure to pay charges for non-basic service shall not be a basis for termination of local exchange service.
 - c. A customer's failure to pay charges for interexchange service shall not be a basis for termination of local exchange service unless the local exchange carrier is technically unable to terminate interexchange service without also terminating local exchange service.

GENERAL REGULATIONS

M. PAYMENT FOR SERVICE (Cont'd)

11. Transfer of Account

- a. In the event of termination or discontinuance of service within the last four years, the Company may transfer any outstanding amount due to any new or existing residential service account of the same customer.
- b. In the event of discontinuance of service, the Company may continue any pending termination procedures at any new or existing residential service account of the same customer.
- c. In the event of a termination of service, the Company may transfer to the account of a third party guarantor an amount not to exceed the limit of the guarantee.

(C)
|
(C)

N. SUSPENSION OR TERMINATION OF SERVICE

1. Authorized suspension of service.

- a. Telephone service to any dwelling may be suspended for any of the following reasons:
 - (1) Nonpayment of an undisputed delinquent account or the undisputed portion of an account where a dispute exists as to part but not all of an amount billed by the Company.
 - (2) Failure to post a deposit, provide a guarantee, or establish credit.
 - (3) Unreasonable refusal to permit access to service connections, equipment, and other property of the Company for maintenance or repair.
 - (4) The use of service so as to interfere with or impair the use of service rendered to other customers.
 - (5) Failure to comply with the material terms of a payment agreement.
 - (6) Fraud or material misrepresentation of identity to obtain telephone service.
 - (7) Violation of any tariff provisions on file with the Commission so as to threaten the safety of any person or the integrity of the service delivery system of the Company.
 - (8) Unpaid indebtedness for telephone service previously furnished by the Company in the name of the customer within 4 years of the date the bill is rendered.

GENERAL REGULATIONS

N. SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2. Days suspension or termination of service are prohibited (C)

a. Except for emergency situations, suspension or termination of service for nonpayment of charges shall not commence:

- (1) On Saturday or Sunday.
- (2) On a bank holiday.
- (3) On a holiday observed by the Company.

b. A holiday observed by the Company shall mean any day when the business office of the Company is closed.

3. General Notice Provision

The Company shall mail or deliver written notice to the customer at least 7 days before the date of proposed suspension.

4. Unauthorized Suspension of Service

a. Unless expressly and specifically authorized by the Commission, local exchange service shall not be suspended and a suspension notice shall not be sent for any of the following reasons:

- (1) Nonpayment for non-basic services.
- (2) Nonpayment of delinquent fees for interexchange service where the Company is technically capable of terminating interexchange service without also terminating local exchange service.
- (3) Nonpayment for commercial service received at the same or different location.
- (4) Nonpayment of delinquent charges based on previously unbilled telephone service resulting from Company billing error if these charges exceed the otherwise normal, average bill by 50%. This paragraph shall not prohibit suspension where the Company reviews the charges with the customer and offers to enter into a payment agreement which, at the option of the customer, may extend at least as long as necessary to ensure that the bill in any one billing period will not be greater than the normal, average bill for such period plus 50%.
- (5) Noncompliance with a payment agreement before the date set for payment in the payment agreement.
- (6) Nonpayment of charges for telephone service furnished more than 4 years before the date the bill is rendered.

GENERAL REGULATIONS

N. SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

4. Unauthorized Suspension of Service (Cont'd)

a. (Cont'd)

- (7) Nonpayment for residential service already furnished in the name of persons other than the customer unless a court, district justice, or administrative agency has determined that the customer is legally obligated to pay for the service previously furnished. This paragraph shall not affect the creditor's rights and remedies of the local exchange carrier otherwise permitted by law.
- (8) Nonpayment of a delinquent account which accrued within the two most recent billing periods and which amounts to a total arrearage of less than \$20.00 unless the arrearage represents the balance of a broken payment agreement.
- (9) Evidence is presented that full payment of all delinquent accounts has been made.
- (10) Certification is provided in accordance with Emergency Services Provisions regarding medical certification (Section 1, Part V).

5. Termination of Service

- a. When at least 10 days have passed since suspension of service, the Company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons:
 - (1) Failure to make satisfactory arrangements to pay arrearages.
 - (2) Failure to post a deposit, furnish a third-party guarantee, or otherwise establish credit.
 - (3) Failure to meet the requirements of a payment agreement.
 - (4) Failure to give adequate assurances that an unauthorized use or practice will cease.
- b. A customer's failure to pay charges for non-basic service shall not be a basis for termination of local exchange service.
- c. A customer's failure to pay charges for interexchange service shall not be a basis for termination of local exchange service unless the Company is technically unable to terminate interexchange service without also terminating local exchange service.
- d. All terminations are made in conformance with Chapter 64 of Title 52 of the Pennsylvania Code.

GENERAL REGULATIONS

N. SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

5. Termination of Service (Cont'd)

- e. No Lifeline customer can be disconnected from Local Service for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

(N)
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(N)

O. LIABILITY OF COMPANY

In event interruptions, omissions, defects, errors, mistakes or delays in transmission occur in the course of furnishing service, lines and other facilities and are not caused by negligence of the customer, the liability of the Company for damages arising therefrom shall not, except as otherwise provided for in Section 1 of this Tariff, exceed an amount equivalent to the proportionate charge to the customer for the period during which such interruption, omission, defect, error, mistake or delay in transmission occurs. Where a local message guarantee applies, a pro rate portion of the guarantee for the period of suspension is allowed. No other liability shall in any case attach to the Company.

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GENERAL REGULATIONS

P. CANCELLATION FOR CAUSE

1. Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Company receives other evidence that such service is being or will be so used.
2. The Company may also terminate without advance notice any service which is used in such a manner as to interfere with the service of others or that is used for any purpose other than a means of communication.

Q. TELEPHONE NUMBERS

The Company reserves the right to change the telephone number or numbers of a customer's station or stations as the exigencies of the business may require.

R. TELEPHONE DIRECTORIES

1. Telephone directories issued by the Company to its customers and patrons without charge are the property of the Company and shall be surrendered to the Company upon termination of service or distribution of a subsequent issue, in as good condition as reasonable wear and tear permits. No binder, holder or auxiliary cover, except where furnished by the Company, may be used in connection with any directory furnished by it.
2. The Company, except as provided herein, shall not be liable for damage claimed on account of errors in, or omissions from, its directories, nor for the result of publication of such errors in the directory, nor will the Company be a party to controversies arising between customers or others as the result of listings published in its directories.
3. Claims for damages on account of interruptions to service due to errors in or omissions of directory listings will be limited to an amount equivalent to the proportionate charge for that part of the customer's service which is impaired, but not to exceed one-half the local service charges for the service items affected for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

S. OVERTIME WORK

When, at the customer's request, work is performed at other than regular business hours of the Company, an extra charge for such work will be made to compensate for the current overtime wage rates.

GENERAL REGULATIONS

T. STATE TAX ADJUSTMENT SURCHARGE

In addition to the charges provided in this tariff and other intrastate toll and access tariffs in which this Company concurs, a surcharge, as shown below, will apply to all intrastate charges for service rendered on or after April 10, 1996 except on sent-paid calls from public coin telephones.

For services provided to:	Surcharge Rate	
End User	-1.469%	(C)
Access User	-1.406%	(C)

The above charges will be recomputed using the same elements prescribed by the Commission:

- (a) Whenever any of the tax rates used in the calculation of the surcharge are changed.
- (b) Whenever the utility makes effective any increased or decreased rates.
- (c) And on March 31, 1971, and each year thereafter.

The above recalculations will be submitted to the Commission within ten days after the occurrence of the event or date which occasions such recomputations; and that if the recomputed surcharge is less than the one in effect, the utility will, and if the recomputed surcharge is more than the one in effect, the utility may, submit with such recomputations, a tariff or supplement to reflect such recomputed surcharge, the effective date which shall be ten days after filing.

GENERAL REGULATIONS

U. ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS

1. The Company may temporarily interrupt service where necessary to effect repairs or maintenance; to eliminate an imminent threat to life, health, or safety or substantial property damage; or for reasons of local, State, or National emergency. The Company shall establish procedures to be followed by its employees to prevent or mitigate interruption or impairment and provide prompt notification to affected customers.
 - a. Notification procedures. Where the Company knows in advance of the circumstances requiring the service interruption, it shall take all reasonable steps, such as personal contact and use of the mass media, to give earlier notice of the cause and expected duration of the interruption to all customers who may be affected. Where service is interrupted due to unforeseen circumstances, notice of the cause and expected duration shall be given as soon as possible thereafter.
 - b. Permissible duration. Service may be interrupted only as long as necessary to protect the health or safety of the public, to protect property, or to remedy the situation which necessitated the interruption. Service shall be resumed as soon as possible thereafter.

GENERAL REGULATIONS

U. ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS (Cont'd)

2. When main service is interrupted for a period of at least 24 hours, the Company, after due notice by the customer, shall apply the following schedule of allowances except in situations as provided in Paragraph (b):
 - a. 1/30 of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative, useless, or substantially impaired for each of the first three full 24-hour periods during which the interruption continues after notice by the customer to the Company if the out-of-service extends beyond a minimum of 24 hours.
 - b. 2/30 of the tariff monthly rate for each full 24-hour periods beyond the first three 24-hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered inoperable to the extent of being useless.
3. When service is interrupted for a period of at least 24 hours due to storms, fires, floods, or other conditions beyond the control of the Company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the Company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the Company.
4. Nothing contained herein and no tariff adopted hereto shall limit any responsibility or liability on the part of a telephone company to a customer which would exist pursuant to law but for this rule and said tariff.
5. The allowances described in this section shall not be applicable where service is interrupted by the negligence or willful act of the customer to service or where the Company, pursuant to the terms of the contract for service, suspends or terminates service for nonpayment of charges, or for unlawful or improper use of the facilities or service, or for any other reason provided for in the filed and effective tariff.

V. EMERGENCY SERVICE PROVISIONS

1. General Provision
The Company shall not suspend or refuse to restore service to a dwelling when any occupant in that dwelling is certified by a physician to be seriously ill or affected with a medical condition which will be aggravated by a complete cessation of service except where access to emergency services via telephone is retained.

GENERAL REGULATIONS

V. EMERGENCY SERVICE PROVISIONS (Cont'd)

2. Postponement of suspension pending receipt of certificate.

If, before suspension of service, a Company employee is informed that an occupant is seriously ill or is affected with a medical condition and that the occupant will be endangered by a cessation of service, and that a medical certification will be procured, suspension shall not occur for at least 3 days. Service may be suspended if no certification is produced within the 3-day period.

3. Medical certification.

Certifications initially may be written or oral, subject to the right of the Company to verify the certification by calling the physician or to require written confirmation within 7 days. All certifications, whether written or oral, must include all of the following information.

- a. The name, address and telephone number of the customer in whose name the account is registered.
- b. The name and address of the afflicted person and the afflicted person's relationship to the customer.
- c. The nature and anticipated length of the affliction.
- d. The name, office address and telephone number of the certifying physician.
- e. The specific reason why access to telephone service must be maintained.

4. Length of postponement; renewals.

Service shall not be suspended for the period specified in the medical certification; however, the maximum length of the certification shall be 30 days.

- a. Time not specified. If no time is specified or if the time is not readily ascertainable, service shall not be suspended for at least 30 days.
- b. Renewals. An initial certification may be renewed for an additional period of up to 30 days in the same manner provided in Paragraphs 2 - 4. A postponement shall not extend beyond 60 days from the date of the initial certification.

GENERAL REGULATIONS

V. EMERGENCY SERVICE PROVISIONS (Cont'd)

5. Restoration of service.

When service is required to be restored due to emergency medical certification, the Company shall make a diligent effort to have service restored on the date of the medical certification. In any case, service shall be restored before the end of the next working day. Each telephone company shall have employees available or on call to restore service in emergencies.

6. Duty of customer to pay bills.

Whenever service is restored or suspension postponed pursuant to the medical emergency procedures, the customer shall:

- a. Make timely payment for all service provided by the Company after the date on which service is restored or suspension postponed; and
- b. Restrict interexchange usage to an amount no greater than \$25 in any billing period while the medical certification is in effect.

7. Suspension upon expiration of medical certification.

When the certification has expired, the original grounds for suspension shall be revived and the Company may suspend service without additional written notice, if notice previously has been mailed or delivered, if the customer has failed to make or to maintain an agreement on payment arrangements, and if the Company makes a reasonable attempt to contact the customer at least 24 hours before suspension.

8. Right of the Company to petition the Commission.

- a. To completely suspend service before the expiration of the medical certification, the Company may petition the Commission for waiver from the medical certification procedures to contest the validity of a certification.
- b. The Company shall continue to provide access to emergency telephone services while a final Commission adjudication on the petition is pending.

GENERAL REGULATIONS

W. THIRD PARTY NOTIFICATION

- 1. The Company shall permit its customers to designate a consenting individual or agency which is to be sent, by the Company, a duplicate copy of all suspension and termination notices issued by that Company. When contact with a third party is made, the Company shall advise the third party of the pending action and the efforts which must be taken to avoid termination. The Company shall institute and maintain a program:
 - a. To allow customers to designate third parties to receive copies of a customer's or customers' groups' notices of suspension or termination; and
 - b. To advise customers at least annually of the availability of such a third-party notification program and to encourage its use.

X. CONTRIBUTIONS IN AID OF CONSTRUCTION

Any Contribution in Aid of Construction (CIAC), customer advance or other like amounts received from the customer which shall constitute taxable income as defined by the Internal Revenue Service will have the income taxes segregated in a deferred account for inclusion in rate base in a future rate case proceeding. Such income taxes associated with CIAC or customer advance will not be charged to the specific contributor of the capital.

Y. PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (TRS)

(C)

1. General

The Pennsylvania Telecommunications Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned-telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company's switching equipment is arranged to translate the "711" calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

(C)

(C)

2. Surcharge

In addition to the charges provided in this tariff and other intrastate toll tariffs in which this Company concurs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

GENERAL REGULATIONS

Y. PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (TRS) (Continued) (C)

2. Surcharge (Continued)

The surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Telecommunications Relay Service Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1 of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills:

	<u>Monthly Rate</u>	
Per Residence access line	\$0.00	(C)(D)
Per Business access line	\$0.00	(C)(D)

Centrex lines will be charged on an equivalency basis as determined by the Commission.

3. Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. Local calls originating from Pay Telephone Line Service Telephones shall be completed free of charge. All intraLATA toll calls, placed through the Pennsylvania Telecommunications Relay Service, will be rated according to the Rates Applicable on Messages Placed by Certified Speech and/or Hearing Disabled in the Pennsylvania Telephone Association Toll Tariff Pa. P.U.C. No. 10. This Company concurs in this tariff.

The company will make available to the Telecommunications Relay Service (TRS) user a calling card. The rates for the calling card shall not exceed those that would apply to identical calls for non-TRS users of coin sent-paid service.

Please refer to the appropriate Interexchange Carrier tariff for interstate charges.

GENERAL REGULATIONS

Z. SERVICE PERFORMANCE GUARANTEE (SPG) PROGRAM

1. The SPG Program applies to business and residence customers.
2. Upon the initial request for installation of service or repair by a customer, the Company will notify the customer of the availability and conditions of the Service Performance Guarantee. Should the date and time agreed upon between the customer and the Company for the installation of service or repair not be met, or the installation or restoral be deemed unsatisfactory by the customer, the customer will be eligible to receive a credit upon the customer's request to the Company.
 - a. The credit will be applied as follows:
Business customers \$100.00
Residence customers \$ 25.00
3. One credit per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:
 - a. Business
 - (1) Exchange services, including Foreign Exchange Service, associated Custom Calling and supplemental services, Centrex Service and Directory Services
 - (2) Private Line Service
 - (3) Message Toll, WATS and 800 Service
 - b. Residence
 - (1) Basic Exchange Access Line Service
 - (2) Custom Calling Service
 - (3) Additional Listings
 - (4) Non-published Numbers
4. Each credit shall be limited to the amount described above for the particular customer account associated with the service to be installed or repaired.
5. Credit will be provided in accordance with the above conditions at the request of the customer.
6. Credit will be extended in accordance with the above conditions only for installation or repair of Company-owned facilities used to provide services offered in accordance with Company tariffs.
7. A credit allowance will not be extended in accordance with conditions as set forth elsewhere in this Section for the installation or repair of Company-owned facilities used to provide these services. Further, the Company's failure to install or maintain service shall be excused by labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's reasonable control.

