

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS  
GENERAL EXCHANGE CATALOG**

**(NORTH)  
TITLE SHEET**  
Original Sheet 1

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CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS

GENERAL EXCHANGE CATALOG  
Not filed with the ICC

FOR TELEPHONE SERVICE

COMPETITIVE OFFERINGS

IN ALL EXCHANGES  
(except Fulton, Lyndon, and Morrison)

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS**  
**d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS**  
**GENERAL EXCHANGE CATALOG**

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**REGULATIONS GOVERNING  
EXISTING CUSTOMERS, APPLICANTS FOR SERVICE, ESTABLISHING CREDIT, PAYMENT OF  
CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT**

**APPLICATION OF BUSINESS AND RESIDENCE RATES**

- .1 Business Rates Apply at The Following Locations:
- .1.1 In offices, stores, factories, and all other places of a strictly business nature.
  - .1.2 In boarding houses, (except as specified under .2.2), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges, hospitals, libraries, churches, and other similar institutions, except in churches and lodges as specified under .2.6 and .2.7.
  - .1.3 At residence locations when the subscriber has no regular business exchange service and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence exchange service during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
  - .1.4 Where the place of business and the residence of a subscriber are in the same premises and no exchange service is installed in the place of business, the business rate shall be charged for the exchange service installed in the residence.
  - .1.5 When the telephone number is habitually advertised for business purposes or when used in conjunction or association with any technology for which a fee, charge, and/or contribution is requested or implied.
  - .1.6 At residence locations, when an exchange service line is extended to a location in a shop, office, or other place of business.
  - .1.7 At any location where the listing of service at that location indicates a business, trade or profession, except as specified under .2.3 below.

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APPLICATION OF BUSINESS AND RESIDENCE RATES (Cont'd)

- .2     Residence Rates Apply at The Following Locations: (Cont'd)
  - .2.1     In private residences where business listings are not provided.
  - .2.2     In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
  - .2.3     In the place of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the subscriber does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons provided the office is located in the subscriber's residence and is not part of an office building. In any of such cases the listing may indicate the subscriber's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.
  - .2.4     In private stable or garage when strictly a part of a domestic establishment.
  - .2.5     In college fraternity houses where the members lodge, or lodge and board within the house.
  - .2.6     In churches, hospitals or other charitable institutions not supported by public taxation.
  - .2.7     In lodges where there is only occasional use of the service.
- .3.     Applicants for Service
  - .3.1     The Company may refuse to furnish service to an applicant or member of the same household that owes the Company for service of the same classification (residence or business), previously furnished to him at the same or another address, or when the applicant owes for the past due bill of another customer for which he voluntarily, in writing, assumed responsibility, until arrangements suitable to the Company have been made to pay such charges and/or the Company has received acceptable credit security.
  - .3.2     The Company, in order to assure the payment of its charges for services, will require applicants and customers to establish and maintain credit.

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CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT**

**ESTABLISHING CREDIT**

- .1 The Company will extend credit for service to an applicant or customer if at the applicant's or customer's option:
  - .1.1 The applicant has verifiable previous service with any telephone company for a similar type of service for a period of twelve (12) months preceding the date of application and his credit was judged to be satisfactory, and provided further, that the credit of the applicant is not otherwise impaired; or
  - .1.2 The applicant or customer makes a Cash Deposit; or
  - .1.3 The applicant furnishes a Surety Bond issued by an insurance company that has received a certificate of authority from the Department of Insurance; or
  - .1.4 A residential applicant may furnish a guarantor satisfactory to the Company to secure payments of bills for the service requested. Prior to the connection of service, the guarantor must sign a "Contract of Guaranty" form shown on the next sheet.

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ESTABLISHING CREDIT (Cont'd)

CONTRACT OF GUARANTY

KNOW ALL MEN, that whereas the Citizens Communications, an Illinois corporation, hereinafter called the telephone company, as a condition to furnishing \_\_\_\_\_ residing at hereinafter called the applicant, telephone facilities and service, at \_\_\_\_\_, has requested said applicant to establish credit by making a cash deposit with said company to secure payment for telephone facilities and service, or in lieu of such a deposit at this time, to furnish a satisfactory guaranty of payment for telephone facilities and service, \_\_\_\_\_ the undersigned guarantor residing at \_\_\_\_\_, in consideration of the telephone company furnishing the applicant telephone facilities and service without requiring such a deposit at this time, hereby guarantees to the telephone company the payment by the applicant of all charges for telephone facilities and service of all kinds whatsoever, for which the applicant may be liable under applicable catalog provisions, rules and regulations of the telephone company by reason of his having contracted for telephone service as herein above stated. The undersigned guarantor covenants and agrees that, if said applicant at any time shall be in default in the payment of the charges for said telephone facilities and service, the undersigned guarantor will well and truly upon demand of the telephone company, pay all such charges. This guaranty shall remain in full force and effect until 30 days after receipt by the company of guarantor's written notice to terminate; provided however, that guarantor's liability hereunder shall remain in effect thereafter with respect to any and all obligations for telephone service incurred by applicant at any time prior to said termination date. This guaranty shall not be affected by the removal of service from the address stated to a different address nor by any change in the class of service contracted for. The Company is not obliged to release the guarantor from this obligation if there is reason to believe that the customer has used a device or scheme to obtain service without payment and has so notified the customer. The undersigned guarantor hereby waives right to notice of acceptance of this guaranty and further waives right to notice of default in payment by said applicant. The undersigned guarantor's liability under this guaranty shall be \_\_\_\_ dollars.

Signed on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.  
GUARANTOR

Subscribed and sworn to before me this \_\_ day of \_\_\_\_\_, 20\_\_.

(SEAL)

\_\_\_\_\_ Notary Public or Witness

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**ESTABLISHING CREDIT** (Cont'd)

- .1 The Company will extend credit for service to an applicant or customer if at the applicant's or customer's option: (Cont'd)
- 1.5 In the event a residential applicant does not have verifiable previous telephone service or if the previous service was for a period of time less than one year, the applicant would be requested to provide further credit information as follows:
- a. Home ownership; or
  - b. Employment of two years or more with the current employer; or
  - c. Major oil company credit card; or
  - d. Major credit card; or
  - e. Checking account; or
  - f. Savings account; or
  - g. Age of 50 years or more.
- NOTE: Should the applicant be unable to provide positive responses to two (2) of these credit criteria, the Company may request the applicant to furnish a deposit, Contract of Guaranty, or Surety Bond prior to the connection of service.
- .2 Pending the Company's credit investigation (if one is deemed necessary) and credit determination, service will be provided if the applicant makes an advanced payment equivalent to the applicable charges for connection of service and the estimated charges for the first thirty (30) days of service or (b) the average monthly bill for customers served under the same rate classification. If, after investigation, the Company determines that applicant is not entitled to credit, it may refuse to provide or continue service until a Cash Deposit is made or other acceptable credit security is furnished.



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REGULATIONS GOVERNING  
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DEPOSITS

- .1 Conditions for an Existing Customer
  - .1.1 The Company may require an existing customer to remit a Cash Deposit if the following conditions have transpired:
    - a. During the first twelve (12) months of service the customer has not made full payment by the due date on four (4) or more occasions, or when the service has been discontinued for nonpayment two (2) times.
    - b. After the first twelve (12) months of service:
      - b.1 The customer has had service discontinued for nonpayment two (2) times in any twelve (12) month period; or
      - b.2 The Company has reason to believe the customer used a device or scheme to obtain service without payment; or
      - b.3 The business customer has not made full payment by the due date on six (6) or more occasions during any twelve (12) month period.
  - .1.2 Any requests for a deposit shall be made within 45 days after the event giving rise to the deposit request.
- .2 The amount of the Cash Deposit which may be required of an applicant or existing customer for the purpose of establishing credit, shall not exceed estimated charges for two (2) months' billing for residential service, and four (4) months' billing for business service.
  - .2.1 Applicants having no previous service record with Citizens Communications and existing customers with less than six (6) months' service may be required to remit a Cash Deposit based on:
    - a. The average bill for customers with the same class and grade of service in the same area; or
    - b. Past billing history for service of another company if service was provided within the State of Illinois and within six (6) months of the application for service.

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REGULATIONS GOVERNING  
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DEPOSITS (Cont'd)

- .2 The amount of the Cash Deposit (Cont'd)
  - .2.2 The amount of Cash Deposit may be adjusted at the option of the applicant, customer, or the Company at any time when the character or degree of the customer's use of the service has materially changed, or when it is indicated that the character or degree of such use will materially change.
- .3 Payment of Deposits
  - .3.1 The Company may request a maximum payment of 1/3 the deposit amount from any customer within twelve (12) days from the date of request. An applicant may be requested to pay no more than 1/3 of the deposit amount prior to the establishment of service. At least two billing periods shall be allowed for the balance of the deposit. An existing customer or applicant may, at their option, pay the deposit on an expedited schedule.
- .4 Refund of Deposits
  - .4.1 Deposits plus interest shall be automatically refunded after being held for twelve (12) months if all the following conditions are met:
    - a. The customer has paid any past due bill for service owed to the Company,
    - b. Service has not been discontinued for nonpayment,
    - c. The customer has not paid late four (4) times,
    - d. The Company has no reason to believe the customer used a device or scheme to obtain service without payment.
  - .4.2 Deposits plus interest shall be refunded when service has been terminated for more than thirty (30) days, less the amount of unpaid bills, if any, for that service. No refund of less than one dollar (\$1.00) need be issued.

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**DEPOSITS (Cont'd)**

**.5 Interest on Deposits**

- .5.1** Interest shall be paid on all deposits held by the Company. In December of each year the Commission shall announce the rate of interest which shall be paid on all deposits held during all or part of the subsequent year. Interest will not be allowed for a period extending beyond the date of refund or the date service is terminated, whichever date is earlier.
- .5.2** At the request of a customer, the Company shall compute the accrued interest upon the deposit and pay such amount to the customer. The Company need not make such payment more often than once in a twelve (12) month period, nor sooner than twelve (12) months after receipt of a deposit.

**.6 Contract of Guaranty in Lieu of Deposit**

- .6.1** In lieu of a deposit, the Company will accept the written guaranty of a responsible party as surety for a residential service account. An existing customer of Citizens Communications with at least twelve (12) months' service which has not been discontinued for nonpayment during the most recent twelve (12) months qualifies as a responsible party.
- .6.2** Refer to the establishing Credit Section for the Contract of Guaranty.

**.7 The Company will accept a Surety Bond in lieu of a deposit specified in this catalog.**

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PAYMENT FOR SERVICE

- .1 Customer Billing
  - .1.1 Regular bills will be issued once each month.
  - .1.2 Special toll bills for Long Distance Telecommunications Service may be issued at any time when charges are in excess of 175% of the customer's average toll bill for the past three month's or are unusually high and the Company is uncertain as to the customer's ability to pay such charges.
    - a. Special toll bills are due ten (10) days from the mailing date of the billing.
    - b. Special toll bills may be rendered to a residential customer only during the first twenty-four (24) months of service. No limitation on special toll bills applies to business customers.
  - .1.3 Services which are charged for at monthly rates are billed in advance for one month's service.
  - .1.4 Services which are charged for at other than monthly rates are billed in arrears. (C)
  - .1.5 Except where exempted below, detail call information such as, the time at which made, duration and destination will not be provided other than for Long Distance Telecommunications Service.
    - a. Where facilities permit, itemized billing for local message detail will be provided free of charge upon customer request once every six months or if a good faith dispute exists. This waiver of charge shall not apply to customers contracting with the Company for monthly message detail.
  - .1.6 Adjustment of Charges
    - a. Bills for service supplied by the Company must be rendered within one (1) year of the date such service was supplied. No customer shall be liable for any amount of unbilled service after one (1) year. The Company is not restricted to the above one (1) year limitation on unbilled service if the Company has reason to believe that the customer used a device or scheme to obtain service without payment and where the Company has so notified the customer prior to disconnection.

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PAYMENT FOR SERVICE (Cont'd)

.2 Responsibility of the Customer

- .2.1 The customer is responsible for the payment of charges for all services furnished including, but not limited to, calls originated or accepted at a customer's service location.
- .2.2 Payment shall be in United States currency or by instruments so denominated and payable on demand at par in Commercial banks in the locality where facilities and service are furnished.
- .2.3 Payment shall be made by the due date shown on the monthly bill and may be paid at any of the Company's public business offices or other authorized payment locations.

(D)  
(D)

.3 Deferred Payment Agreement

- .3.1 Residential customers indebted to the Company for past due telephone service shall have the opportunity to make arrangements to retire the delinquent amount by a Deferred Payment Agreement. All applicants for service, nonresidential customers and customers failing to make payment under such a plan during the past twelve (12) months and are indebted to the Company for past due telephone service, may have the opportunity, at the discretion of the Company, to make arrangements to retire the debt by a Deferred Payment Agreement.
- .3.2 Customers and/or applicants will be required to pay a down payment on the delinquent amount upon entering into a Deferred Payment Agreement as follows:
  - a. A residential applicant or existing residential customer shall be required to pay no more than one-fourth (1/4) of the amount past due and owing.
  - b. A business applicant or existing business customer shall be required to pay no more than one-third (1/3) of the amount past due and owing.
  - c. Customers will be allowed a minimum of four (4) months from the date of said agreement and a maximum of twelve (12) months in which to complete payment pursuant to a Deferred Payment Agreement.

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PAYMENT FOR SERVICE (Cont'd)

.3 Deferred Payment Agreement (Cont'd)

.3.3 A Deferred Payment Agreement shall be in writing, with a copy provided to the applicant or existing customer, and shall conform to the following requirements:

- a. The applicant or existing customer shall be required to pay all future bills by the due date; and
- b. The applicant or existing customer shall retire the delinquent amount according to the terms of the Deferred Payment Agreement.

.3.4 In the event that a customer fails to make payment as stated in a Deferred Payment Agreement, any delinquent balance pursuant to the agreement will become payable immediately and the Company shall have the right to discontinue service pursuant to proper notice.

.4 Not Sufficient Funds Checks

Nonrecurring  
Charge

.4.1 Checks presented in payment for services and subsequently returned to the Company by the customer's bank for "Not

Sufficient Funds" (NSF), per customer, per check \$20.00

.4.2 A customer will be placed on a "cash only" basis upon receipt of two (2) NSF checks within a twelve (12) month period of time. "Cash only" is herein defined as cashier's check, U.S. currency, or money order.

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DISCONTINUANCE OF SERVICE FOR NONPAYMENT

.1 Action by the Company

.1.1 The Company may discontinue service to a customer who fails to pay a past due bill, or a customer who fails to establish his credit or fails to increase his Cash Deposit, after it has mailed, or delivered, a written notice to the customer indicating its intention to discontinue service. This notice, a copy of which appears herein, shall be transmitted separately from any other written matter or bills, and service may not be discontinued sooner than five days (8 days if mailed) after its transmittal.

a. The fact that a deposit has been made shall in no way relieve the customer from the responsibility for payment of bills, nor shall it constitute waiver or modification of the Company's regulations governing discontinuance of service.

.2 Restoral of Service (Reconnect)

.2.1 If a customer's service is restored after having been discontinued in accordance with this Catalog, the customer will be required to pay a restoral of service charge as shown below:

a. Each restoral during a calendar year; per customer, per calendar year

Reconnect Charge

Residents	\$45.00
Business	\$45.00

(I)  
(I)

.2.2 Monthly service charges will not apply for the period between discontinuance of service and restoral.

.2.3 When a customer's service has been discontinued for a period of ten (10) days in accordance with this Catalog and the service has been terminated through the completion of a Company service order, service will be reestablished only upon the basis of an application for new service.

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**DISCONTINUANCE OF SERVICE FOR NONPAYMENT** (Cont'd)

**.3 Customer Notice**

**.3.1 FINAL NOTICE PRIOR TO DISCONNECTION**

Page 1 of 1

Telephone Number 309 452-1011    Final Date  
Bill Date    January 22, 1995    for Payment    May 10, 1995

Our records indicate your account is past due in the amount shown below:

If payment has  
been made,  
please disregard  
this notice and  
accept our thanks.  
If you have any

\$207.00 \* AMOUNT FOR WHICH SERVICE MAY BE DISCONNECTED  
\$100.38 \* Past due non-basic amount  
-----  
\$307.38 Total amount past due

this matter, please  
call us toll free at  
1-800-982-8101.

IF YOU OWE AN AMOUNT FOR WHICH SERVICE MAY BE  
DISCONNECTED MARKED WITH AN (\*): Your telephone service will  
questions regarding be disconnected after the "Final Date for Payment" if there is  
an (\*) next to

the Amount for Which Service may be disconnect unless this amount is paid  
in full, a payment arrangement is reaches, a dispute if filed with Citizens, or  
a serious illness or other extenuating circumstances exist in your household. If  
disconnected, a reconnect charge is applicable to restore service. A security deposit  
may also be required.