GENERAL REGULATIONS

AA. LIFELINE SERVICE

1. DESCRIPTION

The Lifeline Program is a federally funded program established to provide monthly assistance to residential low income households. Eligible subscribers will receive a monthly credit of:

	<u>Monthly Credit</u>
Broadband Services = service that includes qualifying broadband service.	\$9.25
Voice Services = voice service with no qualifying broadband service as defined by 47 C.F.R., Section 54.403 (a)(2). (\$5.25 + additional \$1.25 to waive entire federal subscriber line charge.)	\$6.50

(I)
(C)
(C)

2. REGULATIONS

A. Lifeline Service is available to qualified residence customers who purchase qualifying services. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.

B. Residence Voice Lifeline Service consists of voice telephone service or broadband internet access service as defined in 47 C.F.R §54.400. The following provides optional customer elected voice services.

- (1) One-Party Residence Unlimited Service and Local Measured Service, if available.
- (2) Directory Listing (standard only).
- (3) Non-Published or Non-Listed Telephone Number Service.
- (4) Access to Directory Assistance Service.
- (5) Touch Calling Service.
- (6) Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
- (7) Access to Operator Services.
- (8) Optional toll blocking functionality.
- (9) Access to 800/888 Services.
- (10) Access to Call Trace (where available).
- (11) Access to Alerting and Reporting Systems (9- 1 -1 dialing).
- (12) Access to the Pennsylvania Telecommunications Relay Service.
- (13) Caller ID Per-call and Per-line Blocking (available after Caller ID implementation).
- (14) Other eligible telecommunications services at tariffed rates.

GENERAL REGULATIONS

AA. LIFELINE SERVICE (Continued)

2. REGULATIONS (Continued)

C. An applicant for Lifeline Services must be a residential customer who is a current participant in one of the following programs, or be able to provide proof of income which is at or below 135% of the Federal Poverty Guidelines.” (C)

Pennsylvania Department of Human Services (DHS) Programs:

Medicaid

Supplemental Security Income (SSI)

Supplemental Nutrition Assistance Program (SNAP)

(C)

Additional Eligible Federal Programs:

Federal Public Housing Assistance (Section 8)

Veterans Pension

Veterans Survivors Pension

(C)

Additional Eligible Programs (Federal)

The DHS Programs listed above must be certified by DHS. Such certification by DHS will be provided only when a DHS client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DHS will be limited to confirmation of the client's program status (i.e., participation or nonparticipation). Participation by DHS is subject to execution of an agreement with DHS and Citizens Telecommunications Company of New York, Inc. d/b/a Citizens Communications Services Company. (C)

In addition to meeting the qualifications provided above, in order to constitute a qualifying low-income consumer, a consumer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline service. For the purpose of this section, a household is defined as "any individual or group of individuals who are living together as one economic unit" an economic unit is "all adult individuals contributing to and sharing in the income and expenses of a household".

GENERAL REGULATIONS

AA. LIFELINE SERVICE (Continued)

2. REGULATIONS (Continued)

- D. The Company will recertify subscribers annually according to 47 C.F.R Sec. 54.410 (f). The subscriber shall have 60 days from the date of the recertification notice to recertify or demonstrate continued eligibility prior to discontinuance of their Lifeline benefits. IF the subscriber does not recertify or demonstrate continued eligibility prior to the expiration of the 60 day period, their Lifeline credit will be discontinued on the following bill (C)
- E. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements. (C)
- F. Customer requested temporary suspension of Lifeline Service is not permitted. (C)

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(C)

GENERAL REGULATIONS

AA. LIFELINE SERVICE (Continued)

2. REGULATIONS (Continued)

- J. Lifeline customers are subject to all Residence service regulations in this and other tariffs of Citizens Telecommunications Company of New York, Inc. d/b/a Citizens Communications Services Company.
- K. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- L. Resale of Lifeline Services are no longer available. (C)
- M. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- N. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The restoration charges apply to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request restoration of service. If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- O. Optional toll blocking and toll control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

3. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

- A. Lifeline Service is subject to all applicable state, local and federal taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

GENERAL REGULATIONS

AB. SERVICE AND PROMOTIONAL TRIALS

GENERAL

The Company may establish temporary promotional programs wherein it may waive or reduce non-recurring or recurring charges, to introduce present or potential customers to a service not previously subscribed to by the Customer.

The Company will notify the Commission of these special promotional offerings.

GENERAL REGULATIONS

AC. FCC DESIGNED 811 SERVICES

As mandated by the Federal Communications Commission (FCC), in compliance with the Pipeline Safety Improvement Act of 2002, the abbreviated 811 Dialing Code is established for use by commercial and residential consumers to provide advanced notice of excavation activities to certified "One Call" notification systems entities as a toll free call. The certified "One Call" notification systems entity must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public. 811 Service is provided for the benefit of the certified "One Call" notification systems entity on a special charge treatment basis. The provision of 811 Dialing Code by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the certified "One Call" notification systems entity.

The maximum liability of the Company for direct damages or losses of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, will in no event exceed an amount equivalent to the proportionate charge to the certified "One Call" notification systems entity for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company will have no liability for any consequential, incidental, or indirect damages or losses, whether or not the customer was aware or should have been aware of the possibility of these damages or losses. The Company is not liable for any losses or damages caused by the negligence or willful misconduct of the certified "One Call" notification systems entity.

LOCAL EXCHANGE SERVICE

A. LOCAL EXCHANGE DETAIL

1. Alphabetical Listing of Exchanges

<u>Exchange</u>	<u>Sheet</u>
Little Meadows	1-2
Quaker Lake	3-4

LOCAL EXCHANGE SERVICE

LITTLE MEADOWS

A. LOCAL EXCHANGE DETAIL

Within the base rate area as shown on Map, Sheet 2, Section 2, the following rates apply:

Pennsylvania Zone Rates

	<u>One - Party</u>	<u>Two- Party</u>	<u>Four Party</u>
Business	\$27.90	\$19.88	\$6.03
Residence	\$17.73	\$12.90	\$3.28

B. APPLICATION OF RATES

The rates for one-party, two-party and four-party service apply as shown above.

C. LOCAL SERVICE AREA

Appalachin, New York; Endicott and Owego, New York (Bell Atlantic); and Little Meadows.

Citizens Telecommunications Company
of New York, Inc. d/b/a
Citizens Communications Services Company

Section 2
Original Sheet 1A

PA Universal Service Credit Description

In concurrence with Pennsylvania Public Utility Commission Order entered September 30, 1999, under Docket Nos. P-00991648, P-00991649, hereafter referred to as the September 1999 Global Order, the PA Universal Service Credit (the "USF Credit") is an offset to specific local exchange service rates. The USF Credit is a separate line item on the customer bill which, when combined with the single-party residence rate, an exchange average of touch-tone (push-button), local usage, and exchange/zone mileage rates, creates a maximum monthly residential rate of \$16.00. As directed by the September 1999 Global Order, a proportionate USF Credit is also calculated and applied against the monthly single-party business rate to maintain parity between business and residence rates. The USF Credit mechanism expires December 31, 2003.

PA Universal Service Credit

Little Meadows Exchange

Residence	Business
Rate Band 1	Rate Band 1
\$1.73	\$2.72

Reference: September 1999 Global Order, Section XIII.F.

Filed in compliance with the order of the Pennsylvania PUC September 30, 1999 at Docket P00991648 and P00991649.

LOCAL EXCHANGE SERVICE

D. BASE RATE AREA AND TERRITORIAL BOUNDARY - LITTLE MEADOWS

LOCAL EXCHANGE SERVICE

QUAKER LAKE

A. LOCAL EXCHANGE DETAIL

Within the base rate area as shown on Map, Sheet 4, Section 2, the following rates apply:

(BASE RATES)

	<u>One-Party</u>	<u>Two-Party</u>	<u>Four-Party</u>
Business	\$17.69	\$12.16	\$ 6.03
Residence	7.52	5.19	3.28

B. APPLICATION OF RATES

Within the base rate area indicated on map on Sheet 4 of this section, the rates for one and two-party service shown in A. apply

C. LOCAL SERVICE AREA

Binghamton, New York (Bell Atlantic); Hawleytown, New York; Endicott, New York; and Quaker Lake.

(C)

LOCAL EXCHANGE SERVICE

D. BASE RATE AREA AND TERRITORIAL BOUNDARY - QUAKER LAKE

NONRECURRING CHARGES

	<u>Sheet</u>
A. DEFINITIONS.....	1
B. APPLICATIONS.....	2-8
1. General.....	2-4
2. Service Order Charge.....	5
3. Central Office Work Charge.....	6
4. Changes in Telephone Number.....	7
5. Restoration of Service After Suspension.....	7-8
6. Restoration of Service After Termination.....	8
C. SCHEDULE OF CHARGES.....	9

(C)

NONRECURRING CHARGES

A. DEFINITIONS

The term Service Charge is defined as the nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging and furnishing of telephone service and miscellaneous and supplemental equipment and other telephone facilities. The charges are separately established as follows in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations.

1. Service Order Charge - Applicable for receiving information and taking action in connection with a subscriber's or applicant's request. Service order charges are classified as either primary or secondary.
2. Central Office Work Charge - Applicable for testing and connecting functions required within the central office and for the work associated with the circuit extending from the serving central office to the protector on the customer's premises.
3. Restoration Charge - Applicable for restoral of service following a temporary suspension of such service.

NONRECURRING CHARGES

B. APPLICATIONS

1. General

- a. Service charges are applicable to the establishment or changing of service, the assumption of service by a different customer and the move of service from one premise to another.
- b. Changes in locations of existing stations or terminations to points outside the subscriber's premises are considered new installations at the new location.
- c. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and foreign exchanges.
- d. The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service except as specified in below.
- e. Incorporated in this section is the assumption that the subscriber will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the subscriber insists after thorough explanation by the Company of the additional charges which would be applicable that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as premises visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the subscriber will be charged for as specified in 3., Schedule of Charges. Other activity necessitated by requests of the subscriber such as work during other than normal business hours or provision of concealed wiring will be charged for at levels not to exceed differential costs of labor and material. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this tariff.
- f. If the customer is known to be a credit risk to the Company, payment of service charges may be required before the work is begun. See General Rules and Regulations.

NONRECURRING CHARGES

B. APPLICATIONS (Cont'd)

1. General (Cont'd)

g. Service connection charges are payable when service is established. If service connection charges exceed \$50.00, residence customers may elect to pay, over a three month period, service connection, initial, installation, move, substitution and other nonrecurring charges associated with service orders, including restoral charges. When installment billing is requested, it will be applied to all nonrecurring charges associated with a given service order, subject to the following:

- (1) Charges will be billed in three equal monthly installments. However, The Company may require up to \$15.00 plus any charges applicable for other than main station service as the first payment.
- (2) A customer may not pay a portion of the charges and then request installation billing for the remaining charges.
- (3) A customer may elect to pay the unbilled charges before the expiration of the installment plan.
- (4) More than one installment plan may be in effect for the same customer at the same time, however, only one installment plan for restoral charges may be in effect at the same time.
- (5) If a customer disconnects service before the expiration of the plan, all unbilled charges will be included in the final bill rendered.
- (6) Installment billing payments will continue to be due even though an account is temporarily suspended.
- (7) No interest or carrying charges will be applied.

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(C)

h. Services charges do not apply for:

- (1) An upgrade or downgrade of exchange service.
- (2) Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsoleted equipment or services, normal maintenance and repair of the Company equipment and service, etc.
- (3) Record orders issued for correction purposes.

NONRECURRING CHARGES

B. APPLICATIONS (Cont'd)

1. General (Cont'd)

h. Service charges do not apply for: (Cont'd)

- (4) No service charges other than termination charges apply for the disconnection, discontinuance, or removal of equipment or service.
- (5) Service charges do not apply for the reestablishment of service, for the same subscriber, at a location which has been destroyed or made untenable by fire, wind, or water. Service charges do apply for establishment of service at a new location for a temporary period, for establishment of service at a new and permanent location, or for reestablishment of service at the same location for other than the previous subscriber.
- (6) When all required service facilities are already in-place, a service charges does not apply for a subscriber to connect an item of customer-provided terminal equipment to his existing service under the provisions of Part 68 of FCC Rules and Regulations. If additional facilities are required or requested, the appropriate service charge(s) will apply.

NONRECURRING CHARGES

B. APPLICATIONS (Cont'd)

2. Service Order Charge

Only one service order charge is applicable for all requests for the same subscriber made at one time, for service at one premise, with the same requested completion date. No additional service order charge will apply when mileage circuits terminate on different premises.

a. Primary service order charges -

Applicable only for initial connection, establishment or reconnection of telephone service.

b. Secondary service order charges -

Applicable to all other customer requests for installing, moving, changing or rearranging telephone service and miscellaneous and supplemental equipment.

NONRECURRING CHARGES

B. APPLICATIONS (Cont'd)

3. Central Office Work Charge

- a. The central office work charge applies to work performed in the central office and extending to the protector at the customer's premises. The charge applies for work including but not limited to:
 - (1) Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises station lines and local tie lines (one charge per item).
 - (2) Number change on a local exchange central office line or trunk (one charge per item).
 - (3) Restoration of service.
- b. Charges, if any, applicable to central office work in exchange(s) of other companies are those applicable for that company.
- c. Central Office Work Charges do not apply for:
 - (1) Making an existing telephone number nonpublished or nonlisted.
 - (2) The establishment of touch calling service.
 - (3) Transfer of service from one customer to another when there is no lapse in service.

NONRECURRING CHARGES

B. APPLICATIONS (Cont'd)

4. Changes in Telephone Number

- a. For requests for changes in telephone number of central office lines or trunks, one secondary service order charge plus, for each number changed, a central office charge will apply.
- b. For changes in telephone number of other than central office lines or trunks, one secondary service order charge and one premise visit charge, as appropriate, will apply plus \$2.00 per PBX station line changed.
- c. The above charges do not apply when, in the judgement of the Company, changes in telephone number are necessary for continuation of satisfactory service.

5. Restoration of service after suspension.

- a. When service has been suspended, the Company shall reconnect service by the end of the first full working day after receiving compliance or adequate assurance of compliance with any applicable provision for the establishment of credit or the posting of deposits or guarantees and one of the following:
 - (1) Full payment of any outstanding charges plus the reconnection fee listed in the Company's lawful tariff. Any such outstanding charges and the reconnection fee may be spread out over a reasonable period. Factors to be taken into account shall include but not be limited to the size of the unpaid balance, the payment history of the rate-payer, and the length of time over which the bill accumulated.
 - (2) Payment of all amounts currently due according to a payment agreement, plus a reconnection fee, which may be a part of the settlement or payment agreement.
 - (3) Adequate assurances that any unauthorized use or practice will cease, plus full payment of the reconnection fee of the Company, which reconnection fee may be subject to a payment agreement.

NONRECURRING CHARGES

B. APPLICATIONS (Cont'd)

5. Restoration of service after suspension (Cont'd)

- b. For restoration of service after suspension, the following charges apply in addition to the conditions stated in B.5.a., above:
 - (1) The secondary service order charge and the central office work charge for reconnect requests received before 4:00 P.M. Monday - Friday.
 - (2) The primary service order charge and 1.5 times the central office work charge for requests received after 4:00 P.M. on weekdays, and on weekends or holidays.
- c. When at the request of the customer, service is temporarily suspended, the secondary service order charge and a central office work charge will apply for the subsequent restoral of that service.
- d. For the restoration of a line segment which is part of a local private line, local tie line, or local off-premises station line, the secondary service order charge, central office work charge(s) and premises visit charge if appropriate will apply.

6. Restoration of service after termination.

When service has been terminated, the customer shall reapply for service as an applicant.

Supplement No. 27 Telephone - Pa. P.U.C. No. 2

Citizens Telecommunications Company
of New York, Inc. d/b/a
Citizens Communications Services Company

Section 3
Third Revised Sheet 9
Canceling Second Revised Sheet 9

NONRECURRING CHARGES

C.	SCHEDULE OF CHARGES	<u>Business</u>	<u>Residence</u>
1.	Service Order Charges		
	a. Primary, each	\$21.67	\$11.03
	b. Secondary, each	\$16.85	\$9.15
2.	Central Office Work Charge, each	\$14.45	\$9.63

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Citizens Telecommunications Company
of New York, Inc. d/b/a
Citizens Communications Services Company

Section 3
Third Revised Sheet 10
Cancels Second Revised Sheet 10

NONRECURRING CHARGES

Reserved for Future Use

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Supplement No. 9 Telephone - Pa. P.U.C. No. 2

Citizens Telecommunications Company
of New York, Inc. d/b/a
Citizens Communications Services Company

Section 4
First Revised Contents
Cancelling Original Contents

MILEAGE CHARGES

	<u>Sheet</u>	
A. RESERVED FOR FUTURE USE.....	1	(C)
B. EXTENSION STATION.....	1	
C. LEASED LINES.....	2	

Citizens Telecommunications Company
of New York, Inc. d/b/a
Citizens Communications Services Company

Section 4
First Revised Sheet 1
Cancelling Original Sheet 1

MILEAGE CHARGES

A. (RESERVED FOR FUTURE USE)

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B. EXTENSION STATION

When an extension station, bell, gong, or PBX station is located in a building separate and apart from that housing the main station, an additional charge applies to that portion of the line extending beyond the building in which the initial station is installed. This charge is computed on air line measurement from the point of exit from the main building to the location of the extension instrument per each wire circuit, as follows:

	<u>Monthly Charge</u>
When the two buildings are on the same premises and are not separated by intervening buildings or by a public thoroughfare, for each 1/10 mile or fraction thereof	\$.87
When the buildings are on separate premises or are separated by a public thoroughfare, for each 1/4 mile or fraction thereof.	1.16

MILEAGE CHARGES

C. LEASED LINES

When available or when they can be conveniently provided at reasonable cost, the Telephone Company's wire facilities will be leased for private and special use to either the general public or other carriers under the following terms and conditions:

For each 1/4 mile or fraction thereof \$ 2.33

The minimum monthly charge for each leased line or circuit is equivalent to the rate for 1/2 mile.

Charges for leased lines are computed on air line measurement between the respective terminals; terminals meaning the first and last points of contact with the Telephone Company's facilities.

CONSTRUCTION AND ATTACHMENT CHARGES

A.	CONSTRUCTION AND ATTACHMENT CHARGES	
1.	General	1
2.	Construction on Public Right-of-Way	1
3.	Construction on Private Property	1
4.	Other Special Construction	2
5.	Minimum Contract	2
6.	Refunds	2-3
B.	UNDERGROUND SERVICE IN RESIDENTIAL DEVELOPMENT	3-4

CONSTRUCTION AND ATTACHMENT CHARGES

A. CONSTRUCTION AND ATTACHMENT CHARGES

1. General

The rates otherwise provided for in this tariff are based on furnishing service immediately adjacent to existing lines and facilities of the Company and on the use of lines and facilities engineered and constructed according to common and accepted practices. When service is desired at points somewhat removed from existing lines and facilities or when abnormal and unusual arrangements and installations are desired, such service and installations are subject to additional charges as prescribed hereunder.

2. Construction on Public Right-of-Way

- a. In all cases of plant construction on public highway, ownership of the plant must be vested in either the Company or some company with which the Company has a joint use agreement.
- b. When local exchange service is desired at a point outside the base rate area but within the exchange area more than 1,320 feet distant from then existing facilities, the applicant may be required to pay for this construction or the use of another company's plant in lieu of such construction as follows:
 - (1) For each 100 feet, or fraction thereof, required to make the necessary extension beyond the first 1,320 feet, route measurement, from the existing lines, a charge of \$10.00.
 - (2) Measurement to be restricted to the shortest and most direct route over which the desired point can be reached by following public right-of-way or other vested right-of-way privileges which the Company may hold by reason of its franchise or charter, including public thoroughfares such as highways, streets and public alleys.

3. Construction on Private Property

- a. If it is necessary to place plant on private property in order to furnish service, applicants are required either to furnish, construct and maintain the necessary plant in accordance with the Company's specifications, or to pay to the Company charges for furnishing and constructing the necessary plant as follows:
 - (1) Where poles are to be furnished and erected, either new or as replacements, the subscriber is required to pay a construction charge of \$25.00 for each pole and provide for any necessary tree trimming to secure and maintain satisfactory clearance for wires; however, if the poles are to be used for carrying electric light and power circuits as well as telephone circuits and larger poles or more expensive construction is required than would be used for supporting telephone circuits exclusively, the applicant is

CONSTRUCTION AND ATTACHMENT CHARGES

A. CONSTRUCTION AND ATTACHMENT CHARGES (Cont'd)

3. Construction on Private Property (Cont'd)

a. (Cont'd)

- (1) charged the actual cost of furnishing and erecting the poles, but in no case shall the charge be less than \$25.00 per pole. Such poles shall become the property of the subscriber and shall be maintained, and replaced when necessary, in accordance with the Company's specifications, by the subscriber or at his expense.
- (2) Where attachment charges are made for the use of poles owned by another company or individual and located on private property, the full attachment rental is charged to the subscriber.
- (3) Where an applicant is so located that it is necessary to use a private right-of-way to furnish service, the subscriber is required to pay the entire cost involved in securing such right-of-way.

4. Other Special Construction

When some special or abnormal installation or arrangement of facilities is desired, such as underground construction or concealed wiring, the applicant may be required to furnish at his own expense all necessary conduits, outlets and other fixtures. The Company will install and maintain its facilities in such conduits and fixtures, provided they are constructed in such a manner as to meet the Company's needs and approval.

5. Minimum Contract

New construction will be provided only where service is contracted for a minimum period of one year.

6. Refunds

- a. If at any time within three years from date of completed construction, pole lines for which a subscriber has paid a nonrecurring charge are used for other purposes, such subscribers may be entitled to refunds as follows, provided they are still served by such construction.

CONSTRUCTION AND ATTACHMENT CHARGES

A. CONSTRUCTION AND ATTACHMENT CHARGES (Cont'd)

6. Refunds (Cont'd)

a. (Cont'd)

- (1) If such lines are used to carry toll lines of the Company, the refund will be prorated to cover the unexpired portion of the original three year period for that part of the pole line so used.
- (2) When such lines are used to supply local exchange service to other subscribers, the refund will be the difference between the original charge and that subscriber's pro rata share of the total construction, allowing 1,320 feet for each main station for that pole line.

B. UNDERGROUND SERVICE IN RESIDENTIAL DEVELOPMENTS

All telephone service shall be placed underground in residential developments of 5 or more adjoining lots in a recorded plan for the construction of single-family residence (detached or otherwise) including mobile homes intended for year-around occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to such residential or apartment house lots necessitates extending the Company's existing distribution lines.

1. A developer shall:

- a. At his own cost, provide the Company with easements satisfactory to the Company for occupancy and maintenance of distribution and service lines and related facilities except in public ways which the Company has the legal right to occupy.
- b. At his own cost, clear the ground in which the aforesaid line and related facilities are to be laid, of trees, stumps and other obstructions, and provide trench for such lines according to Company specifications, and backfill with six inches of final grade or pay such related costs that may be incurred to include telephone lines in a common trench with other utility services.
- c. Request the installation of distribution and service lines at such time that the lines may be installed before curbs, pavements and sidewalks are laid; keep the route of lines clear of machinery and other obstructions when the line installation crew is scheduled to appear; and otherwise cooperate with the Company to avoid unnecessary costs.

CONSTRUCTION AND ATTACHMENT CHARGES

B. UNDERGROUND SERVICE IN RESIDENTIAL DEVELOPMENTS (Cont'd)

1. (Cont'd)

d. Place with the Company, in advance or upon such other terms as the Company may require, the following charges:

(1) A prepayment in aid of construction in an amount not in excess of 60% of the Company's costs of the distribution cable for the development.

(2) Such prepayment in aid of construction will be refunded on a proportionate basis for each contract for telephone service received. The basis of total refund shall be 100 percent refund upon receipt of telephone contracts for telephone service from 50 percent of the total development within a ten-year period.

2. If the developer fails to comply with Paragraph 1.b. or c. or changes the plot plan after installation of the telephone company's lines has begun, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent.

3. All distribution and service lines, except pedestals, installed within a development shall be installed underground; shall conform to the Company's construction standards; and shall be owned and maintained by the Company. Such installations shall be performed by the Company or by such other entity as the Company may authorize to do the work. The Company shall not be liable for injury or damage occasioned by the willful or negligent excavation, breakage or other interference with its underground lines by other than its own employees or agents.

MISCELLANEOUS SERVICE AND EQUIPMENT

	<u>Sheet</u>	
A. DIRECTORY LISTINGS	1	
B. SEASONAL SERVICE - Grandfathered	2	
C. SUSPENSION OF SERVICE AT SUBSCRIBER'S REQUEST - Grandfathered	2	
CC. VACATION GET AWAY SERVICE	3	
D. NONPUBLISHED NUMBERS	4	
DD. NON-LISTED NUMBERS	4	
E. TOUCH CALLING SERVICE	4	
F. FIRE REPORTING SYSTEM (S-C ON XY)	5	
G. CUSTOM CALLING SERVICES	6	
H. CUSTOM CALLING LOCAL AREA SIGNALLING SERVICE	8.1	
I. DIRECT INWARD DIALING SERVICE	9	
J. TELECOMMUNICATIONS SERVICE PRIORITY	11	
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O. DUPLICATE BILL CHARGE	20	

MISCELLANEOUS SERVICE AND EQUIPMENT

A. DIRECTORY LISTINGS

1. All subscribers, including Pay Telephone Line Service telephones, are entitled to one listing in the official directory published by the Telephone Company.
2. Additional listings are provided at \$.73 each per month. This charge will continue while directories containing such listings are in effect. The charge will be terminated; if the main station telephone service is terminated; upon death of listed party; listed party subscribes for service in his own name; or moves to a location where he is not accessible to the subscriber's station. Foreign listings are provided at a rate of \$.96 per month.
3. Acceptable listings are limited to the real names of individuals, partnerships, or corporations and/or the names which such individuals, partnerships or corporations actually conduct their business.
4. An Extra Line of Information is provided at \$0.96 each per month. An Extra Line of Information is descriptive text that does not have a Telephone Number.

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MISCELLANEOUS SERVICE AND EQUIPMENT

CC. VACATION GET AWAY SERVICE

1. General

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

2. Conditions

- a. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (C)
- b. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls. (C)
- c. Vacation Get Away Service will not be made available for periods of less than two (2) months.
- d. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
- e. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- f. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
- g. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
- h. Vacation Get Away Service will be available where technically feasible.
- i. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

3. Rates

	<u>Nonrecurring Charge</u>
Vacation Get Away Service	\$39.99

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MISCELLANEOUS SERVICE AND EQUIPMENT

D. NONPUBLISHED NUMBERS

1. A telephone number is "non-published" when it is omitted from the directory and also from the information lists of the Telephone Company. Upon request and at a rate of \$.93 per month, a subscriber may have a "non-published" number, but such requests are discouraged as far as possible and the subscriber is required to sign a written statement releasing the Telephone Company from a responsibility for losses arising from such arrangement. Unless the specific call number is given by the person calling, connection will not be established with a telephone having a "non-published" number.
2. This charge does not apply if the subscriber has another telephone line at the same location which is listed in the directory and information lists.
3. A "non-published" number is provided to Pay Telephone Line Service customers at no charge.

DD. NON-LISTED NUMBERS

1. A listing that is available in directory assistance but not printed in the telephone directory.
2. This service is available upon request and at a rate of \$0.73 per month.

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E. TOUCH CALLING SERVICE

1. General
 - a. Touch Calling service provides for the origination of telephone calls through the use of telephones equipped with pushbuttons, each of which generates distinctive tones for the origination of calls. Telephones may be customer or company provided. Touch Calling central office lines have the capability of receiving standard DTMF signalling.
 - b. All telephone stations on a Touch Calling line do not have to be converted to Touch Calling.
 - c. All lines served by dial-type switching equipment terminating in the same Touch Calling telephone station must be arranged for Touch Calling.
 - d. Touch Calling service requires special central office equipment and is furnished only from those central offices where this equipment is available.

2. Rates	<u>Monthly Rate</u>
a. Residence	
- Per central office line equipped for Touch Calling	\$1.20
b. Business - Non-System	
- Per central office line equipped for Touch Calling	2.65

CC. Non-Listed Numbers relocated from Sheet 3 and renumbered as DD.

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MISCELLANEOUS SERVICE AND EQUIPMENT

F. FIRE REPORTING SYSTEM (S-C ON XY)*

The Fire Reporting System is one in which a fire can be reported by dialing a listed connector terminal number.

All NON-BUSY Volunteer Firemen's phones will ring with a continuous ringing signal unit answered or released by the system. The circuit permits simultaneous and conference calls.

Any of the answering stations may be equipped with an alarm button which, when pressed while on a conference call, will operate the siren.

All BUSY Volunteer Firemen's phones will have superimposed upon their lines (whether individual or party line) a distinctive tone (alternating ringback and dial tone) recognizable as a Fire Reporting Signal. Conversing parties will hang up and the Volunteer Fireman's phone will automatically ring. The Volunteer Fireman can now join the conference call.

Any Volunteer Fireman can report a fire from his own phone by dialing the listed number and then disconnecting until he receives the steady ring.

One Fire Reporting Phone shall be in the Fire House.

All Fire Reporting Stations may be restricted to individual lines.

The circuit will be equipped to time out the connection to prevent a lockout if one of the Firemen should fail to hang up after answering a call.

<u>Rates</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>
Individual Business Line	**	
Common Control Unit (FRS)	\$ 2.95	\$30.25
Line Plate Circuit (2 sta/cir)	2.95	
Siren Control Circuit	5.96	
Relay Control for Siren	.73	
External Alarm Circuit	2.95	
10 Line System	18.43	25.00
20 Line System	36.87	40.00
Additional Line	6.14	10.00
Change of Equipment (per station)		See Section 3

* Obsolete Service: Limited to existing customers or available stock.

** Applicable Individual Business Line Rate.

The rates and charges for the Fire Reporting System are in addition to any other applicable rates.

MISCELLANEOUS SERVICE AND EQUIPMENT

G. CUSTOM CALLING SERVICES

1. General

- a. Custom Calling Services are available to individual line residence and business customers, exclusive of Pay Telephone Service.
- b. Custom Calling Services are furnished subject to the availability of facilities and are limited to central offices specifically equipped to provide such services.

2. Description

Custom Calling Services are provided to enable the customer to perform one or more of the following functions by operating the dial and switchhook of the telephone.

a. Call Forwarding

This service feature permits a customer to arrange to have all incoming calls to his telephone automatically transferred to another dialable telephone number during any period in which this feature is activated. Where a charge (local or long distance) is applicable for a call between the customer's telephone and the telephone to which calls are to be forwarded, such charge is applicable to the customer on every call forwarded to and answered at that telephone.

b. Conference Calling - 16 Way Station Controlled

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This feature allows a customer subscribing to this service may sequentially call up a maximum of 16 other parties and add them together to form a 16-way call. The parties that have been added may confer while the initiator is completing the setup

c. Three-Way Calling

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This service feature permits a customer to add a third party to an already established connection without the assistance of an operator.

d. Call Waiting

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This service provides a tone signal to indicate to a customer who is using his telephone that another party is attempting to call him. It also permits the customer to answer the incoming call while holding his original call.