**IF YOU OWE A PAST DUE NON-BASIC AMOUNT:**

Your telephone service will not be disconnected for nonpayment of any past due  
non-basic amount however, other collection actions will be taken by Citizens unless  
this amount is paid in full or a payment agreement is reached. Such actions may  
include but not limited to referral of these charges to a collection agency.

Payments of less than the total amount due will be applied to all delinquent and  
current amounts for which service may be disconnected, then to all non-basic  
amounts. Visa, Mastercard and Discover may be accepted for payment.

Service is permanently disconnected 10 days after suspension unless arrangements  
are agreed to between Citizens and the customer. After that date, you must apply  
for new service.

If we are unable to resolve any controversy regarding your bill, the matter may be  
appealed to the staff of the Illinois Commerce Commission.



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DISCONTINUANCE OF SERVICE FOR NONPAYMENT (Cont'd)

.3 Customer Notice (Cont'd)

.3.1 FINAL NOTICE PRIOR TO DISCONNECTION (Cont'd)

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Detach and return this section with your check payable to Citizens Communications.

	TELEPHONE NUMBER	309 452-1011	210*HBTDN3
	-----		
Please pay	Total amount due	\$307.38	00000003
this amount.	Due date	May 10, 1995	12-1184
		52-1011	19930710
It's our	BETWEEN FRIENDS ILL		
privilege to	13 FAIRCHILD AV		
serve you.	NORMAL, IL 61761	<b>Citizens Communications</b>	
		P.O. Box 79146	
		Phoenix, AZ	
		85062-9146	

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**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS  
GENERAL EXCHANGE CATALOG**

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**REGULATIONS GOVERNING  
EXISTING CUSTOMERS, APPLICANTS FOR SERVICE, ESTABLISHING CREDIT, PAYMENT OF  
CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT**

**DISCONTINUANCE OF SERVICE FOR NONPAYMENT (Cont'd)**

**.3 Customer Notice (Cont'd)**

**.3.2 Consumer Information Enclosure (printed in black ink on red background)**

**a. Front**

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**IMPORTANT  
READ THIS  
IMMEDIATELY**

**(See reverse side for consumer information)**

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**b. Back**

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**CONSUMER INFORMATION**

Any questions concerning the enclosed NOTICE should be discussed with your Service Representative; call the toll-free number of (800) 982-8101 (RES) or (800) 982-8102 (BUS). Personnel are on duty during regular office hours for the explicit purpose of establishing payment arrangements, and hearing concerns you may have regarding service, billing, and deposit requirements. If they are unable to assist, please ask to be referred to a supervisor.

If the situation is not resolved to your satisfaction, call the Consumer Services Division of the Illinois Commerce Commission. Customers may call 800-524-0795. Customers using a TDD call 800-858-9277.

Further billing will not nullify this NOTICE.

A copy of the Illinois Commerce Commission's 83 Illinois Administrative Code, Part 735, rules pertaining to establishment of credit, billing, deposits, termination of service, and issuance of telephone directories for telephone utilities in the State of Illinois, is available for inspection at your local business office.

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REGULATIONS GOVERNING  
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DISCONTINUANCE OF SERVICE FOR NONPAYMENT (Cont'd)

.3 Customer Notice (Cont'd)

.3.3 Residential Certificate of Illness Consumer Information Enclosure

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IF DISCONNECTION OF SERVICE WILL AGGRAVATE OR CREATE A MEDICAL EMERGENCY FOR A RESIDENT OF YOUR HOUSEHOLD, DISCONNECTION MAY BE DEFERRED IF A CERTIFICATE OF ILLNESS IS SUBMITTED TO THE COMPANY BY A LICENSED PHYSICIAN.

Initial Certification is valid for a period of 30 days and may be renewed for one additional 30 day period if the customer provides a subsequent Certificate of Illness.

To initiate a Certificate of Illness, qualifying customers should:

1. Contact a physician or local board of health at once.
2. The physician or board of health must contact Citizens Communications, Illinois Operations immediately at the telephone number shown on the enclosed FINAL NOTICE PRIOR TO DISCONNECTION.
3. The certificate must be submitted on the physicians's official letterhead and must include the following information:
  - a. Patient's name, address, and telephone number.
  - b. Nature of illness.
  - c. Period of time during which discontinuance of service will aggravate the illness.
  - d. Physician's name, business address, and telephone number.
4. The physician must sign the Certificate of Illness and forward the form to the local business office shown on the enclosed NOTICE within 5 days.

NOTE: Customers submitting Certificates of Illness must enter into a Deferred Payment Agreement within 30 days. For more information call your local business office or the Consumer Services Division of the Illinois Commerce Commission. Customers may call 800-524-0795. Customers using a TDD call 800-858-9277.

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**REGULATIONS GOVERNING  
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CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT**

**INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE**

**.1 Initial Contract Periods**

- .1.1** Unless otherwise specified herein or elsewhere in this Catalog, the initial (or minimum) period for all services and facilities is one month at the same location.
- .1.2** The length of contract period for directory listings where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

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REGULATIONS GOVERNING  
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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)

.2 Termination of Service

- .2.1 Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company, and upon payment of the termination charges given below or elsewhere in this Catalog.
  - a. In the case of service for which the initial contract period is one month, charges are due for the balance of the initial period.
  - b. In case of directory listings where the listing has appeared in the directory, charges are due to the end of the directory period, except that in the following cases charges will continue only to the date of termination of the extra listing subject, however, to a minimum charge for one month:
    - b.1 The contract for Exchange Telephone Service is terminated.
    - b.2 The listed party becomes a customer to some class of Exchange Telephone Service.
    - b.3 The listed party moves to a new location.
  - c. In the case of special equipment for which the initial contract period is in excess of one month at the same location, such proportion of the sum of the cost of the equipment and its installation, plus the cost of removal, less the salvage value of the equipment removed, as the unexpired portion of the initial contract period bears to the full contract period.
- .2.2 Service may be terminated after the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of all charges due to the date of termination of the service.

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**INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)**

**.3 Transfer of Contracts**

.3.1 A subscriber paying standard rates may, upon request, transfer his contract to another party at the same location when there is no reason to question the responsibility of the other party, and when the new party willingly assumes all the obligations of the old subscriber and pays the service connection charge, if applicable. A new contract endorsed "Transfer" is signed by him, and bills are rendered the new party without any adjustments from a particular date. A contract arranged for by transfer is terminable under the same conditions as was the original contract.

.3.2 The Telephone number of a telephone affected by a transferred contract covering a change of party, shall be changed in all cases, unless it is clearly shown that the new party is, in fact, the successor of and is entitled to receive, and will properly care for the incoming messages for the listed number. In order to retain the listed telephone number, the new subscriber should assume any outstanding indebtedness under the transferred contract. In case there is any doubt as to the propriety of assigning the listed telephone numbers, the subscriber whose name is listed should assent in writing.

.3.3. The regulations specified herein are in addition to the regulations contained in other sections of this Catalog.

**.4 Obligation of Company the Company's obligation to furnish exchange and toll 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 pole lines, circuits and equipment.**

**.5 Installations and Changes of Equipment**

.5.1 Defacement of Premises - No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's stations, apparatus, and associated wiring on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

5.2 Alterations - The customer agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring or equipment; and the customer agrees to pay the Company's current charges for such changes.

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**INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)**

**.6 Use of Service and Facilities**

- .6.1 Ownership and Use of Equipment - When equipment, stations, and lines are owned by the Company and located on the premises of a customer, the Company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, or repairing the stations and lines or upon the termination of the service, for the purpose of removing such stations and lines. (C)  
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- .6.2 Use of Customer Service - Customer telephone service, as distinguished from Public and Semipublic Telephone Service, is furnished only for use by the customer, his family or guests, employees or business associates, or persons residing in the customer's household. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a Public or Semipublic character when the station is so located that the public in general or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the station is so located that it is not accessible for public use.
- .6.3 The number of ringers a customer connects to an exchange telephone service line may affect the operation of the service. Therefore, the Company will be responsible only for providing ringing current in accordance with usual telephone industry technical standards.
- .6.4 The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the company's state and federal access catalogs.

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REGULATIONS GOVERNING  
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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)

.7 Abuse or Fraudulent Use of Service

- .7.1 Service and facilities are furnished subject to the condition that there will be no abuse or fraudulent use by the customer. Abuse or fraudulent use includes:
- a. The use of service or facilities of the Company to transmit a message, to locate a person or otherwise to give or obtain information, without payment of the charges applicable to such use.
  - b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, service or facilities, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charges for such service.
  - c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, harass, or impersonate another.
  - d. The use of profane or obscene language.
  - e. The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.