G. CUSTOM CALLING SERVICES (Cont'd)

2. Description (Cont'd)

e. Speed Calling

This service permits a customer to call certain other predetermined telephone numbers by dialing an abbreviated code rather than the entire seven or ten digit telephone number. The two arrangements available are an eight-number capacity (8-code) and a thirty-number capacity (30-code).

Transmission quality may not be satisfactory on all Call Forwarding and Three-Way Calling.

f. Distinctive Ring

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

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3. Rates

a. Each service, per line equipped

	<u>Monthly Rate</u>		
	<u>Residence</u>	<u>Business</u>	
Call Forwarding	\$2.52	\$3.05	(I)
Call Forward Busy	2.52	3.05	(C)
Call Forward Busy/No Answer	2.52	3.55	(C)
Call Forward No Answer	2.52	3.05	(C)
Three-Way Calling	4.03	4.80	(I)
Three-Way Calling (per activation)	2.00	2.00	
Call Waiting/Cancel Call Waiting	2.80	4.45	
Speed Calling - 8-number**	2.77	3.30	
Speed Calling - 30-number	3.78	4.55	(I)
#Conference Call 16*	15.00	15.00	
Distinctive Ring	6.00	7.00	(C)

*Only available as the first feature in a package. Not available for discounted price in Feature Package.

**This service is grandfathered.

#Toll charges apply to each call forwarded or conferenced to a location beyond the flat rate local calling area of the line with which the Custom Calling Service is associated and is billed to the number associated with the Call Forwarding Service.

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MISCELLANEOUS SERVICE AND EQUIPMENT

G. CUSTOM CALLING SERVICES (Cont'd)

3. Rates (Cont'd)

b. Packaged Services

Monthly rates for customers who elect to subscribe to two or more Custom Calling Services at the same time will be the sum of the monthly rates for each service less 20%.

c. In addition to the charges listed above, the Service Order charge, as specified in Section 3 of this tariff, applies to the connection of one or more Custom Calling Services on one or more lines at the same time and on the same service of the customer, with the following exceptions:

- (1) No Service Order charge applies to the connection of one or more Custom Calling Services when the work is ordered for completion at the same time as other work for the same service of the customer, when the other work is subject to service connection or move and change charges.
- (2) No Service Order charge will apply to the connection of one or more Custom Calling Services in a central office district for a period of sixty (60) days immediately following the establishment of central office equipment and facilities necessary to provide Custom Calling Services in that central office district. Following the sixty-day period, charges for the connection of Custom Calling Services will apply as described in 3.c. above.

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signalling Service

1. General

- a. Custom Calling Local Area Signalling Service is a group of Custom Calling Services offered to single line residential and single line business customers subscribing to one party local exchange service.
- b. The service availability is dependent upon the presence of technically capable facilities, including Common Channel Signalling 7 (SS7), and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signalling Service features are applicable only to calls placed to/from compatible central offices offering the service.

2. Conditions

- a. Operator assisted calls are designed to override the feature calls for emergency purposes.
- b. Custom Calling Local Area Signalling Service features will not be available to coin phones, just as other Custom Calling Services are not available. They will operate with the Custom Calling Local Area Signalling Service system, however, and interaction with all the features will be permitted. However, coin phone calling telephone numbers (unless blocked, as with COCOTS) will be displayed to Call ID users, and are returnable and traceable.
- c. Thirty (30) Day Money Back Guarantee - If the customer notifies Citizens of dissatisfaction with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof, if subscription is less than 30 days. 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.

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

3. Conditions (Cont'd)

c. (Cont'd)

The Thirty Day Money Back Guarantee will apply to the following Service:

- * Anonymous Call Rejection
- * Automatic Busy Redial
- * Automatic Call Return
- * Call ID
- * Call ID - Number & Name
- * Call ID Blocking - Per Call
- * Call ID Blocking - Per Line
- * Call Tracing Service
- * Selective Call Rejection
- * VIP Alert (Selective Call Waiting)
- * CLASS Basic Feature PAKs
- * CLASS Enhanced Feature PAKs

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

3. Description

- a. **Anonymous Call Rejection** allows the called party the ability to reject calls if the calling number is marked **private**. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked **private** are routed directly to an announcement. A typical announcement states, "You have attempted to reach a party who is not accepting calls marked **private**."
- b. **Automatic Busy Redial*** is an arrangement which permits 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. (C)
- c. **Automatic Call Return*** allows a customer to automatically return the last incoming call, if that call is not marked "private," whether it is answered or not. The call is returned by customer activation of a code. If the called line is found to be busy, a 30-minute queuing process begins. The customer is 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 both parties 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 called party is alerted with a distinctive ring signifying that the call may now be completed. Calls marked "private" are not identified by and cannot be returned via this feature. (C)

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

3. Description (Cont'd)

- d. **Call ID*** is an arrangement which permits a customer with Local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. However, the calling telephone number of calls that are indicated by the caller to be "private" cannot be received. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. (C)

For calls originating from a line within a multi-line hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and some cases, dashes (--- ----), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Call ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone numbers are not available on operator handled or credit card calls.

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

3. Description (Cont'd)

- e. **Call ID - Number & Name*** is an arrangement which permits a customer with Local Exchange Service other than foreign central office service to receive the calling telephone number/name for calls placed to the customer. However, the calling telephone number of calls which are indicated by the caller to be "private" cannot be received. The calling telephone number or name will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number or name will be delivered during the first silent interval of ringing. For calls originating from a line within a multi-line hunt group, only the main telephone number or name will be delivered. If the calling telephone number or name is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ----), for the non-available numbers or name. The calling telephone number or name is unavailable from calls made via some large PABX systems within the Custom Calling Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

(C)

Any customer subscribing to Call ID - Number & Name will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone numbers or names are not available on operator handled or credit card calls.

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

3. Description (Cont'd)

f. **Call ID Blocking - Per Call (CIB-PC)*** permits the customer to block the display of their directory number or directory number/name on a terminating subscriber's display equipment. Also prevents their calls from being identified or returned via use of Call Return Service as such calls are considered to be "private". To block the delivery of their number or number/name, the customer may dial the blocking code, *67 or 1167 for rotary lines, prior to placing a call. The dialing of the unblocking code, *82 or 1182 for rotary lines it not an applicable, usable code and has no effect on the unblocking of a call. The **CIB-PC** feature is automatically deactivated when the customer hangs up. This blocking feature (**CIB-PC**) does not prevent the delivery of billing number information through the use of Automatic Line Identification (ANI) technology such as Feature Group D Switched Access Service. It also has no effect on the information transmitted to Enhanced 911 (E911) emergency system operators. (C)

g. **Call ID Blocking - Per Line (CIB-PL)*** blocks the display of the customer's directory number and or directory number/name on all calls made from a particular line on the terminating subscriber's display equipment. Also prevents their calls from being identified or returned via use of Call Return Service. The customer can unblock a single call by dialing the unblocking code, *82 or 1182 for rotary lines before dialing the number being called. Once the call is completed the line is automatically blocked, therefore, the blocking code *67 is not an applicable, usable and has no effect on the blocking of a call. The **CIB-PL** feature does not prevent the delivery of billing number information through the use of Automatic Line Identification (ANI) technology such as Feature Group D Switched Access Service. It also has no effect on the information transmitted to Enhanced 911 (E911) emergency system operators. (C)

*The Company does not assure the delivery or nondelivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID Name, Caller ID Per Call Blocking, Caller ID Per Line Blocking, Call Return, Call Waiting ID, Busy Redial services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Automatic Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID Name, Caller ID Per Line Blocking, Call Return, Call Waiting ID, Busy Redial or other similar services identified in this tariff. (C)

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

3. Description (Cont'd)

- h. **Call Tracing Service** allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer must authorize and request the Company to release the results of any and all traces initiated by the customer directly to a law enforcement agency. The trace record will provide the incoming telephone number but cannot with certainty identify the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. The charge for this feature applies whether or not the user authorizes release of the trace information to law enforcement authorities.
- i. **Selective Call Rejection** allows a customer to block incoming calls from a maximum of twelve (12) telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.
- j. **VIP Alert** (Selective Call Waiting) 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.
- k. **Priority Call** is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on the list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials *61 or 1161 on a rotary telephone.

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MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

3. Description (Cont'd)

I. Selective Call Forward

Selective Call Forwarding allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is access by dialing *63 or 1163 from a rotary telephone. After gaining access to the service, the customer can active or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time.

m. Selective Call Acceptance

Selective Call Acceptance allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing *64 or 1164 on a rotary telephone.

n. Multiple Simultaneous Call Forward

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

4. Rates

- a. The following charges are for the features only and are in addition to applicable charges for the underlying service. Except for the Call ID Blocking features, Service Charges apply as set forth in Section 3 of this tariff, except as shown herein.

FEATURES	Monthly Recurring Residence	Monthly Recurring Business	
Anonymous Call Rejection, Per Line	\$2.00	\$3.00	(I)
Busy Number Redial (*66), Per Line	\$4.50	\$5.50	
Busy Number Redial (*66), Per Use*	\$2.00	\$2.00	
Call Return (*69), Per Line	\$4.50	\$5.50	
Call Return (*69), Per Use*	\$2.00	\$2.00	
Call ID, Per Line	\$7.00	\$8.50	
Call ID - Number & Name, Per Line	\$10.51	\$10.50	(I)
Call ID Blocking - Per Call	\$0.00	\$0.00	
Call ID Blocking - Per Line	\$0.00	\$0.00	
Selective Call Rejection, Per Line	\$6.50	\$5.50	(I)
Selective Call Acceptance, Per Line	\$6.50	\$5.50	(C)
Selective Call Forward, Per Line	\$5.99	\$5.50	(C)
Multiple Simultaneous Call Forward	N/A	\$11.00	(C)
VIP Alert (Selective Call Waiting)	\$2.00	\$3.00	
Priority Call	\$3.00	\$4.00	(C)
Call Tracing Service Per Line	\$3.99#	\$3.00#	

Per call activation is capped at \$32.50 per month.
* Per call activation is capped at \$15.00 per month.

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

4. Rates (Cont'd)

a. (Cont'd)

FEATURE PACKAGES*	MONTHLY RECURRING		Billing Codes
	Residence	Business	
CLASS BASIC FEATURE PAK Automatic Call Return, Call ID, VIP Alert	\$9.95	\$12.95	CLBFR CLBFB
CNAM BASIC FEATURE PAK Automatic Call Return, Call ID with Name, VIP Alert	\$11.95	\$14.95	CNBFR CNBFB
CLASS ENHANCED FEATURE PAK Automatic Call Return, Call ID, Call Forwarding, Call Waiting, Speed Call 8	\$13.95	\$16.95	CLEFR CLEFB
CNAM ENHANCED FEATURE PAK Automatic Call Return, Call ID with Name, Call Forwarding, Call Waiting, Speed Call 8	\$15.95	\$18.95	CNEFR CNEFB
Frontier Feature5 Package Constant Features: Call ID with Name, Call Forwarding. Choice of 3 of the following Custom Calling Features: Call Waiting, Three-Way Calling, Speed Call 8, Automatic Busy Redial, Automatic Call Return.	N/A	\$11.95	5PACB

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*All feature packages include either Call ID Blocking - Per Call or Call ID Blocking - Per Line at no cost.

MISCELLANEOUS SERVICE AND EQUIPMENT

H. Custom Calling Local Area Signaling Service (Cont'd)

4. Rates (Cont'd)

- b. The Company reserves the right to waive the non-recurring charge for the initial request for a period not to exceed 90 days from the effective date of this tariff and for a period not to exceed 90 days from the date the service becomes available in the customer's serving central office.
- c. Call ID Blocking features (Per Call and Per Line) will not incur a non-recurring charge for initial programming of subscriber lines. A subscriber may, without incurring a non-recurring charge, change the Call Restrict option two (2) times within the first six (6) month period from when the service becomes available in the subscriber's serving central office. After the first (6) month period any change in the Call Restrict feature will incur a non-recurring charge equal to five dollars (\$5.00). All subscribers initially have the choice of either Per Call or Per Line, with the default being Per Call.
- d. Services charges are not applicable when Custom Calling Local Area Signalling Service features are provided at the same time as the business or residence individual line service is established.
- e. When features are added or rearranged on an existing line, the Service Order Charge as shown in Section 3 of this tariff will apply. (Note: Central Office Line Connection Work charge does not apply when features are added or rearranged).

MISCELLANEOUS SERVICE AND EQUIPMENT

I. DIRECT INWARD DIALING SERVICE

(C)

1. General

Direct Inward Dialing (DID) Service provides for inward dialing from the telecommunications network directly to stations associated with Telephone Company provided or customer-provided switching equipment located on the customer's premises. DID Service requires special equipment and will be provided only where DID facilities are available in the central office and the switching equipment located on the customer's premises is properly equipped for DID Service. If a central office is scheduled for replacement in the near future, the company reserves the right to refuse the service until such time as the replacement is completed.

Standard DID Service is available where the DID facilities are to be connected to PBX switching equipment. In those instances where the DID facilities are to be connected to radio paging switching equipment or other switching system generating short holding times and minimal trunk usage, Special Low Usage DID Service will be provided.

DID Service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated.

Customer-provided switching systems with which DID Service is associated must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.

Where DID Service is requested from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire shall be considered a separate service.

Citizens Telecommunications Company
of New York, Inc. d/b/a
Citizens Communications Services Company
Little Meadows Exchange

Section 6
First Revised Sheet 10
Canceling Original Sheet 10

MISCELLANEOUS SERVICE AND EQUIPMENT

I. DIRECT INWARD DIALING SERVICE (Continued)

(C)

1. General (Continued)

DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious effect upon it or any other services rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Telephone Company's intention to terminate the service for such cause.

2. Rates*

	<u>Monthly Rate</u>	<u>Installation Charge</u>
DID Service:		
1st Trunk	\$115.00	\$300.00
Each Additional Trunk	25.00	60.00
Block of 20 DID Numbers	No Charge	No Charge

* Rates are in addition to the rates shown elsewhere in this tariff for the services and equipment with which this offering is associated.

MISCELLANEOUS SERVICE AND EQUIPMENT

J. TELECOMMUNICATIONS SERVICE PRIORITY

(C)

1. General

- a. Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support National Security and Emergency Preparedness (NS/EP missions).

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis, which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission's Rules and Regulations (47.C.F.R.) and the "Service Vendor Handbook for the Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or re-issuance of these regulations or manuals supersede the tariff language contained herein.

- b. The TSP program has two components: restoration and provisioning.
1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
 2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP service will be restored before provisioning new TSP services.

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MISCELLANEOUS SERVICE AND EQUIPMENT

J. TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

2. TSP Request Process

a. TSP Request Process - Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that its telecommunications service supports an NS/SP function under one of the following four TSP categories.
 - a. National Security Leadership
 - b. National Security Posture and U.S. Population Attack Warning.
 - c. Public Health, Safety, and Maintenance of Law and Order
 - d. Public Welfare and Maintenance of National Economic Posture
2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2.a above) and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website <http://tsp.ncs.gov/>.

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MISCELLANEOUS SERVICE AND EQUIPMENT

J. TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

2. TSP Request Process

a. TSP Request Process - Restoration

4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Notify the Company, upon receipt of the TSP Authorization Code from the OPT and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

b. TSP Request Process - Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2a. above for restoration priority assignment except for the following differences. The user must:

1. Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor

MISCELLANEOUS SERVICE AND EQUIPMENT

J. TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

3. Responsibilities of the End-User

End-users or entities acting on behalf of the end-user must perform the following:

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.
- d. Accept TSP services by the service due dates.
- e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.
- f. Pay the Company any authorized costs associated with priority services.

Report to the Company any failed or unusable services with priority levels.
- g. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
- h. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
- i. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

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MISCELLANEOUS SERVICE AND EQUIPMENT

J. TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

4. Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- b. Revoke TSP services at the direction of the end-user or OPT.
- c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.
- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

The Company may verify provisioning priority assignments with the TSP Program Office. However, the Company may not delay provisioning of an Emergency TSP service for verification purposes.

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MISCELLANEOUS SERVICE AND EQUIPMENT

J. TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

(C)

5. Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing services may be preempted is as follows:

Non-TSP Services

TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

6. Rates and Charges

a. This charge applies in addition to all standard installation and service connection charges.

b. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.

c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.

d. Facilities required by the Company for provisioning, restoration, or maintenance are exempt from the TSP rules.

Initial Service Charge, per line* \$104.02

Change in TSP Priority Code Change in Service Order Charge

(C)

MISCELLANEOUS SERVICE AND EQUIPMENT

K. ELECTRONIC BILL PAYMENT PROGRAM

1. General

Frontier Online Bill Payment program is a voluntary program available to customers to view and/or pay their telephone bill on-line. Frontier customers can go to Frontieronline.com to register, view invoices and make payments. Once a customer registers for the service, a paper bill will continue to come for two months. After two months, the customer may opt to no longer receive a paper bill.

2. Regulations

- a. Frontier Online Bill Payment is a discretionary service.
- b. An Email reminder will be sent to customer when their bill is available.
- c. If the customer opts to receive only the electronic bill and not the paper bill, the monthly recurring charge will be waived.

3. Rates

Monthly

Rate for Online Bill Payment with duplicate paper bill	\$2.00
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L. CONVENIENCE FEE

1. 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.

2. 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.

3. Rates

Convenience Fee, per occurrence	\$10.00
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MISCELLANEOUS SERVICE AND EQUIPMENT

M. BUSINESS TRAFFIC STUDY SERVICE (C)

1. General

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

2. Regulations

- a. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- b. A separate traffic study report is required for each access line, hunt line, or trunk group.
- c. Business Traffic Study Service is available to business customers and only where technically feasible.
- d. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- e. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- f. Studies are done in 7-day intervals.
- g. Types of studies include (but are not limited to):
 - Line or Trunk Study
 - Remote Call Forwarding Study
 - Multiline Hunt Group Study

3. Rates

	<u>Monthly</u>
Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	\$25.00

Citizens Telecommunications Company
of New York, Inc. d/b/a.
Frontier Communications Company of New York, Inc.

Section 6
First Revised Sheet 19
Canceling Original Sheet 19

MISCELLANEOUS SERVICE AND EQUIPMENT

N. RESERVED FOR FUTURE USE

(C)

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MISCELLANEOUS SERVICE AND EQUIPMENT

O. DUPLICATE BILL CHARGE

1. General

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

2. Rates and Charges

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

PAY TELEPHONE LINE SERVICE

A.	PAY TELEPHONE LINE SERVICE	<u>Sheet</u>
1.	GENERAL.....	1
2.	REGULATIONS AND RATES.....	1
3.	OPTIONAL CALL SCREENING/BLOCKING.....	3

PAY TELEPHONE LINE SERVICE

1. GENERAL

Pay Telephone Line Service exchange service is one-party exchange service for use by telephone providers, location owners and interexchange carriers and is furnished solely for connection with coin, coinless, or combination coin/coinless pay telephone equipment to the Telephone Company's network.

- a. Is available in all exchanges of the company, foreign exchange service is not available to these lines.
- b. Provides for one listing in the white pages and one listing in the yellow pages of the Company's directory for each Pay Telephone Line furnished.
- c. Only one coin/coinless operated telephone may be connected to each Pay Telephone Line.
- d. Provides for Non-published telephone numbers at no charge to Pay Telephone Line customers wishing to have their numbers omitted from the Company's Directory and/or Directory Assistance.
- e. Temporary suspension of service (vacation service) is not available for Pay Telephone Line Service.
- f. Local calls are charged for at the rate of \$0.25 per call. Toll calls are charged for at the Tariff toll rates.

2. REGULATIONS AND RATES

- a. Pay telephones connected to a Pay Telephone Line must be registered in compliance with part 68 of the FCC's Rules and Regulations.
- b. The rate for Pay Telephone Line Service is the same as the one-party business service in the exchange in which the service is rendered. (C)
- c. When measured service is available in a given exchange the business measured service rates apply to the Pay Telephone Line Service.

PAY TELEPHONE LINE SERVICE

2. REGULATIONS AND RATES (continued)

- d. Service connection charges listed in Section 3 of this tariff apply to Pay Telephone Line Service.
- e. Touch tone rate listed in Section 2 of this tariff applies to Pay Telephone Line Service when requested by the customer.
- f. Service will be provided on a dial-tone first basis to enable end users to dial certain calls without any charge, i.e., all emergency calls, telecommunication relay service calls, and non sent paid calls.
- g. Service will be provided on a two-way basis, except lines for which a specific exemption has been granted by the Pennsylvania Public Utility Commission.
- h. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones in accordance with all hearing impaired and handicapped person requirements.
- i. Each pay telephone connected to a Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service, if available. If 911 service is not available, the pay telephone must permit access to the operator.
- j. Failure of the subscriber to comply with the provision of this tariff may result in the suspension or disconnection of the subscriber's service.
- k. All subscribers to Pay Telephone Line Service shall have the right to select their presubscribed intraLATA toll provider at such time that intraLATA presubscription is available in the Company's service territory.

(C)

(C)

PAY TELEPHONE LINE SERVICE

3. OPTIONAL CALL SCREENING/BLOCKING

- a. Optional call screening/blocking functions, as listed below, are provided at the monthly rates stated. The non-recurring charges shown do not apply to initial installations but do apply to subsequent requests for screening/blocking from the customer.
- b. The screening/blocking functions are not limited to COCOT customers. This service is available to customers who have a need to restrict Dial 1 Toll calls.

(1) Definitions

- (a) Incoming and Outgoing Screening - prevents completion of collect or third number incoming calls to the Pay Telephone Line. Originated operator-handled calls from the Pay Telephone Line are restricted to collect, third number or calling card only.
- (b) Incoming Blocking - blocks all incoming calls.
- (c) Outgoing Blocking - restricts outgoing calling to non sent paid calls only (coinless).
- (d) Coin Supervision/Transmission is an optional service that provides dial tone first with inbound signaling capability from the central office for coin/coinless telephones that do not have signaling capability within the telephone. The signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exists.

PAY TELEPHONE LINE SERVICE

3. OPTIONAL CALL SCREENING/BLOCKING (continued)

(2) Rates

This service is provided only where the equipment is available.

	<u>Monthly</u>	<u>NRC</u>
Incoming & Outgoing Screening	\$5.00	\$10.00
Incoming Blocking	3.00	10.00
Outgoing Blocking	3.00	10.00
Coin Supervision/Transmission	2.15	n/a

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

	<u>Sheet</u>
A. GENERAL REGULATIONS	1-3
B. NETWORK PROTECTION CRITERIA	3-5
C. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS	6-7
D. CUSTOMER PREMISE INSIDE WIRE	8

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

A. GENERAL REGULATIONS

Customer-provided communications equipment may be used with the facilities furnished by the Company for telecommunications services as provided in this Tariff. In all such cases the customer-provided communications equipment will be constructed, maintained and operated as to work satisfactorily with the facilities of the Company.

Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company.

Where telecommunications service is available under this Tariff for use in connection with customer-provided communications equipment, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's service. Upon notice from the Company that the customer-provided equipment or 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 Company charges, as specified on Sheet 7 of this section, for visits by the Company to the customer's premises where the service difficulty or trouble report results from customer-provided equipment or system.

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications equipment. Telecommunications service is not represented as adapted to the use of customer-provided equipment or systems and where such are connected to the Company facilities the responsibility for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service: subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems.

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

A. GENERAL REGULATIONS (Cont'd)

The Company shall not be responsible to the customer or otherwise if changes in the criteria outlined herein or in any of the facilities, operations, or procedures of the Company render any customer-provided equipment or communications systems inoperable or otherwise affect its use or performance. Insofar as the Company has control of or notice of changes in the technical criteria, it will make a reasonable effort to notify a customer in advance.

The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers not caused solely by the negligence of the Company.

Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment furnished, installed and maintained by the Company.

Where any customer-provided equipment or system is used with telecommunications service in violation of any of the provisions in this Tariff, the Company will take such immediate action as necessary for the protection of its services and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 5 days, following the receipt of written notice from the Company, that such 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 Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Tariff.

Customer-provided equipment which serve a location which the Company considers impractical to service because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Company.

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

A. GENERAL REGULATIONS (Cont'd)

The customer indemnifies and saves the Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, except as provided in this Tariff. In case unauthorized attachments or connections are made, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachments or connections; or to terminate the service.

Except as otherwise provided in this Tariff, nothing herein shall be construed to permit the use of a recording device, to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

B. NETWORK PROTECTION CRITERIA

To protect the telecommunications network and the services furnished to the general public by the Company from harmful effects, the signal from the customer-provided communications equipment to the long distance message telecommunications network must comply with the following minimum network protection criteria:

1. Where the customer-provided communications equipment is connected with the message telecommunications service through a connecting arrangement and network control signaling unit furnished by the Company, the customer-provided communications equipment must comply with the following criteria:
 - a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt 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 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the 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.

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

B. NETWORK PROTECTION CRITERIA (Cont'd)

1. (Cont'd)

- b. To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer's premises meets the following limits:
- (1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in B.2.a.
 - (2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - (3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - (4) The power in the band from 25,000 to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - (5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- c. 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 Company interface located on the customer's premises at no change has energy solely in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in 800 to 2450 Hertz band.
2. Where the customer-provided communications equipment is connected with the message telecommunications service through customer-provided equipment which affects such connections externally to a Company network control signaling unit by means of a connection for transmitting and/or receiving the customer-provided communications equipment must comply with the following criteria:
- a. 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 Company line) does not exceed 9db below one milliwatt when averaged over any three second interval.

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

B. NETWORK PROTECTION CRITERIA (Cont'd)

2. (Cont'd)

- b. 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 network control signaling unit (i.e., at the input to the Company line):
- (1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified above in B.2.a.
 - (2) The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.
 - (3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.
 - (4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.
 - (5) The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.
- c. 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 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.

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

C. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

1. Applicants

Customer-provided equipment may be connected, at a service point of the customer, on voice grade basis with telecommunications service furnished by the Company, either through a network control signaling unit and connecting arrangement or as set forth in C.2.

2. Customer-Provided Terminal Equipment

As an alternative to the methods of interconnection specified in the preceding, customer-provided registered terminal equipment or registered protective circuitry may be connected to the telecommunications network in accordance with provision of this tariff and/or the Federal Communications Commission's registration program adopted in FCC Docket No. 19528 (Part 68) as are now in effect or may be in effect.

a. Direct Electrical Connection

(1) The network protector shall be as set forth below:

(a) Systems and/or terminal equipment not requiring Protective Connecting Arrangements will be at the Company provided network interface device.

(b) Systems and/or terminal equipment requiring Protective Connecting Arrangements:

Access lines will be at the network protector.

(2) The Company will not provide systems and/or terminal equipment or station wiring beyond the network protector.

(3) When customer owned equipment no longer requires a Protective Connecting Arrangement in accordance with C.2. above, the monthly charge for such arrangement will no longer apply. The Protective Connecting Arrangement will be removed at the option of the Company.

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

C. CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd)

3. Maintenance of Service Due to the Connection of Customer-Provided Equipment and Other Facilities. These are payable in addition to applicable Service Charges.

The customer shall be responsible for the payment of the charges indicated below for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.

The customer shall also be responsible for the payment of the charges indicated below for work done by the Company to locate a service difficulty or trouble report.

Maintenance Service Charge - \$35.00 flat charge when locating trouble within a customer- owned instrument.

a. Party Line Equipment

- (1) Minimum technical standards for customer owned equipment on telephone company party line connections of CPE from vendors other than the telephone company would include:
- (a) Changeable ringer leads
 - (b) 3 conductor cords
 - (c) Removable housing
 - (d) Be accompanied by wiring conversion chart
- (2) Automatic dialer on party lines are permitted except for devices which automatically seize the line and dial.
- (3) Use of automatic answering on party lines is prohibited.

**INTERCONNECTIONS WITH COMMUNICATIONS EQUIPMENT
PROVIDED BY THE CUSTOMER**

D. CUSTOMER PREMISES INSIDE WIRING

1. General

- a. Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Access Line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the Exchange Access Line.
- b. All single and two-line residential and business customers are responsible for the installation of any customer premises inside wire. The customer may request the Company to provide such installation. Installations provided by the Company will be on a time and material basis as stated in Section 3, Service Charges. The customer may elect to have someone else other than the Company, install his inside wire as long as it is in accordance with the installation regulations outlined in Section 1.
- c. Effective January 1, 1987 all single and two-line residential and business customers are responsible for the maintenance of customer premises inside wiring including installation provided by the Company. The customer may request the Company to provide such maintenance. Maintenance provided by the Company will be on a time and material basis as stated in Section 3, Service Charges. The customer may elect to have someone else other than the Company provide such maintenance as long as it is in accordance with the maintenance regulations outlined in Section 1.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

A. GENERAL

1. 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 the 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. Equipment used in conjunction with E911 Services located at the PSAP must be provided by the customer.
2. 911 Service is offered subject to the availability of central office facilities.
3. 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 and other services within the telephone central office areas arranged for E911 Service calling.
4. E911 Service is available in five elements: (1) Dedicated E911 Trunks, (2) Automatic Number Identification (ANI) Spill, (3) Selective Routing, (4) Data Base and (5) Local Loop.
 - a. Dedicated E911 Trunks are dedicated trunks between a serving central office and a PSAP or between two central offices, except where one of the central offices is a remote unit. In instances where one of the central offices is a remote unit, nonrecurring charges and monthly rates do not apply to that segment of the Dedicated E911 Trunk.
 - b. ANI Spill provides for the telephone number of the calling party to be forwarded to the PSAP.
 - (1) ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user. Off premises or stations behind business systems will possess the identity of the main billing number.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

A. GENERAL (Cont'd)

6. (Cont'd)

a. (Cont'd)

Content: The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record.

- (1) Tax area record
- (2) Locality
- (3) Street
- (4) Thoroughfare
- (5) Directional [where required]
- (6) Even (E), odd (O), or all (A) [applied to house numbers]
- (7) Low-high range of house numbers
- (8) PSAP (Public Safety Answering Point)
- (9) LAT/LONG (Latitude/Longitude) [where required]

Formatting, Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

b. Regulations

- (1) The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory – Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- (2) The Telephone Company is indemnified under the Public Safety Emergency Act, Act 78 of 1990.
- (3) The Telephone Company's liability and insurance provisions are fully stated in Pa. P.U.C. No. 2, Section 1, General Regulations.
- (4) Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

A. GENERAL (Cont'd)

6. (Cont'd)

b. (Cont'd)

- (5) The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- (6) The Host Telephone Company will install the county's/municipality's MSAG in 'read/write' format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.
- (7) The Telephone Company shall not otherwise modify the content of the MSAG but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in then ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- (8) The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

A. GENERAL (Cont'd)

6. (Cont'd)

b. (Cont'd)

- (9) The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's/municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

B. RULES AND REGULATIONS

1. 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.
2. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
3. E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate PSAP.