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INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)

.8 Telephone Numbers

- .8.1 The customer has no property right in the telephone number or any right to continuance of service through any particular central office. The Company may change the telephone number or the central office designation, or both, of a customer whenever it is desirable in the conduct of Company business to do so.
- .8.2 Telephone numbers will not be changed as a penalty or to enforce payment for directory advertising charges.

.9. Interruptions of Service

- .9.1 In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:
  - a. The negligence or willful act of the customer,
  - b. Customer provided facilities, or
  - c. Electric power failure where the customer furnishes such electric power.

.10 Maintenance and Repairs

- .10.1 All ordinary expense of maintenance and repair, unless otherwise specified in this Catalog, is borne by the Company. The customer agrees to take good care of the stations and all accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's stations or accessories, not due to ordinary wear and tear, the customer is held responsible for the cost of the equipment. The customer may not rearrange, disconnect or remove or permit others to rearrange, disconnect, or remove any apparatus or wiring installed by the Company, except as authorized elsewhere in this Catalog.

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**INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)**

**.11 Transmitting Messages**

The Company does not transmit messages but provides the use of its facilities when available for communications between parties.

**.12 Use of Lines of Other Companies**

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

**.13 Unusual Installation Costs**

Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs.

**.14 Resale of Service**

**.14.1** No payment may be exacted, directly or indirectly from any person by any party other than the Company for the use of any of the Company's services, except in exchanges offering only Usage Sensitive Service as set forth in this Catalog.

- a. Services and facilities will be provided to public resellers only in instances where the reseller can demonstrate its authority to operate. Such authority can only be demonstrated by providing the Company a copy of the reseller's Certificate of Public Convenience and Necessity issued by the Illinois Commerce Commission.
- b. When it is determined that a public reseller is operating without a Certificate of Public Convenience and Necessity, the Company will discontinue the provision of its services and facilities after it has provided notification of the Company's intention to discontinue the provision of its services and facilities. Disconnection will take place five (5) days after hand delivery of written notice or, if mailed, eight (8) days after postmark date shown on notice.

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**INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)**

**.14     Resale of Service (Cont'd)**

**.14.1     (Cont'd)**

- c.     When Message Toll Telephone Service (Section 20 of this catalog) is provided for resale, a discount of 5% (five percent) will apply. Pick-A-Point Service and Citizens Discount Calling Service Plans are available for resale at catalog rates and must be applied on a per customer (end user) basis. The resale provisions will be available upon completion of Company and reseller arrangements.

**.14.2     If an end user in a group or entity served by a public reseller, private reseller or sharer wishes to obtain service from the Company and it is in the Company's best interest to lease or purchase the reseller's or sharer's facilities, the Company will connect its facilities to those of the reseller or sharer to provide service to the end user as set forth below.**

- a.     When an end user in a group or entity being served by a reseller or sharer wishes to obtain service from the Company, the reseller or sharer must sell or lease necessary facilities to the Company to connect the end user to the Company's facilities.
- b.     Facilities will be leased or purchased from the reseller or sharer on the basis of "Cost." The reseller or sharer must provide the Company with a cost statement illustrating applicable cost elements including, but not limited to, labor, material, and other related items. It shall also be the reseller's or sharer's responsibility to furnish the Company a lease agreement or bill of sale, as appropriate, covering each location and facility obtained. Such leases will be restricted to the period of time facilities are used to provide the end user service from the Company. Bills of sale shall carry reseller or sharer buy back provisions in the event the facility is no longer required by the Company. Such leases and bills of sale shall contain provisions stating that the Company and the reseller or sharer shall not be liable one to the other, for damages (including, without limitation, service outages, service interruptions or transmission quality) caused by the Company or the reseller or sharer, as the case may be. The reseller or sharer shall indemnify and hold harmless the Company from such damages sought by end users of the reseller or sharer.
- c.     If the revenue to be derived from the service provided is not sufficient to warrant the Company assuming the cost of leasing or purchasing such facilities, the end user requesting the Company's services may be required to pay all or a portion of the costs, based on the circumstances in each case.

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**INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE (Cont'd)**

**.15 Service to Other Exchange Areas**

Service to other exchange areas, as provided for in Local Exchange Catalog schedules, is limited to the Company's customers, as defined in this Section. Service between exchanges of the Company or between the exchanges of this Company and exchanges of other companies is provided at the established toll rates between the exchanges involved unless the Local Exchange Catalog schedule provides for Extended Area Service.

**.16 Observance of Rules and Regulations**

Failure on the part of subscribers to observe these rules and regulations of the Company, automatically gives the Company the privilege to cancel the contract and discontinue the furnishing of service.

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REGULATIONS GOVERNING  
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CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT

EMPLOYEE TELEPHONE CONCESSION SERVICE

.1 General

Concession service may be granted to regular full-time and qualified part-time employees.

.2 Conditions

- .2.1 Qualified employees must have completed their probationary period. To qualify, part-time employees must be scheduled to work twenty hours a week or more for at least six consecutive months.
- .2.2 The employee's place of residence must be within the area served by an exchange of the Company.
- .2.3 The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
- .2.4 This concession does not extend to any toll charges, extended area service rate additives, or charges for terminal equipment.
- .2.5 Any retired employee of the Company that is receiving an employee concession in accordance with any existing or grandfathered catalog shall retain such concession as long as the employee resides within the Company's exchange area and does not disconnect the service.
- .2.6 The telephone concession program is not available to any employee that retires on or after July 1, 2001.

.3 Rates

- .3.1 The Company reserves the right to provide free or discounted service to all qualified employees according to guidelines established by Company policy.

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**DUAL PARTY RELAY SERVICE**

- .1 Concurrence in Regulations and Charges of the Illinois Telecommunications Access Corporation.
  - .1.1 Citizens Communications concurs in the Rates, Rules, and Regulations governing: (1) intrastate Telecommunications Provisions for the Hearing- and Voice-impaired as filed by the Illinois Telecommunications Access Corporation in its Ill. C. C. No. 8 tariff; (2) intrastate Telecommunications Provisions for the Deaf and Severely Hearing-Impaired for Dual Party Relay Service as filed by the Illinois Telecommunications Access Corporation in its tariff.
  - .1.2 Citizens Communications extends this concurrence to any and all changes which may be made subsequent to this date by the Illinois Telecommunications Access Corporation in its tariffs.
  - .1.3 Citizens Communications hereby expressly reserves the right to cancel and make void this statement of concurrence at any time.
- .2 ITAC Supplemental Charge

ITAC Supplemental Charge Pursuant to the Order dated April 21, 2022, of the Illinois Commerce Commission in Docket No. 20-0170, the Company will continue to impose a supplemental charge of 2 cents per month per line for all Illinois telecommunications carriers, including wireless carriers (other than prepaid wireless carriers) and VOIP residential subscriber lines, a charge of 0.4 cents per VOIP business subscriber lines, a charge of 0.4 cents per line for all Centrex lines and a charge of 10 cents per PBX trunk. Charges for services provisioned by T-1 lines and other advanced multichannel services shall mirror Frontier Communications of Illinois, Inc. application of 911 charges. The assessment on prepaid wireless transactions is established at 0.07% of prepaid retail transactions, to be implemented by the Illinois Department of Revenue. These charges became effective with bills rendered on or after July 1, 2019 or at the beginning of the first cycle after July 1, 2019.

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**CONNECTIONS WITH AUTOMATIC DIALING-ANNOUNCING DEVICES**

- .1 The Company permits the use of Automatic Telephone Dialing Systems in accordance with Public Act 87-0275 effective January 1, 1992.
- .2 Calls from unattended automatic dialers are not permitted to the following exchanges due to the inability to provide disconnection within 30 seconds after termination of the call by the subscriber, or the automatic dialer.