(M)

(M)

(M) Material previously appeared on Original Sheet 2.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

B. RULES AND REGULATIONS (Cont'd)

4. 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 Company obligation toward, or any right of action on behalf of, any third person or other legal entity.
5. The Company does not undertake to answer and forward E911 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.
6. 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 E911 Service calls.
7. Any party residing within the E911 Service serving area forfeits the privacy afforded by non-listed and non-published service to the extent that the customer's name, telephone number and address associated with the originating station location are furnished to the PSAP.
8. The 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.
9. The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Company in the event the system is not functioning properly.
10. The 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 systems associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the 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.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

B. RULES AND REGULATIONS (Cont'd)

11. E911 Service will be designed by the 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.
12. Because the 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.
13. 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 Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
14. In addition to all other terms and conditions, the following customer requirements will apply:
 - a. The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.
 - b. 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 extent that such services are reasonably available.
 - c. The customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to an E911 Service PSAP by calling parties.
 - d. The customer will subscribe to a minimum of two Dedicated E911 Trunks per central office, with the exception of remote unit situations, for adequate handling of incoming E911 Service calls.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

B. RULES AND REGULATIONS (Cont'd)

15. 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 services 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.

16. The 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 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, defect in transmission of 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 user, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Company.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

C. RATES AND CHARGES

1. The following rates and charges apply in addition to all other applicable rates and charges shown elsewhere in this Tariff.

2. Enhanced 911 Services	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
a. Dedicated E911 Trunks	(Note 1)	(Note 1)
b. ANI Spill		
(1) ANI Provisioning Stored Program Control Office	\$3,016.00	
Direct Control Office	620.00	
(2) Trunk Enabling Stored Program Control Office	275.00	\$ 9.00
Direct Control Office (Note 2)	838.00	25.00
c. Selective Routing		
(1) Hardware		
Trunk Card TC1009-2	244.00	39.00
Trunk Card FB16233	102.00	17.00
(2) Common Equipment		
1 County/System	36,000.00	1,691.00
2 Counties/System (ea)	18,000.00	845.00
3 Counties/System (ea)	12,000.00	564.00
4 Counties/System (ea)	9,000.00	423.00
5 Counties/System (ea)	7,200.00	338.00
d. Data Base		
(1) ALI Data Base Processing		
Cost per Line	70	.07
Cost per System	--	368.34
(2) Selective Router (Note 3)		
Cost per Line	14	.01
Cost per System	2474.08	7.33

ENHANCED EMERGENCY NUMBER SERVICE (E911)

C. RATES AND CHARGES (cont'd)

2. Enhanced 911 Services (cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
e. Local Loop		
(1) Host Central Office to PSAP (Note 4)	145.00	13.00
(2) Selective Router (Stored Program Control Office) to PSAP	420.00	21.00
(3) Selective Router (Direct Control Office) to PSAP	983.00	36.00

NOTES:

1. Applicable rates and charges for private line service as set forth in section 3 and Section 4 of this Tariff.
2. Special construction charges may be required in addition to this charge.
3. These rates are in addition to the ALI Data Base Processing rates and charges.
4. Must include Trunk Enabling charges for each trunk.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

C. RATES AND CHARGES (Cont'd)

3. Special Service Arrangement Charges

- a. 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.
- b. Costs as referred to in this section may include but are not limited to:
 - (1) Cost of maintenance
 - (2) Cost of operation
 - (3) Depreciation on the cost installed 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.
 - (4) General administration expenses, including taxes on the basis of average charges for these items.
 - (5) Any other item of expense associated with the particular special service arrangement.
 - (6) An amount, computed on the cost installed of the facilities used to provide the special service arrangement, for return on investment.
- (c). Cost installed 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.
- (d). Special service arrangement rates are subject to review and revision conditioned upon changing costs.

ENHANCED EMERGENCY NUMBER SERVICE (E911)

C. RATES AND CHARGES (Cont'd)

4. Program Development Charges

- a. 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. The rate is based on Company time and materials expended.

5. (Reserved for Future Use)

6. Quotation Preparation

- a. The customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's service requirements. All rates for services or facilities to be provided by the Company will be determined in accordance with the guidelines in this Tariff.

7. Changes to Orders

- a. 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 Company personnel and will be billed to the customer at the appropriate hourly charges.

8. The Company may, at the customer's request, provide an alternate payment plan to that shown in this tariff.

- a. In lieu of a Nonrecurring Charge, customers may elect to be billed all or a portion of the Nonrecurring Charge in 36 monthly charges.

9. For counties to qualify for a multi-county rate, contracts must be signed with all scheduled cut dates to be within a twelve-month period. Should any county, through no fault of the Company, delay the cut date so as to fall outside the twelve-month period, that county will pay the rate as if one fewer county had participated in the original agreement. There will be no change in the price charged to the other participating counties.

UNIVERSAL NUMBER 911 EMERGENCY SERVICE

Wherever feasible, the Telephone Company will provide a universal central office number "911" for the use of public emergency answering centers engaged in assisting local governments to protect the safety and property of the general public. It is intended that use of the "911" number will provide the public with a means of simple and direct telephone access to such local emergency answering centers.

In providing this service, the Telephone Company will arrange to route "911" telephone calls from telephones with specified Area Code and central office designations to an emergency answering center specified by an appropriate local government or governments.

A. CONDITIONS

1. An emergency answering center must be prepared to receive all "911" calls and to dispatch, or to request an appropriate person, organization or agency to dispatch, police, fire, ambulance or other emergency services as reasonably available and required.
2. The Universal "911" emergency number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. "911" lines are one-way incoming lines only. Normal exchange lines will be required for incoming telephone calls, other than local "911" calls, and for all outgoing telephone calls from the emergency answering center.
3. All "911" calls from a given central office district must be routed to the same answering lines.
4. Applicants for this service must agree to subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public.
5. Applicants for this service must provide an adequate number of trained personnel to meet public demand on a 24 hour basis.
6. This offering is limited to the central office number "911" only.
7. An application for "911" service must be executed by one or more appropriate local governments or their duly constituted agent. If execution is by an agent, the Telephone Company must be provided with satisfactory evidence of appointment.

UNIVERSAL NUMBER 911 EMERGENCY SERVICE

A. CONDITIONS (Cont'd)

8. Applicants for this service must make arrangements to serve the entire central office district(s) in question even though central office district boundaries and community boundaries do not coincide.
9. Qualified applications for Universal Emergency Service Number "911" will be granted on a first come first served basis.
10. Calls placed to "911" lines will not normally be traceable to the originator.
11. The customer agrees to give the Telephone Company 60 days' written notice before terminating the "911" service. Service and facilities associated with "911" service are subject to applicable minimum contract periods.
12. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

B. RATES

1. No charge applies to the calling party for calls to the "911" emergency number.
2. Service and facilities will be provided to applicants contracting for "911" service at rates and conditions specified elsewhere in this tariff, as supplemented herein.
3. Number "911" lines furnished at rates and charges for individual business exchange lines or trunks, foreign exchange mileage plus supplemental charges and foreign central office mileage, as appropriate.
4. Any special assemblies of equipment will be furnished, when feasible, at custom rates based upon cost.

DIGITAL CHANNEL SERVICE

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A. DIGITAL CHANNEL SERVICE

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0s on a single transport facility.

Digital Channel Service is a local exchange service. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises. Digital Channel Service may be entirely Direct Inward Dialing, Direct Outward Dialing or two-way.

Digital Channel Service is not an access service. The subscriber will need to subscribe to a Primary Interexchange Carrier or use 10XXX dialing to complete calls that require interexchange carrier transport.

1. Types of Digital Channel Service

a. Direct Inward Dialing Only

One-way digital transport facility that allows for an outside caller to call an internal extension without having to pass through an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

b. Direct Outward Dialing Only

One-way digital transport facility that allows for an internal caller to dial directly from an extension without having to go through an operator or attendant.

A. DIGITAL CHANNEL SERVICE (Continued)

1. Types of Digital Channel Service (Continued)

c. Two-Way

Two-way digital transport facility that allows for both incoming and outgoing calls without the aid of an operator or attendant. Direct Inward Dialing is furnished in accordance with the Direct Inward Dialing Section of the Local Exchange Tariff.

2. Terms and Conditions

a. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

b. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

c. Service Provision Location

Digital Channel Service may be provided from the subscriber's normal central office or from a foreign central office, subject to the availability of facilities.

d. Service from a Foreign Central Office

Interoffice (1.5 Megabit/Sec) channel mileage applies when Digital Channel Service is provided from a foreign Central Office.

e. Central Office Designation Change

A subscriber requested change in the central office designation used to provide Digital Channel Service will be considered to be a disconnection of existing service and a connection of new service.

A. DIGITAL CHANNEL SERVICE (Continued)

2. Terms and Conditions (Continued)

f. Minimum Block of Subscriber Numbers

Digital Channel Service will be provided in increments of digital transport facilities. One or more digital transport facilities must be subscribed to whether or not all 24 lines are to be used within any one digital transport facility.

g. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

h. Optional 3 Year Plan

An optional 3 year plan is available. If the customer subscribes to this plan then reduced monthly charges apply. Non-recurring charges are the same with or without the 3 year plan.

i. Minimum Subscriber Period

The minimum subscriber service period for digital ports and for digital transport facilities is one month. In the case of termination of the subscriber's service, the charge for Digital Channel Service is to the date of termination of the subscriber's service, but the minimum charge is the established rate for one month and if the three year plan is selected then the balance of charges for the remainder of the 3 year period apply.

j. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

Citizens Telecommunications Company
of New York, Inc. d/b/a
Citizens Communications Services Company

Section 10
Original Sheet 4

A. DIGITAL CHANNEL SERVICE (Continued)

3. Rates and Charges

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$201.00	\$530.00	\$490.00
Digital Transport Facility	\$869.00	\$170.00	\$160.00
Interoffice Mileage (1.5 Megabit/Sec)			
Fixed	\$525.00	\$129.78	\$110.31
Per Mile or Fraction Thereof	None	\$41.53	\$35.30
Direct Inward Dialing Numbers	See Section 6H	See Section 6H	See Section 6H
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

*Service Charges outlined in Section 3 also apply.

CITIZENS BUNDLED SERVICES

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CITIZENS BUNDLED SERVICES

A. Frontier Select – Grandfathered as of May 10, 2019 (C)

1. General

a. Frontier Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

b. Frontier Select

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forward
- Call Waiting
- Caller ID w/Number⁽¹⁾
- Caller ID w/Number and Name⁽¹⁾
- Speed Call 8
- Three Way Calling
- *69 (Auto Call Return)
- *66 (Auto Redial)

Note 1: May select only one Caller ID feature.

CITIZENS BUNDLED SERVICES

A. Frontier Select – Grandfathered as of May 10, 2019 (Cont'd) (C)

1. General (Cont'd)

c. Frontier Select Plus

Customers subscribing to this plan may select any or all of the following services/features.

- Anonymous Call Rejection
- Call Forward
- Call Waiting
- Caller ID w/Number⁽¹⁾
- Caller ID w/Number and Name⁽¹⁾
- Selective Call Rejection
- Speed Call 8⁽²⁾
- Speed Call 30⁽²⁾
- Three Way Calling
- Toll Restriction
- VIP Alert
- *69 (Auto Call Return)
- *66 (Auto Redial)

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

CITIZENS BUNDLED SERVICES

- A. Frontier Select – Grandfathered as of May 10, 2019 (Cont'd) (C)
1. General (Cont'd)
 - d. All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Frontier Select plan shall apply.
 2. Rates and Charges
 - a. The Company reserves the right to waive the Service Order - Secondary Nonrecurring Charge as specified in Section 3 for a period of ninety (90) days from the effective date of this Tariff. The waiver applies to the initial request for a Frontier Select plan(s) in association with an existing, additional or move from one location to another for a residential individual flat rate line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Frontier Select plan.
 - b. Service Charges are not applicable for a Frontier Select plan provided at the same time as the initial installation for a residence individual flat rate line service.
 - c. Service Charges as specified in Section 3 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Select plan.
 - d. Existing Frontier Select customers cannot take advantage of promotions for any of the individual services/features specified in S11 A. 1. (B)(C), preceding unless specifically allowed by the terms and conditions of the promotion.

CITIZENS BUNDLED SERVICES

A. Frontier Select – Grandfathered as of May 10, 2019 (Cont'd) (C)

2. Rates and Charges (Cont'd)

e. Frontier Select plans are provided at the following rates.

	<u>MONTHLY RATE</u>
Frontier Select	
•Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in S11.1 (B), preceding.	\$26.95
Frontier Select Plus	
•Per individual flat rate residence line – May select any or all services/features as specified in S11.1 (C), preceding.	\$29.95

CITIZENS BUNDLED SERVICES

B. FrontTIER Choices Bundles* – Grandfathered as of May 10, 2019 (C)

1. General

The Choices Bundles are package offerings that give residential customers a combination of local services. The package includes either one or two Flat Rate Access Lines, a combination of local features plus ten free local directory assistance calls. Customer’s can take any combination of features for the same flat rate charge.

Basic Bundle

Access Line	Speed Calling 8 – Code
Call Forwarding	Automatic Redial
Call Waiting	Call Return
Caller ID Number ⁽¹⁾	Three Way Calling
Caller ID Number and Name ⁽¹⁾	10 Local Directory Assistance Calls
Touch Tone	

(1) May only select one Caller ID Feature.

Additional Line Bundle

Access Line	Speed Calling 8 – Code
Call Forwarding	Automatic Redial
Call Waiting	Call Return
Caller ID Number ⁽¹⁾	Three Way Calling
Caller ID Number and Name ⁽¹⁾	10 Local Directory Assistance Calls
Additional Access Line	Touch Tone

(1) May only select one Caller ID Feature.

CITIZENS BUNDLED SERVICES

- B. FronTIER Choices Bundles* – Grandfathered as of May 10, 2019 (Cont'd) (C)
2. Regulations
- a. Bundles are available where technically feasible.
 - b. Bundled rates are based on the current access line rate groups.
 - c. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
 - d. It is the responsibility of the subscriber to enroll in the package.
 - e. Residential customers currently subscribing to all services in the Bundles Package may request billing at the package price.
 - f. When the customer changes or disconnects any component of the Bundles, then the remaining components of the package will be billed at their individually tariffed rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package.
 - g. Customers may add or delete any features offered in the package without a Service Order Charge.
 - h. Customers may change Bundles without incurring a Service Order Charge.
 - i. The Bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.
 - j. The free directory assistance calls encompass any free DA offering that may be available.
 - k. Federal Subscriber Line charges, taxes, and surcharges will be billed separately, in addition to the Bundles offering.
 - l. Any applicable charges for call completion that would otherwise apply are not included in the Bundled service price.

CITIZENS BUNDLED SERVICES

B. FrontTIER Choices Bundles* – Grandfathered as of May 10, 2019 (Cont'd) (C)

3. Demonstration Period

a. General

The demonstration period gives the Telephone Company the option of waiving recurring, nonrecurring or both in order to promote the sale of the Bundled Services.

b. Regulations

The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles product at any time upon notice to the Commission.

c. Appropriate notification of waived charges will be made to eligible customers.