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CONNECTIONS WITH AUTOMATIC DIALING-ANNOUNCING DEVICES (Cont'd)

<u>Exchange Name</u>	<u>Area Code &amp; Prefix</u>	<u>Exchange Name</u>	<u>Area Code &amp; Prefix</u>
Abingdon	309-462	Bunker Hill	618-585
Addieville	618-424	Bureau	815-659
Albers	618-248	Bushnell	309-772
Albion	618-445	Cabery	815-234
Alexander	217-478	Calhoun	618-863
Andover	309-476	Camp Point	217-593
Apple Canyon	815-492	Capron	815-569
Argenta	217-795	Carrier Mills	618-994
Arrowsmith	309-727	Cerro Gordo	217-763
Ashkum	815-698	Chatsworth	815-635
Astoria	309-329	Chauncey	618-947
Atlanta	217-648	Chebanse	815-697
Ava	618-426	Chenoa	815-945
Barry	217-885	Chesterfield	618-753
Batchtown	618-396	Chrisman	217-269
Baylis	217-336	Christopher	618-724
Beaverville	815-435	Claremont	618-869
Bellflower	309-722	Clayton	217-894
Bellmont	618-298	Clifton	815-694
Bement	217-678	Cobden	618-893
Benld	217-835	Coffeen	217-534
Benson	309-394	Colfax	309-723
Birds	618-928	Coulterville	618-758
Bluffs	217-754	Creal Springs	618-996
Bradford	309-897	Cuba	309-785
Brimfield	309-446	Cypress	618-657
Brocton	217-385	Deland	217-664
Brookport	618-564	De Soto	618-867
Brussels	618-883	Donnellson	217-537
Buckley	217-394	Donovan	815-486



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CONNECTIONS WITH AUTOMATIC DIALING-ANNOUNCING DEVICES (Cont'd)

<u>Exchange Name</u>	<u>Area Code &amp; Prefix</u>	<u>Exchange Name</u>	<u>Area Code &amp; Prefix</u>
Dover	815-643	Joppa	618-543
Dow	618-885	Kampsville	618-653
Dundas	618-754	Karnak	618-634
Earlville	815-246	Kirkwood	309-768
Eldred	217-983	Ladd	815-894
Elizabeth	815-858	LaMoille	815-638
Elliott	217-749	Leland	815-495
Ellsworth	309-724	Lexington	309-865
Elmira	309-896	Little York	309-729
Elmwood	309-742	Loda	217-385
Enfield	618-963	London Mills	309-486
Evansville	618-853	Long Point	815-854
Fillmore	217-538	Lostant	815-368
Franklin	217-675	Low Point	309-443
Gillespie	217-839	Mackinaw	309-359
Girard	217-627	Manchester	217-587
Grand Ridge	815-249	Mansfield	217-489
Grand Tower	618-565	Marissa	618-295
Greenview	217-968	Maroa	217-794
Griggsville	217-833	Marshall	217-826
Groveland	309-387	Martinton	815-428
Gulfport	309-873	Matherville	309-754
Hamburg	618-232	Maunie	618-968
Hammond	217-262	McLean	309-874
Hanover	815-591	Medora	618-729
Hardin	618-576	Melvin	217-388
Hardinville	618-557	Metcalf	217-887
Hennepin	815-925	Metropolis	618-524
Hettick	618-778	Milton	217-723
Hillview	217-945	Mineral	309-288
Hopedale	309-449	Minier-Armington	309-392
Hull	217-432	Minonk	309-432
Hurst	618-987	Mt. Carmel	618-262
Illioopolis	217-486	Mt. Carmel	618-263
Jerseyville	618-498	Mt. Sterling	217-773
Johnston City	618-983		

Issued: August 1, 2013

Effective: August 1, 2013

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REGULATIONS GOVERNING  
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CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT

CONNECTIONS WITH AUTOMATIC DIALING-ANNOUNCING DEVICES (Cont'd)

<u>Exchange Name</u>	<u>Area Code &amp; Prefix</u>	<u>Exchange Name</u>	<u>Area Code &amp; Prefix</u>
Neponset	309-594	Sheffield	815-454
New Berlin	217-488	Sheldon	815-429
New Boston	309-587	Sheridan	815-496
New Holland-		Sherman	217-496
Middletown	217-445	Sherrard	309-593
Niantic	217-668	Shirland	815-629
Noble	618-723	Sibley	217-745
North Henderson	309-464	Sorento	217-272
Odell	815-998	Steeleville	618-965
Orangeville	815-789	Strawn	815-688
Oreana	217-468	Sumner	618-936
Palmyra	217-436	Thawville	217-387
Patterson	217-927	Thompsonville	618-627
Pawnee	217-625	Tiskilwa	815-646
Paw Paw	815-627	Toluca	815-253
Paxton	217-379	Toulon	309-286
Pearl	217-829	Tremont	309-925
Percy	618-497	Varna	309-463
Piper City	815-686	Vermilion	217-275
Pleasant Hill	217-734	Villa Ridge	618-342
Pleasant Plains	217-626	Walnut	815-379
Prairie City	309-775	Waltonville	618-279
Preemption	309-534	Warrensburg	217-672
Ramsey	618-423	Washburn	309-248
Reddick	815-365	Waverly	217-435
Redmon	217-884	Wayne City	618-895
Ridgeway	618-272	Weldon	217-736
Roanoke	309-923	Wenona	815-853
Roberts	217-395	West Union	217-279
Roodhouse	217-589	White Hall	217-374
Rose Hill	618-793	Williamsville	217-566
Roseville	309-426	Willow Hill	618-455
Royalton	618-984	Winchester	217-742
Rutland	815-863	Woodson	217-673
St. Francisville	618-948	Wyanet	815-699
Sesser	618-625		
Shawneetown	618-269		

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
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**REGULATIONS GOVERNING  
EXISTING CUSTOMERS, APPLICANTS FOR SERVICE, ESTABLISHING CREDIT, PAYMENT OF  
CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT**

**DEMARCATATION POINT**

**.1 General**

- .1.1** All central office lines shall terminate at the location of the Network Point of Presence (NETPOP) or its equivalent as described following.
- .1.2** Certain channel and other services require the use of Network Channel Terminating Equipment to meet the transmission requirements of the particular service as described following.

**.2 Description**

- .2.1** One NETPOP will be located per property. In the case of multiple buildings on a single property, one NETPOP will be located in or on only one such building on the property.
- .2.2** The NETPOP will normally be located within 25 feet of the point at which the network cable enters the building. The NETPOP is the point where the Company's network facilities terminate and the Company's responsibility for installing and maintaining facilities ends. Facilities on the customer's side of the NETPOP are not subject to the provisions of this catalog unless specifically indicated.
- .2.3** The NETPOP will normally be installed externally for one and two line customers in single customer residence and commercial buildings. This applies to all installations except where an existing inside network interface device is in place.

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DEMARCATIION POINT (Cont'd)

.2 Description (Cont'd)

- .2.4 While only one NETPOP is provided as described preceding, an Additional Point of Presence (APOP), having the operational attributes of a NETPOP, may, with the concurrence of the Company, be provided upon request subject to all of the following conditions.
- a. The entrance facility to the APOP will pass through the NETPOP location but does not have any physical termination at the NETPOP location.
  - b. The customer provides a route and support structure suitable to the Company for the entrance facility.
  - c. Provision of an APOP is subject to special construction charges (including charges for ongoing maintenance or rearrangements).
  - e. The provision of an APOP would not promote inefficient utilization of Company network distribution facilities.
  - f. Except for the provisions of this paragraph, references to a NETPOP are also applicable to an APOP.
- .2.5 The equipment provided by the Company at a NETPOP or APOP location as the physical interface between network and building facilities is the Standard Network Interface (SNI). The specific SNI equipment used and the order of appearance of network lines on it shall be determined by the Company. The SNI may include a one or two pair modular jack, one or more 25 pair ribbon connectors or comparable interface hardware.
- .2.6 Facility arrangements in place as of the effective date of this catalog will be considered as a NETPOP, APOP or SNI, as appropriate, and are subject to the provisions of this paragraph.

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**DEMARCATIION POINT (Cont'd)**

**.3 Placement of the NETPOP**

**.3.1 For New Service**

For all telecommunications services, unless specifically excluded by individual regulations, installed on and after the effective date of this catalog, the following conditions apply to the placement of the SNI at the NETPOP.

- a. The SNI will be installed at the end of a central office line for new service in the following circumstances:
  - a.1 Service was not previously provided to the building; or
  - a.2 The service request requires placement of additional network facilities to the NETPOP; or
  - a.3 The Company otherwise determines that SNI should be installed.

- .3.2 When customers choose to locate their equipment at a point other than at the Company's NETPOP or equivalent location, the customers may provide wire on their own side of the NETPOP subject to the applicable provisions of this Catalog, 83 Illinois Administrative Code Part 740 and the FCC Part 68 Rules.

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**TELEPHONE DIRECTORIES**

- .1 The Company shall distribute (T) one copy of each directory to each customer served by that directory. Any additional directories or information requested by a customer will be furnished without additional charge where in the opinion of the Company such provision will lend more efficient use of the service. Upon request, the Company will furnish directories for up to five other exchanges in the same Numbering Plan Area (Area Code) for each main station line servicing a customer, at no cost to the customer.