4. Rates

Basic Bundle

<u>Rate Group</u>	<u>Actual</u>
Quaker Lake	\$25.00
Little Meadows	\$35.00

Additional Line Bundle

<u>Rate Group</u>	<u>Actual</u>
Quaker Lake	\$32.52
Little Meadows	\$52.73

CITIZENS BUNDLED SERVICES

C. FrontierWorks

1. General

FrontierWorks Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The pricing listed in Rates and Charges represents the charges for the regulated local service portion of all bundles subject to tariffing by the Pennsylvania Public Utility Commission.

a. Bundle 1

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See 2.d.
2. Voice Mail and Message Waiting Indication
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

1. General (Cont'd)

b. Bundle 2

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C.4.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

c. Bundle 3

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C.4.
2. Voice Mail and Message Waiting Indication
3. Frontier dial-up Internet Service (Non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

1. General (Cont'd)

d. Bundle 4

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C.4.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier DSL Max Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

e. Bundle 5

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C.4.
2. Voice Mail and Message Waiting Indication
3. 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier 512 Kbps Business DSL Internet Service (Non-regulated)

CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

1. General (Cont'd)

e. Bundle 5 (Cont'd)

5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

f. Bundle 6

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C.4.
2. Voice Mail and Message Waiting Indication
3. 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
4. Frontier 1 Mbps Business DSL Internet Service (Non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

g. Bundle 7

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C.4.
1. Voice Mail and Message Waiting Indication.
2. Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384k (speed will vary by availability) (Federally Tariffed)
3. Frontier BDSL Internet service (non-regulated)
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-listed)

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CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

1. General (Cont'd)

h. Bundle 8

1. Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C4.
2. Voice Mail and Message Waiting Indication
3. Frontier BDSL which will feature ADSL speeds of 1M/128k, 2 M/256K or 3M/384k (speed will vary by availability) (Federally Tariffed)
4. Frontier BDSL Internet service (non-regulated)
5. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-listed)

h. Bundle 9 (FrontierWorks Small Business Solutions Additional Access Line)

1. One Business Access Lines, including Call Forward Busy Line and Call Forward No Answer and local exchange service usage that would be otherwise subject to local measured service usage charges, See C4.

i. Optional Services

The following services may be added to any of the bundles above:

1. FrontierWorks Select5

Choice of five of the following:

Caller ID—Name and Number
Call Forward or Call Forward Variable, See C.4
Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return
Hunting, See C.43.

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CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered only under one-year, two-year, and three-year term contracts.
 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

2. Regulations (Cont'd)

b. (Cont'd)

4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the Rate Group 1 term rate for the contract term and the Rate Group 1 term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the Rate Group 1 rate for a three-year term and the Rate Group 1 rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the Rate Group 1 term rate for the contract term and the month-to-month rates applicable to customers in Rate Group 1 for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

CITIZENS BUNDLED SERVICES

- C. FrontierWorks (Cont'd)
 - 2. Regulations (Cont'd)
 - b. (Cont'd)
 - 4. (Cont'd)
 - b. The calculations described in paragraph a. above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
 - c. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
 - d. In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.
 - c. The FrontierWorks Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
 - d. The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.
 - e. The bundle rate will appear as a single line item on the customer's bill.

CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

2. Regulations (Cont'd)

- f. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
- g. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- h. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 3 apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. Service Charges do not apply if the customer switches to another FrontierWorks Small Business Solutions bundle of greater value.
- d. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

3. Rates and Charges

e. Monthly Rates

1. Bundle (Local Service Portion)

	Term		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
	\$26.52	\$24.96	\$23.41

Monthly
Rate

2. FrontierWorks

Select5	\$9.95
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CITIZENS BUNDLED SERVICES

C. FrontierWorks (Cont'd)

4. Endnotes

- a. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
- b. In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.
- c. In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting.

D. FrontierWorks Business Connections (Cont'd)

(C)

1. General

- a. FrontierWorks Business Connections are package offerings available to basic business customers and Centrex customers. The basic business offerings include one flat rate business access line and Caller ID with Name.

The Centrex offering includes two Centrex lines and several Centrex features. The included features are:

- Call Forward Variable
- Call Transfer
- Call ID Name and Number
- Hunting
- Three Way Conference Call
- Abbreviated Dialing (where available)

(C)

CITIZENS BUNDLED SERVICES

D. FrontierWorks Business Connections (Cont'd)

1. General (Cont'd)

b. Optional Feature Services

The following services may be added to a business access line bundle:

1. Business Connections Select5

Choice of five of the following:

Call Forward or Call Forward Variable
Call Waiting with Cancel Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return
Hunting
Selective Call Forwarding

The following services may be added to the Centrex bundle and will be billed on a per feature basis.

2. Centrex Connections Features

Busy Redial
Automatic Call Back
Call Forward Busy
Call Forward No Answer
Speed Call 8 or Speed Call 30
Selective Ring
Call Waiting/Cancel Call Waiting

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CITIZENS BUNDLED SERVICES

D. FrontierWorks Business Connections (Cont'd)

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered only under one-year, two-year, and three-year term contracts.
 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
 4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 5. The early termination liability charges shall be calculated as follows: A maximum termination liability that is equal to the nonrecoverable costs associated with the service will be determined and indicated in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

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(C)

CITIZENS BUNDLED SERVICES

D. FrontierWorks Business Connections (Cont'd)

2. Regulations (Cont'd)

6. The early termination liability charges described in the paragraph above does not apply within 90 days of activation.
 7. Customer contract will automatically renew at the current rate for one year if no cancellation notification is received
 8. The FrontierWorks Business Connections Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- c. The FrontierWorks Business Connections Select5 package is available only in association with a FrontierWorks Business Connections Solutions bundle.
 - d. The bundle rate will appear as a single line item on the customer's bill.
 - e. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
 - f. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
 - g. The business access line does not include Key lines or PBX trunks or other business lines that are separately tarified with different rates from the regular Business One-Party access line.
 - h. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

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CITIZENS BUNDLED SERVICES

D. FrontierWorks Business Connections (Cont'd)

(C)

2. Regulations (Cont'd)

- i. In the FrontierWorks Business Connections Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same
- j. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the Bundles at any time upon notice to the Commission.
- k. Individual promotional periods will not exceed six months during any rolling twelve-month period.
- l. Appropriate notification of waived charges will be made to eligible customers.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. The customer may add or delete the features within the FrontierWorks Business Connections Feature package without incurring a Service Charge.

(C)

CITIZENS BUNDLED SERVICES

D. FrontierWorks Business Connections (Cont'd)

(C)

3. Rates and Charges (Cont'd)

d. Monthly Rates

1. Basic Business Bundle

		Term	
	One Year	Two Years	Three Years
All Exchanges	\$24.62	\$23.16	\$21.71

2. Centrex Bundle

		Term	
	One Year	Two Years	Three Years
All Exchanges	\$59.00	\$55.52	\$52.06

3. FrontierWorks Business Connections

Business Connections Select5 \$9.99

Centrex Connections Features \$1.99 (per feature)

(C)

CITIZENS BUNDLED SERVICES

E. Frontier Small Business Advantage

1. General

Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes either two Basic Business lines or two Centrex lines; a combination of enhanced calling features, certain designated non-regulated and price-listed services.

1. Bundle 1 – Basic Bundle 300 Minutes

Two Basic Business or two Centrex lines
Call Forwarding
Call Transfer
Call ID Number and Name
Hunting (where available)
Three Way Calling
Intercom Dialing
Voice Mail and Message Waiting Indicator (non-regulated)
300 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

2. Bundle 2 – Basic Bundle 600 Minutes

Two Basic Business or two Centrex lines
Call Forwarding
Call Transfer
Call ID Number and Name
Hunting (where available)
Three Way Calling
Intercom Dialing
Voice Mail and Message Waiting Indicator (non-regulated)
600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

CITIZENS BUNDLED SERVICES

E. Frontier Small Business Advantage (Cont'd)

1. General (Cont'd)

3. Bundle 3 – Basic Bundle 900 Minutes

Two Basic Business or two Centrex lines
Call Forwarding
Call Transfer
Call ID Number and Name
Hunting (where available)
Three Way Calling
Intercom Dialing
Voice Mail and Message Waiting Indicator (non-regulated)
900 Block of Time Long Distance Minutes provided by Frontier
Communications of America, Inc.

The following services may be added to the bundle and will be billed on a per
feature basis.

Additional Features:

Automatic Busy Redial
Automatic Call Return
Call Forward Busy
Call Forward No Answer
Speed Calling 8 Number or Speed Calling 30 Number
VIP Alert
Call Waiting/Cancel Call Waiting

2. Regulations

1. A 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.
2. The bundle is offered only under a two-year term commitment and requires a contract.
 - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect until the end of the customer's contract

CITIZENS BUNDLED SERVICES

- E. Frontier Small Business Advantage (Cont'd)
2. Regulations (Cont'd)
2. (Cont'd)
- b. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
3. Early termination liability charges shall apply if the customer cancels the bundled service before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled.
- a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability of \$500.00 applies. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
1. The ratio of the number of months remaining in the contract period over the total months in the contract period multiplied by the Maximum Termination Liability.
2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundle within 30 days of activation.
3. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.
4. The bundle rate will appear as a single line item on the customer's bill.
5. Frontier Small Business Advantage is a service mark of Citizens Communications Company.
6. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

CITIZENS BUNDLED SERVICES

D. Frontier Small Business Advantage (Cont'd)

2. Regulations (Cont'd)

7. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
8. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan.
9. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.
10. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

3. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

CITIZENS BUNDLED SERVICES

E. Frontier Small Business Advantage (Cont'd)

3. Rates and Charges (Cont'd)

a. Monthly Rate

1. Businesses or Centrex Bundle

<u>Quaker Lake</u>	<u>Two Year Term</u>
Bundle 1	\$64.99
Bundle 2	\$74.99
Bundle 3	\$84.99
Additional Features (per feature)	\$1.99

Little Meadows

	<u>Two Year Term</u>
Bundle 1	\$74.99
Bundle 2	\$84.99
Bundle 3	\$94.99
Additional Features (per feature)	\$1.99

CITIZENS BUNDLED SERVICES

F. Frontier Digital Phone Service – Grandfathered as of May 10, 2019 (C)

1. General

The Frontier Digital Phone Service is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator

2. Regulations

- a. The Frontier Digital Phone Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- k. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

CITIZENS BUNDLED SERVICES

- F. Frontier Digital Phone Service – Grandfathered as of May 10, 2019 (Cont'd) (C)
3. Stay Connected Seasonal Offering allows the customer to suspend the DigitalPhone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the CAL.
 - g. This service does not change any other terms and conditions of the product

(C)

CITIZENS BUNDLED SERVICES

F. Frontier Digital Phone Service – Grandfathered as of May 10, 2019 (Cont'd) (C)

4. Digital Phone Enhanced Feature Package is a multi-feature package, which includes:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable Call
Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	Speed Call 08
Calls Rejection-Selective	Speed Calling 30	VIP Alert

Call Forwarding Plus

5. Rates

Digital Phone Service \$24.99

The Digital Phone Service rate identified below for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Service identified in this tariff.

Digital Phone Enhanced Feature Package	\$ 2.99
Stay Connected	\$ 9.99

CITIZENS BUNDLED SERVICES

G. Frontier Business Unlimited **

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1. General

Frontier Business Unlimited is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, 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 Forwarding Fixed or Variable
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Speed Calling 30 Code

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Business 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 your basic local service.
- e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- f. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly

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**This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers rates

CITIZENS BUNDLED SERVICES

(C)

G. Frontier Business Unlimited (Cont'd)**

2. Regulations (Cont'd)

- g. The bundle rate will appear as a single line item on the customer's bill.
- h. 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.
- i. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
- j. The bundle is offered only under a month-to-month commitment and requires a contract.

3. Rates And Charges

- a. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
- c. Frontier Business Unlimited is provided at the following rate:

Monthly Rate

\$45.00

**This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers rates

(C)

CITIZENS BUNDLED SERVICES

H. Frontier Digital Phone Bronze*+**

(C)

1. General

The Frontier Digital Phone Bronze is a package offering available to residential Customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

	Basic Bundle	
Flat Rate Access Line		Call Waiting/Cancel Call Waiting
Call ID Plus Name		Call Waiting ID

	Frontier Digital Phone Enhanced Feature Package	
Call Return		Call Repeat
Call Forwarding		Conference Calls (3-Way)
Speed Calling.		

2. Regulations

- a. The Frontier Digital Phone Bronze is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

*The service offering is limited to all existing subscribers at their existing locations.

+The bundle was previously called Frontier Digital Phone Essentials.

CITIZENS BUNDLED SERVICES

- H. Frontier Digital Phone Bronze*+ (Cont'd) (C)
2. Regulations (Cont'd)
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. (C)
 - h. All other surcharges and taxes will apply. (C)
 - i. The bundles are offered on a month to month.
 - j. The bundle will appear as a single line item on the bill.
 - k. Voice Mail Bronze will be offered as an add on to this bundle.
 - l. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
3. Stay Connected Seasonal Offering allows the customer to suspend the DigitalPhone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the federal subscriber line charge.
 - g. This service does not change any other terms and conditions of the product

*The service offering is limited to all existing subscribers at their existing locations.

+The bundle was previously called Frontier Digital Phone Essentials.

CITIZENS BUNDLED SERVICES

H. Frontier Digital Phone Bronze*+ (Cont'd)

(C)

4. Rates

Digital Phone Bronze	Monthly \$19.99
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The rate identified below for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Service identified in this tariff.

	<u>Bronze</u>
Voice Mail –add on	
Basic Voice Mail	\$3.99
Deluxe Voice Mail	\$4.99
Digital Phone Enhanced Feature Package	\$3.99
Stay Connected	\$9.99

*The service offering is limited to all existing subscribers at their existing locations.

+The bundle was previously called Frontier Digital Phone Essentials.

CITIZENS BUNDLED SERVICES

I. Frontier Business Essentials

1. General

Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Basic Bundle:

Flat Rate Business Line	Call Forward
Extended Area Service	Call Waiting
Call ID Plus Name	

Optional Features Package:

Busy Redial	Three-way calling
Call Return	Speed Call 8 or Speed Call 30
Three-way calling	Call Forward Variable

2. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered on a month to month basis.
3. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
6. Deluxe Voice Mail will be offered as an add on to this bundle. The rate will be listed in the rate section.

3. Rates and Charges

Monthly Rate	\$39.99
Feature Bundle	\$3.99
Deluxe Voice Mail	\$2.99

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CITIZENS BUNDLED SERVICES

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J. Frontier Digital Phone Plus Service – Grandfathered as of May 10, 2019

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1. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two basic flat rate access lines, a combination of local features, and non-regulated services. Customers can take any combination of features for the same charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forwarding Busy	Caller ID Plus Name
Call Forward No Answer	Local and Extended Area Calls
Message Waiting Indicator	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable Call
Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	Speed Call 08
Calls Rejection-Selective	Speed Calling 30	VIP Alert

Call Forwarding Plus

2. Regulations

- a. The Frontier Digital Phone Plus Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the package without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. Federal Subscriber Line Charge will be billed separately. All other surcharges and taxes will apply.

CITIZENS BUNDLED SERVICES

- J. Frontier Digital Phone Plus Service – Grandfathered as of May 10, 2019 (Cont'd) (C)
2. Regulations
- g. The bundle is offered on a one, two or three year term.
1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
2. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- h. The bundle will appear as a single line item on the bill.
- i. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
3. Stay Connected Seasonal Offering allows the customer to suspend the DigitalPhone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product

CITIZENS BUNDLED SERVICES

J. Frontier Digital Phone Plus Service – Grandfathered as of May 10, 2019 (Cont'd)

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4. Rates

Digital Phone Plus Service	\$24.99
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The Digital Phone Service rate identified below for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Plus Service identified in this tariff.

Digital Phone Enhanced Feature Pack	\$3.99
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Stay Connected	\$9.99
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CITIZENS BUNDLED SERVICES

K. Frontier Business Metro

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1. General

Frontier Business Metro is a package offering available to Business Customers. The package includes up to ten Basic Business Lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Main Line Bundle:

Flat Rate Business Line	Call Waiting
Extended Area Service	Call Forward
Call ID Plus Name	Basic Voice Mail
Call Waiting ID (Where applicable)	

Add-On Feature Pack:

Busy Redial	Call Return
3-Way Calling	Speed Call 30 or Speed Call 8
Call Forward Variable	

2. Regulations

- a. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- b. The bundles are offered on a monthly basis.
- c. The bundle rate includes Extended Area Service (EAS)
- d. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Business Unlimited long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
- e. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.

3. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.

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CITIZENS BUNDLED SERVICES

K. Frontier Business Metro (Cont'd)

3. Rates and Charges (Cont'd)

- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Rates:

Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	\$3.99
Upgrade to Deluxe Voice Mail	\$2.99

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CITIZENS BUNDLED SERVICES

L. Frontier Digital Phone 100 # - Grandfathered as of May 10, 2019 (C)

1. General

The Frontier Digital Phone 100# is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle	
Flat Rate Access Line	Speed Call 8
Extended Area Calling	Touch Tone

2. Regulations

- a. The Frontier Digital Phone 100# is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- h. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- i. Features will be available to the Digital Phone 100# at a special price. The following features are available:

#The bundle was previously called Frontier Digital Phone Essentials.