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TELEPHONE DIRECTORIES (Cont'd)

.2 Additional directories will be furnished by the Company at the rates shown below: (Cont'd)

<u>Exchange</u>	<u>Charge</u>	<u>Exchange</u>	<u>Charge</u>
Abingdon	\$13.25	Batchtown - See Fieldon	
Addieville - See Okawville		Bath - See Mason City	
Albany - See Aledo		Baylis - See Pittsfield	
Albers - See Greater St. Clair		Beaverville - See Sheldon	
Albion - See Mount Carmel		Beecher City - See Altamont	
Aledo	\$17.95	Bellflower - See Bloomington	
Alexis - See Aledo		Bellmont - See Mount Carmel	
Alexander - See Jacksonville		Belvidere	\$8.90
Allendale - See Mount Carmel		Bement - See Monticello	
Alpha - See Aledo		Benld - See Carlinville	
Altamont	\$10.80	Benson - See Minonk	
Alvin - See Rossville		Benton - See West Frankfort	
Amboy - See DeKalb		Bethany - See Sullivan	
Andover - See Aledo		Biggsville - See Monmouth	
Anna	\$11.20	Birds - See Little Wabash River	
Annapolis - See Little Wabash		Bismarck - See Rossville	
River		Bloomington	\$9.65
Apple Canyon - See Freeport		Bluffs - See Jacksonville	
Apple River - See Freeport		Bowen - See Carthage	
Argenta - See Monticello		Bradford - See Kewanee	
Arrowsmith - See Bloomington		Bridgeport - See Lawrenceville	
Ashkum - See Sheldon		Brimfield - See Chillicothe	
Ashley - See Okawville		Broadlands - See Tuscola	
Ashton - See DeKalb		Brocton - See Paris	
Astoria - See Bushnell		Brookport - See Metropolis	
Atlanta - See Lincoln		Brownstown - See Altamont	
Auburn - See Virden		Brussels - See Fieldon	
Ava - See Sparta		Buckley - See Paxton	
Barry - See Pittsfield		Buda - See Kewanee	
Bartelso - See Okawville		Bunker Hill - See Carlinville	
Basco - See Carthage		Bureau - See Princeton	

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TELEPHONE DIRECTORIES (Cont'd)

.2 Additional directories will be furnished by the Company at the rates shown below: (Cont'd)

<u>Exchange</u>	<u>Charge</u>	<u>Exchange</u>	<u>Charge</u>
Burnt Prairie - See Fairfield		Cisco - See Monticello	
Bushnell - See Macomb		Claremont - See Olney	
Byron - See Belvidere		Clay City - See Flora	
Cabery - See Pontiac		Clayton - See Mount Sterling	
Calhoun - See Little Wabash River		Clifton - See Sheldon	
Camp Grove - See Kewanee		Clinton	\$8.20
Camp Point - See Mount Sterling		Cobden - See Anna	
Campus - See Pontiac		Coffeen - See Mount Olive	
Capron - See Belvidere		Coleta - See Freeport	
Carbondale	\$11.20	Colfax - See Bloomington	
Carlinville	\$7.70	Compton - See Mendota	
Carlock - See Bloomington		Cordova - See Aledo	
Carmi	\$8.20	Coulterville - See Sparta	
Carrier Mills - See Harrisburg		Creal Springs - See Marion	
Carrollton	\$7.90	Creston - See DeKalb	
Carterville - See Marion		Cropsey - See Bloomington	
Carthage	\$9.45	Cuba - See Bushnell	
Castleton - See Kewanee		Cypress - See Metropolis	
Cedar Point - See Granville		Dakota - See Freeport	
Cedarville - See Freeport		Dallas City - See Carthage	
Cerro Gordo - See Monticello		Dalton City - See Sullivan	
Chadwick - See Freeport		Davis - See Freeport	
Chapin - See Jacksonville		DeKalb	\$22.40
Chatham - See Virden		De Land - See Monticello	
Chatsworth - See Pontiac		De Soto - See Carbondale	
Chauncey - See Little Wabash River		Divernon - See Virden	
Chebanse - See Sheldon		Dongola - See Anna	
Chenoa - See Pontiac		Donnellson - See Mount Olive	
Cherry Valley - See Belvidere		Donovan - See Sheldon	
Chester - See Sparta		Dover - See Princeton	
Chesterfield - See Fieldon		Dow - See Jerseyville	
Chillicothe	\$8.30	Downs - See Bloomington	
Chrisman - See Paris		Dubois - See Okawville	
Christopher - See West Frankfort		Du Quoin - See Sparta	



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TELEPHONE DIRECTORIES (Cont'd)

.2 Additional directories will be furnished by the Company at the rates shown below: (Cont'd)

<u>Exchange</u>	<u>Charge</u>	<u>Exchange</u>	<u>Charge</u>
Dundas - See Little Wabash River		Fieldon	\$8.60
Dunlap - See Chillicothe		Fillmore - See Mount Olive	
Durand - See Freeport		Flora	\$7.90
Earlville - See Mendota		Forreston - See Freeport	
East Dubuque - See Freeport		Franklin - See Jacksonville	
Edelstein - See Chillicothe		Franklin Grove - See DeKalb	
Edgewood - See Altamont		Freeport Area	\$15.70
Eldorado - See Harrisburg		Galva - See Aledo	
Eldred - See Carrollton		Garden Prairie - See Belvidere	
Eliza - See Aledo		Genoa - See DeKalb	
Elizabeth - See Freeport		German Valley - See Freeport	
Elkhart - See Lincoln		Gillespie - See Carlinville	
Elkville - See Sparta		Girard - See Virden	
Elliott - See Paxton		Golconda - See Metropolis	
Ellis Grove - See Sparta		Goreville - See Marion	
Ellsworth - See Bloomington		Grand Ridge - See Streator	
Elmira - See Kewanee		Grand Tower - See Carbondale	
Elmwood - See Chillicothe		Granville	\$14.90
Elvaston - See Carthage		Grayville - See Carmi	
Elwin - See Sullivan		Greater St. Clair	\$10.90
Emington - See Pontiac		Greenfield - See Carrollton	
Enfield - See Carmi		Greenview - See Lincoln	
Erie - See Aledo		Griggsville - See Pittsfield	
Eureka - See Washington		Groveland - See Morton	
Evansville - See Sparta		Gulfport - See Monmouth	
Ewing - See West Frankfort		Hamburg - See Jerseyville	
Fairbury - See Pontiac		Hamilton - See Carthage	
Fairfield	\$8.10	Hammond - See Monticello	
Fairplay, WI - See Freeport		Hampton - See Aledo	
Farina - See Altamont		Hanover - See Freeport	
Farmer City - See Clinton		Hardin - See Jerseyville	
Fayetteville - See Greater St. Clair		Hardinville - See Little	
Ferris - See Carthage		Wabash River	

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TELEPHONE DIRECTORIES (Cont'd)

.2 Additional directories will be furnished by the Company at the rates shown below: (Cont'd)

<u>Exchange</u>	<u>Charge</u>	<u>Exchange</u>	<u>Charge</u>
Harrisburg	\$11.20	Kampsville - See Jerseyville	
Hebron - See Wonder Lake		Karnak - See Metropolis	
Hecker - See Greater St. Clair		Keithsburg - See Aledo	
Hennepin - See Princeton		Kenney - See Clinton	
Henning - See Rossville		Kewanee	\$8.40
Henry - See Chillicothe		Keyesport - See Altamont	
Herrin - See Marion		Kilbourne - See Mason City	
Hettick - See Fieldon		Kirkland - See DeKalb	
Heyworth - See Bloomington		Kirkwood - See Monmouth	
Highland	\$8.10	Ladd - See Princeton	
Hillsdale - See Aledo		LaMoille - See Princeton	
Hillview - See Carrollton		Lanark - See Freeport	
Hinckley - See DeKalb		LaPlace - See Monticello	
Hoffman - See Okawville		LaRose - See Minonk	
Homer - See Tuscola		Lawrenceville	\$7.90
Hooppole - See Aledo		Leland - See Mendota	
Hopedale - See Bloomington		Lena - See Freeport	
Hoyleton - See Okawville		LeRoy - See Bloomington	
Hudson - See Bloomington		Lexington - See Bloomington	
Hull - See Pittsfield		Lincoln	\$8.40
Hurst - See Marion		Literberry - See Jacksonville	
Hutsonville - See Little Wabash		Little Wabash River Region	\$11.20
River		Little York - See Aledo	
Illio polis - See Clinton		Loami - See Jacksonville	
Ina - See Okawville		Loda - See Paxton	
Irvington - See Okawville		London Mills - See Abingdon	
Jacksonville	\$8.90	Long Point - See Streator	
Jerseyville	\$7.90	Lostant - See Streator	
Johnston City - See Marion		Low Point - See Minonk	
Joppa - See Metropolis		Mackinaw - See Morton	
Joy - See Aledo		Macomb	\$8.40