CITIZENS BUNDLED SERVICES

L. Frontier Digital Phone 100 # - Grandfathered as of May 10, 2019 (C)

2. Regulations (Cont'd)

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable Call
Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	Speed Call 08
Calls Rejection-Selective	Speed Calling 30	VIP Alert

Call Forwarding Plus

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone 100# Service while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the federal subscriber line charge.
- g. This service does not change any other terms and conditions of the product.

4. Rates

Digital Phone 100#	<u>Monthly</u> \$18.99
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The rate identified below for the Feature Packages and Stay Connected is in addition to the monthly rate for Frontier Digital Phone 100# Service identified in this tariff.

	<u>Monthly Rates</u>
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

CITIZENS BUNDLED SERVICES

M. Frontier Digital Phone State Unlimited – Grandfathered as of May 10, 2019 (C)

1. General

The Frontier Digital Phone State Unlimited is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features. (C)

Basic Bundle

Flat Rate Access Line
Extended Area Calling

Call Waiting/Cancel Call Waiting
Touch Tone

2. Regulations

- a. The Frontier Digital Phone State Unlimited is available where technically feasible. (C)
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- e. The bundles are offered on a month to month.
- f. The bundle will appear as a single line item on the bill.
- g. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- h. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- i. Features will be available to the Digital Phone State Unlimited bundle at a special price. The following features are available:

CITIZENS BUNDLED SERVICES

M. Frontier Digital Phone State Unlimited – Grandfathered as of May 10, 2019 (Cont'd) (C)

2. Regulations (Cont'd)

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable Call
Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	Speed Call 08
Calls Rejection-Selective	Speed Calling 30	VIP Alert

Call Forwarding Plus

3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.
- b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the CALC.
- g. This service does not change any other terms and conditions of the product.

4. Rates

	<u>Monthly</u>
Digital Phone State Unlimited	\$18.99

The rate identified below for the Digital Phone Enhanced Feature Package is in addition to the monthly rate for Frontier Digital Phone Service identified in this tariff. (C)

	<u>Monthly Rate</u>
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99
All listed features	\$12.99
Stay Connected	\$9.99

CITIZENS BUNDLED SERVICES

N. Frontier Digital Phone Service X – Grandfathered as of May 10, 2019 (C)

1. General

The Frontier Digital Phone Service X is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Call Forwarding Busy & Call Forward No Answer	Call ID Plus Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Call 8	

2. Regulations

- a. The Frontier Digital Phone Service X is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.
- j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- k. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

CITIZENS BUNDLED SERVICES

- N. Frontier Digital Phone Service X – Grandfathered as of May 10, 2019 (Cont'd) (C)
3. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Service while they are away, a minimum of one month and up to nine months for a reduced rate.
- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
 - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - c. Customer's line will be available for 911 calls only at the time of suspension.
 - d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - f. The cost of the service includes the federal subscriber line charge..
 - g. This service does not change any other terms and conditions of the product

CITIZENS BUNDLED SERVICES

N. Frontier Digital Phone Service X – Grandfathered as of May 10, 2019 (Cont'd) (C)

4. Frontier Digital Phone Service X Enhanced Feature Package

1. General

Digital Phone Enhanced Feature Package is a multi-feature package, which includes:

3-way Calling	Anonymous Call Rejection	Automatic Call Return
Automatic Busy Redial	Call Tracing Service	Call Forwarding-Variable
Call Forwarding Fixed	Call Waiting	Call Acceptance/Selective
Distinctive Ring	Internet Call Waiting	VIP Alert
Calls Rejection-Selective	Speed Calling 30	Call Forwarding Plus

5. Rates

Digital Phone Service	\$24.99
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The Digital Phone Service X rate identified below for the Digital Phone Enhanced Feature Package and Stay Connected is in addition to the monthly rate for Frontier Digital Phone Service X identified in this tariff.

Digital Phone Enhanced Feature Package	\$ 2.99
Stay Connected	\$ 9.99

CITIZENS BUNDLED SERVICES

O. Frontier Digital Phone Essentials 3

(C)

1. General

The Frontier Digital Phone Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Speed Call 8
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Tone
Call ID Plus Name	

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3 bundle at a special price. The following features are available:

3-way Calling	Distinctive Ring
Automatic Busy Redial	Calls Rejection-Selective
Call Acceptance/Selective	Call Forwarding Plus
Speed Call 08	Automatic Call Return
VIP Alert	Caller ID
Anonymous Call Rejection	Call Forwarding Fixed
Call Tracing Service	Call Waiting
Call Forwarding-Variable	Internet Call Waiting
Call Forwarding Do Not Answer	Speed Calling 30

2. Regulations

- a. The Frontier Digital Phone Essentials 3 is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

CITIZENS BUNDLED SERVICES

O. Frontier Digital Phone Essentials 3

2. Regulations (Cont'd)

- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- h. The bundles are offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.

3. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Frontier Digital Phone Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate. (C)

- a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
- b. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
- c. Customer's line will be available for 911 calls only at the time of suspension.
- d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
- e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
- f. The cost of the service includes the SLC.
- g. This service does not change any other terms and conditions of the product.

4. Rates

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials 3 Package	\$21.99	
Stay Connected Seasonal Offering ¹	\$9.99	(C)
Unlimited Feature Pack	\$3.99	

¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

(C) Indicates Change

CITIZENS BUNDLED SERVICES

P. ISDN - Primary Rate Interface (ISDN-PRI) Bundle

(C)

1. 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.

2. Regulations

- a. ISDN PRI Bundle Service is available where technically feasible.
- b. 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.
- c. 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.
- d. 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).
- e. 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.
- f. Ports will be provided at the T-1 level only.
- g. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

CITIZENS BUNDLED SERVICES

P. ISDN - Primary Rate Interface (ISDN-PRI) Bundle (Continued) (C)

2. Regulations (Cont'd)

- h. 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.
- i. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle 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.
- j. 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 and Charges following.

3. Rates and Charges

	<u>Monthly Rate</u>
<u>2-Year Term</u> ¹	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> ¹	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> ¹	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

¹ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

CITIZENS BUNDLED SERVICES

Q. Frontier Simply Unlimited Service **

(C)

1. General

Frontier Simply Unlimited Service is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

- One Flat Rate Business Access Line
- Extended Area Calling (where applicable)
- Call Forwarding Busy/Don't Answer
- Caller ID - Name and Number
- Touch Calling
- Voicemail (non-regulated)
- Eight Features from the Feature Package listed below

Frontier Business All In Feature Package

- | | |
|----------------------------------|------------------------------|
| Call Waiting/Cancel Call Waiting | Three Way Calling |
| Multiline Hunt Service | Speed Call 8 or 30 |
| Distinctive Ring | Anonymous Call Block |
| Priority Call | Call Transfer |
| Special Call Acceptance | Caller ID Blocking |
| *69 | Busy Redial |
| Call Forwarding | Call Forwarding – Busy Line |
| Call Waiting ID | Select Call Forwarding |
| Call Block | Call Forwarding Don't Answer |

2. Regulations

- a. The Frontier Simply Unlimited Service is available where technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

**This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers. (C)

CITIZENS BUNDLED SERVICES

Q. Frontier Simply Unlimited Service ** (C)

2. Regulations (Cont'd)

- c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Frontier Simply Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. The bundle will appear as a single line item on the customer's bill.
- g. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- h. The bundles are offered on a month-to-month basis.
- i. Bundles four through twelve are given an additional discount.

.3 Rates and Charges

- a. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
- b. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service (Lines 1 to 3)	\$48.99
Each Additional Package (Lines 4 to 12)	\$33.99
Frontier Business All in Feature Package	\$4.99

**This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers (C)

CITIZENS BUNDLED SERVICES

R. Frontier Commercial Voice Unlimited**

(C)

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 Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting Caller ID
(Call Waiting ID) where applicable Three Way Calling
Hunting

2. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. 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 your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. 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.

**This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

(C)

CITIZENS BUNDLED SERVICES

R. Frontier Commercial Voice Unlimited**

(C)

2. Regulations (continued)

- 8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- 9. The bundle is offered on a month-to-month, or one year term basis.
- 10. 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.
- 11. At the end of the one-year term, customers will be moved to the month to month pricing.

3. Rates and Charges

- Interstate End User Subscriber Line charge and Access Recovery Charges 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.

	<u>Monthly Rate</u>
Basic Bundle	
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

**This service is Grandfathered. Effective January 1, 2018 this service offering is limited to existing subscribers.

(C)

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Unlimited (Challenger)

1. General

The Frontier Digital Phone Unlimited (Challenger) 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. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

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

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- e. Customers may add or delete any features offered in the bundle without a service order charge.
- f. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- h. The bundle is offered on a month-to-month basis.
- i. The bundle will appear as a single line item on the bill.

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Unlimited (Challenger) (Continued)

2. Regulations (Continued)

- j. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- k. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- l. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- m. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- n. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 9. All other applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

(C) Indicates Change

CITIZENS BUNDLED SERVICES

S. Frontier Digital Phone Unlimited (Challenger) (Continued)

3. Rates and Charges

- a. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- b. Nonrecurring Service Order Charges do not apply.
- c. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering ¹	\$9.99

(C)

¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

(C)

(C) Indicates Change

CITIZENS BUNDLED SERVICES

T. Frontier Digital Phone Unlimited Plus (Challenger)

1. General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Unlimited Extended Area Service
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

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

2. Regulations

- a. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- b. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- d. Customers may add or delete any features offered in the bundle without a service order charge.
- e. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- f. The bundle is offered on a month-to-month basis.
- g. The bundle will appear as a single line item on the bill.
- h. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- i. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

CITIZENS BUNDLED SERVICES

T. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

2. Regulations (Continued)

- j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- k. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- l. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- m. Stay Connected Seasonal Offering ¹ allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 7. This service does not change any other terms and conditions of the product.
 - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 9. All other applicable taxes and surcharges apply.

¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020. (C)

(C) Indicates Change

CITIZENS BUNDLED SERVICES

T. Frontier Digital Phone Unlimited Plus (Challenger) (Continued)

3. Rates and Charges

- a. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- b. Nonrecurring Service Order Charges do not apply.
- c. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering ¹	\$9.99

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¹ This service offering is limited to all existing subscribers at their existing locations as of June 12, 2020.

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(C) Indicates Change

CITIZENS BUNDLED SERVICES

U. Frontier OneVoice

1. General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to SingleParty 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	Anonymous Call Rejection
Call Forward Busy/No Answer	Call Forwarding
Unlimited Extended Area Service	Multi-line Hunting
Call Waiting/Cancel Call Waiting	Three-Way Calling
Caller ID	

Premium Feature Package

Call Return (*69)	Selective Call Forward
Call Transfer	Selective Call Acceptance
Distinctive Ring	Selective Call Rejection
Busy Number Redial (*66)	Speed Calling 30
Priority Call	

2. Regulations

- a. The bundle is available only where facilities and operating systems are available and technically feasible.
- b. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- c. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- e. Customers may add or delete any features offered in the package without a service order charge.
- f. The bundle will appear as a single line item on the customer's bill.

CITIZENS BUNDLED SERVICES

U. Frontier OneVoice (Continued)

2. Regulations (Continued)

- g. 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.
- h. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- i. The bundle is offered on a month-to-month, one, two or three year term basis.

3. Rates and Charges

- a. Applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
- b. New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Service Order and Connection Charges.

Monthly Rate

Basic Bundle	\$44.99
Term Price with a 1, 2, or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

CITIZENS BUNDLED SERVICES

V. Frontier Residential Unlimited Voice Service

1. General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier 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	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Calling

2. Regulations

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

CITIZENS BUNDLED SERVICES

V. Frontier Residential Unlimited Voice Service (Cont'd)

3. Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

CITIZENS BUNDLED SERVICESW. Frontier Unlimited Voice and Feature Bundle

1. General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through 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

2. Regulations

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

CITIZENS BUNDLED SERVICES

W. Frontier Unlimited Voice and Feature Bundle (Cont'd)

2. Regulations (Cont'd)

- h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.
- k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listed, Non-published and Foreign listing.
- l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. Rates and Charges

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

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

PROMOTIONAL OFFERINGS

A. GENERAL

The Telephone Company may offer special promotions of new or existing services or products for limited periods as approved by the Public Utility Commission. These promotions are a temporary waiver of certain recurring and/or non-recurring charges as stated in a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation.

1. Effective October 12, 2004 and extending no later than December 31, 2004, this program offers Small Business customers who subscribe to FrontierWorks Small Business Solutions ("FrontierWorks"), for two or three years a waiver of the non-recurring charges. In addition, if the customer orders the FrontierWorks Select5, Optional Services, with FrontierWorks, they will receive the FrontierWorks Select5 free for six months.
2. Effective March 16, 2006 and extending no later than May 15, 2006, this filing is to offer a special promotion to residential customers. The promotion waives the non-recurring installation charges for an existing residential customer who moves to a new location within the company's service territory. The customer must commit to a six-month term in order to receive the waiver of the installation charges. A termination charge of an amount equal to the installation charge will be applied if the customer cancels within the six-month period. The name on the account must remain unchanged and the new account must be set up within a week of the cancelled account. A customer can take advantage of this offering once. The original account must be in good standing to take advantage of the waiving of charges.
3. Effective October 17, 2006 and extending no later than December 17, 2006, this filing is to offer Frontier Choices Tier Bundles. Eligible customers that accept this offer and order a Frontier Choices Tier Bundle will receive waivers of all installation charges and local service charges for the first month of service. Eligible customers are residential customers that subscribe to the Tier Bundle under the one-year term rate plan and that have not had Frontier service within 90 days of their order date for this service under this offer. If the customer terminates the Tier Bundle before the end of the 12-month period, in lieu of termination fees that otherwise apply under the one-year term rate plan, a termination fee of \$100 applies. If customers are not satisfied with the Tier Bundle, they may cancel the service within the first 30 days of the service with no termination fee. This offer applies only one time per customer. This offer may not be combined with any additional promotional offers.
4. This filing introduces the Digital Phone Enhanced Feature Package. Digital Phone Enhanced Feature Package is a multi-feature package available to customers subscribing to the Company's Digital Phone Bundle. Eligible customers accepting this offer will receive a waiver of all initial nonrecurring charges associated with the service subscription. The waiver is effective August 15, 2007 and extends to 120 days of this filing.

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PROMOTIONAL OFFERINGS

A. GENERAL

The Telephone Company may offer special promotions of new or existing services or products for limited periods as approved by the Public Utility Commission. These promotions are a temporary waiver of certain recurring and/or non-recurring charges as stated in a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation.

5. Effective December 3, 2007 and extending no later than April 4, 2008, this filing is to offer Digital Phone Enhanced Feature Package. Digital Phone Enhanced Feature Package is a multi-feature package available to customers subscribing to the Company's Digital Phone Bundle. Eligible customers accepting this offer will receive a waiver of all initial nonrecurring charges associated with the service subscription.
6. Effective April 1, 2008 and extending no later than May 30, 2008, this filing is to offer Frontier Digital Phone Essentials promotion. New residential customers who order Frontier Digital Phone Essentials between April 1, 2008, and May 30, 2008, will receive a waiver of the applicable nonrecurring installation/activation charges.
7. New business customers who order Frontier Business Essentials between November 10, 2008, and January 13, 2009, will receive a waiver of the applicable nonrecurring installation/activation charges.
8. New customers who sign up for Frontier Business Metro plan between February 28, 2009 and April 28, 2009, will receive a waiver of nonrecurring charges.
9. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 10/3/17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring 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.
10. Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a \$29.99 discount for the first local OneVoice line. Customers must agree to a two-year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible.

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