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TELEPHONE DIRECTORIES (Cont'd)

.2 Additional directories will be furnished by the Company at the rates shown below: (Cont'd)

<u>Exchange</u>	<u>Charge</u>	<u>Exchange</u>	<u>Charge</u>
Macon - See Sullivan		Millstadt - See Greater St. Clair	
Magnolia - See Streator		Milton - See Pittsfield	
Mahomet - See Monticello		Mineral - See Kewanee	
Malta - See DeKalb		Minier - See Bloomington	
Manchester - See Carrollton		Minonk	\$7.70
Manlius - See Princeton		Monmouth	\$8.10
Mansfield - See Monticello		Monroe Center - See DeKalb	
Maple Park - See DeKalb		Monticello	\$8.20
Marion	\$11.20	Morton	\$8.20
Marissa - See Sparta		Mossville - See Chillicothe	
Maroa - See Clinton		Mount Carmel	\$7.90
Marshall	\$8.20	Mount Morris - See DeKalb	
Martinton - See Sheldon		Mount Olive	\$7.90
Mascoutah - See Greater St. Clair		Mount Sterling	\$7.70
Mason City	\$8.10	Mt. Zion - See Sullivan	
Massbach - See Freeport		Mulberry Grove - See Altamont	
Matherville - See Aledo		Murphysboro - See Carbondale	
Maunie - See Carmi		Murrayville - See Jacksonville	
McConnell - See Freeport		Nauvoo - See Carthage	
McLean - See Bloomington		Neponset - See Kewanee	
McLean County - See Bloomington		New Baden - See Greater St. Clair	
McLeansboro - See Carmi		New Berlin - See Jacksonville	
Medora - See Fieldon		New Boston - See Aledo	
Melvin - See Paxton		New Canton - See Pittsfield	
Mendota	\$8.20	New Douglas - See Mount Olive	
Meredosia - See Jacksonville		New Haven - See Norris City	
Metcalf - See Paris		New Milford - See Belvidere	
Metropolis	\$11.20	New Minden - See Okawville	
Middletown-New Holland - See		Newman - See Tuscola	
Lincoln		Newton	\$7.90
Milledgeville - See Freeport		Niantic - See Clinton	

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TELEPHONE DIRECTORIES (Cont'd)

.2 Additional directories will be furnished by the Company at the rates shown below: (Cont'd)

<u>Exchange</u>	<u>Charge</u>	<u>Exchange</u>	<u>Charge</u>
Niota - See Carthage		Odell - See Pontiac	
Noble - See Olney		Ohio - Princeton	
Norris City	\$8.60	Okawville	\$13.95
North Apple River - See Freeport		Olney	\$8.10
North Henderson - See Aledo		Omaha - See Norris City	
North Warren - See Freeport		Oquawka - See Aledo	
North Winslow - See Freeport		Orangeville - See Freeport	
Odell - See Pontiac		Oreana - See Monticello	
Ohio - Princeton		Oregon - See DeKalb	
Okawville	\$13.95	Palestine - See Little Wabash River	
Olney	\$8.10	Palmyra - See Virden	
Omaha - See Norris City		Paris	\$8.20
Oquawka - See Aledo		Parkersburg - See Little	
Orangeville - See Freeport		Wabash River	
Oreana - See Monticello		Patoka - See Okawville	
Oregon - See DeKalb		Patterson - See Carrollton	
Palestine - See Little Wabash River		Paulton - See Norris City	
Palmyra - See Virden		Paw Paw - See Mendota	
Paris	\$8.20	Pawnee - See Virden	
Parkersburg - See Little		Paxton	\$7.90
Wabash River		Pearl - See Pittsfield	
Patoka - See Okawville		Pearl City - See Freeport	
Patterson - See Carrollton		Pecatonica - See Freeport	
Paulton - See Norris City		Percy - See Sparta	
Paw Paw - See Mendota		Perry - See Pittsfield	
Pawnee - See Virden		Steeleville - See Sparta	
Paxton	\$7.90	Stillman Valley - See Belvidere	
Pearl - See Pittsfield		Stockton - See Freeport	
Pearl City - See Freeport		Stonefort - See Harrisburg	
Pecatonica - See Freeport		Strawn - See Pontiac	
Percy - See Sparta		Streator	\$5.20
Perry - See Pittsfield		Stronghurst - See Monmouth	

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TELEPHONE DIRECTORIES (Cont'd)

.2 Additional directories will be furnished by the Company at the rates shown below: (Cont'd)

<u>Exchange</u>	<u>Charge</u>	<u>Exchange</u>	<u>Charge</u>
Sublette - See DeKalb		Warrensburg - See Clinton	
Sullivan	\$7.90	Warsaw - See Carthage	
Summerfield - See Greater St. Clair		Washburn - See Minonk	
Sumner - See Lawrenceville		Washington	\$8.20
Sunnyland - See Washington		Waterman - See DeKalb	
Sutter - See Carthage		Watson - See Altamont	
Sycamore - See DeKalb		Waverly - See Jacksonville	
Tamaroa - See Okawville		Wayne City - See Fairfield	
Tampico - See Aledo		Waynesville - See Clinton	
Teutopolis - See Newton		Weldon - See Clinton	
Thawville - See Paxton		Wenona - See Streator	
Thomas - See Aledo		Wendelin - See Little Wabash River	
Thompsonville - See West Frankfort		West Brooklyn - See Mendota	
Tilden - See Sparta		West Salem - See Little Wabash River	
Tiskilwa - See Princeton		West Frankfort	\$11.20
Toluca - See Streator		West Union - See Paris	
Toulon - See Kewanee		Westport - See Lawrenceville	
Tremont - See Morton		Westview - See Greater St. Clair	
Tuscola	\$8.10	White Hall - See Carrollton	
Ullin - See Anna		Williamsville - See Lincoln	
Varna - See Minonk		Willow Hill - See Newton	
Vermilion - See Paris		Winchester - See Jacksonville	
Vermont - See Bushnell		Winnebago - See Belvidere	
Versailles - See Mount Sterling		Winslow - See Freeport	
Vienna - See Metropolis		Wonder Lake	\$9.15
Villa Grove - See Tuscola		Woodlawn - See Okawville	
Villa Ridge - See Anna		Woodson - See Jacksonville	
Virden	\$8.10	Wyandot - See Princeton	
Walnut - See Princeton		Wyoming - See Kewanee	
Waltonville - See Okawville		Zeigler - See West Frankfort	
Warren - See Freeport			

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**TELEPHONE DIRECTORIES (Cont'd)**

- .3 Directories regularly furnished to customers are the property of the Company, are loaned to customers only as an aid to the use of the telephone service and are to be returned to the Company upon request. Customers must not deface or mutilate directories. The Company shall have the right to charge for directories issued in replacement of directories destroyed, defaced or mutilated while in possession of the customer.
- .4 The Company is not liable for errors or omissions in the assembling or printing of its directories except in the case of charge listings, in connection with which its liability shall be limited to a refund at the monthly rate for each listing for the time an error or omission continues after reasonable notice in writing to the Company.
- .5 Each customer subscribing to the connection of facilities furnished by the Company with customer-provided terminal equipment or communication systems will be furnished directories in accordance with the conditions set forth within this catalog.

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**REGULATIONS GOVERNING  
EXISTING CUSTOMERS, APPLICANTS FOR SERVICE, ESTABLISHING CREDIT, PAYMENT OF  
CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT**

**OBLIGATION AND LIABILITY OF THE COMPANY**

**.1 Liability of the Company**

**.1.1 Transmitting Messages**

- a. The Company does not transmit messages, but offers the use of its facilities, where available, for communications between parties, subject to the Regulations and Conditions specified in this Catalog.
- b. The customer indemnifies and saves the Company harmless against the following:
  - b.1 Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
  - b.2 Any defacement or damage to the customer's premises resulting from the existence of the company's service, or from the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company or its employees.
  - b.3 Any accident, injury or death occasioned by its equipment or facilities when such is not due to negligence of the Company.
  - b.4 Claims for libel, slander or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from, combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
  - b.5 Liability for failure to provide service.
  - b.6 Liability for telephone directories is covered elsewhere in this section.

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**REGULATIONS GOVERNING  
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**OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)**

**.1 Liability of the Company (Cont'd)**

**.1.2 Responsibility of the Telephone Company**

- a. The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment. Exchange and message toll telephone services are not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for exchange and message toll telephone services and to the maintenance and operation of such facilities in a manner proper for such telephone services; subject to this responsibility the Telephone Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission or the reception of signals by customer-provided equipment.
- b. The Telephone Company shall not be responsible to the customer or otherwise if changes in any of the facilities, operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. The Telephone Company reserves the right to determine the type of network facilities provisioned for network services.
- c. While the telephone company's local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the telephone company.



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REGULATIONS GOVERNING  
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LATE PAYMENT CHARGE

- .1 Residential - A Late Payment Charge of 1.5 % or \$9.00, (whichever is greater), applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward.
- .2 Business - A Late Payment Charge of 1.5% plus \$14.00 applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward.
- .3 This charge does not apply to:
  - Amounts which are in dispute at the time the late payment charge would otherwise be applied.
  - Accounts of the federal, state, county or local government.
  - Amounts billed by the Company for other entities for which the charge is not authorized by those entities' appropriate tariffs or contracts.
- .4 Credit, deposit and collection procedures outlined in this Section are not waived or foreclosed by the application of a late payment charge. The existence of a Deferred Payment Agreement as defined in General Order 218 (83 Illinois Administrative Code, Part 735.80) does not exempt a customer from this charge.

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**REGULATIONS GOVERNING  
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CHARGES, AND DISCONTINUANCE OF SERVICE FOR NONPAYMENT**

**CONVENIENCE FEE**

1. 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. 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.

The Convenience Fee, per occurrence      \$10.00

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DIGITAL BILLING

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1. General

Digital billing provides a complete version of the bill, including bill detail bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

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2. Rates and Charges

	Monthly Rate	
	<u>Residence</u>	<u>Business</u>
Rate for Digital Billing with Duplicate paper bill	\$5.00	\$5.00

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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

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**REGULATIONS GOVERNING  
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**RESIDENCE CUSTOMER INCENTIVE LANGUAGE**

**General**

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

**Terms and Conditions**

- .1 This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- .2 For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- .3 To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
- .4 For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
- .5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in Rates and charges following.

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**RESIDENCE CUSTOMER INCENTIVE LANGUAGE (Cont'd)**

**Terms and Conditions (Cont'd)**

- .6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in rates and charges following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- .7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under rates and charges following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- .8 The Company reserves the right to discontinue this offer.

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REGULATIONS GOVERNING  
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RESIDENCE CUSTOMER INCENTIVE LANGUAGE (Cont'd)

Rates and Charges

- .1 The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum above, shall be used.
- .2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time or spread over a period of up to 12 months in a fashion determined by the Company.
- .3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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**BUSINESS CUSTOMER INCENTIVE LANGUAGE**

**General**

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

**Terms and Conditions**

- .1 This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- .2 For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- .3 To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
- .4 For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
- .5 The recipients of the customer incentive offer, and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in Rates and charges following.

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**BUSINESS CUSTOMER INCENTIVE LANGUAGE (Cont'd)**

**Terms and Conditions (Cont'd)**

- .6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in rates and charges following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- .7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under rates and charges following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- .8 The Company reserves the right to discontinue this offer.



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REGULATIONS GOVERNING  
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BUSINESS CUSTOMER INCENTIVE LANGUAGE (Cont'd)

Rates and Charges

- .1 The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum above, shall be used.
- .2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time or spread over a period of up to 12 months in a fashion determined by the Company.
- .3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

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**SERVICE QUALITY GUARANTEES**

**.1 Definitions of Terms Used in This Section**

**ALTERNATIVE TELEPHONE SERVICE** – Alternative telephone service means, except where technically impracticable, a wireless telephone capable of making local calls, and may also include, but is not limited to, call forwarding, voice mail, or paging services.

**APPOINTMENT** – An appointment is a four-hour time period, or such other time period agreed to by the Company and the customer, in which the Company has agreed to make a premises visit which requires the customer to be present.

**BASIC LOCAL EXCHANGE SERVICE** – Basic local exchange service means residential and business lines used for basic local exchange telecommunications service as defined in Section 13-204 of the Public Utilities Act, Excluding:

- A. services that employ advanced telecommunications capability as defined in Section 706 (c) (1) of the Federal Telecommunications Act of 1996;
- B. Vertical services;
- C. company official lines; and

**BASIC LOCAL EXCHANGE SERVICE INSTALLATION** – Basic local exchange service installation shall include all installation and move orders for residential and business single lines, including orders for additional lines, and shall exclude orders for the following:

- A. services that employ advance telecommunications capability as defined in Section 706 © (1) of the Telecommunications Act of 1996 and special services (e.g., WATS, FX)
- B. vertical services
- C. payphones
- D. company office lines
- E. orders impacted by the customer for the following reasons:
  - (i) hold for payment
  - (ii) Customer will advise
  - (iii) Customer requested later due date
  - (iv) No access

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SERVICE QUALITY GUARANTEES

.1 Definitions of Terms Used in This Section (Cont'd)

**EMERGENCY SITUATION** – Emergency situation means a single event that causes an interruption of service or installations affecting end users of the Company. The emergency situation shall begin with the first end user whose service is interrupted by the single event and shall end with the restoration of the service to all affected end users. The term “single event” shall include:

A declaration made by the applicable state or federal governmental agency that the area served by the Company is either a state or federal disaster area; or

An act of third parties, including acts of terrorism, vandalism, riot, civil unrest, war, or acts of parties that are not agents, employees or contractors of the Company; or

A severe storm, tornado, earthquake, flood or fire, including any severe storm, tornado, earthquake, flood or fire that prevents the Company from restoring service due to impassable roads, downed power lines, or the closing off of affected areas by public safety officials.

The term “emergency situation” does not include:

A single event caused by high temperature conditions alone; or

A single event caused by acts or omissions of the Company, its agents, employees or contractors; or

Any service interruption that occurs during a single event listed in above, but are not caused by those single events; or

A single event that the Company could have reasonably foreseen and taken precaution to prevent; provided, however, that in no event shall the Company be required to undertake precautions which are technically infeasible or economically prohibitive.

**MONTHLY RECURRING CHARGE** – Monthly recurring charges eligible for credit in Paragraph 4 of this Section are:

the monthly access/usage charge, including any flat rate EAS charge any vertical service that is disrupted by an outage.

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SERVICE QUALITY GUARANTEES

.1 Definitions of Terms Used in This Section (Cont'd)

OUT OF SERVICE – Out of service means that the customer:

- A. has no dial tone; or
- B. cannot be called; or
- C. cannot call out.

This defined term excludes call blocking or any other intentional alteration to an end user's calling or call receiving ability.

24 HOURS NOTICE – The Company considers that 24 hours notice of its inability to keep an appointment is given if the company attempts to notify the customer of its inability to keep the appointment at least 24 hours before the end of the time period that constitutes the original appointment.

.2 Installation Guarantee

The Company will perform basic local exchange service installations within 5 business days after receipt of an order from a customer unless the customer requests an installation date that is beyond 5 business days after placing an order for basic local exchange service. If a customer has requested installation on or by a date more than 5 business days in the future, the Company will install service by the day requested. The Company will inform the customer of its commitment to install basic local exchange service within the times specified in this section.

If the Company fails to install basic regulated local exchange service within the times specified in this section, the Company will waive 50% of the regulated installation charges, excluding any charges applicable under special conditions as defined elsewhere in this Catalog.

If the Company fails to install basic regulated local exchange service within 10 business days after receipt of an order, or fails to install service within 5 business days after the customer's requested installation date, if the requested installation date was more than 5 business days after receipt of an order, the Company will waive 100% of the regulated installation charges, excluding charges applicable under special conditions as defined elsewhere in this Catalog.

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SERVICE QUALITY GUARANTEES

.2 Installation Guarantee (Cont'd)

The Company will provide an additional credit of \$20 per day or, at the option of the customer, alternative telephone service, if the failure to install regulated local exchange service continues beyond the initial 10 business days, or beyond the 5 business days after the customer's requested installation date, if the requested installation date was more than 5 business days after receipt of the order.

.3 Repair and Installation Appointment Guarantee

The Company will keep all repair and installation appointments for regulated basic local exchange service, unless the Company provides 24 hours notice of its inability to keep the appointment as provided herein.

If the Company fails to keep a scheduled repair or installation appointment for regulated basic local exchange service, the Company will credit the customer's account \$25.00.

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SERVICE QUALITY GUARANTEES

.4 Out-Of-Service Repair Guarantee

The Company will restore basic local exchange service for a customer within 30 hours of receiving notice that a customer's basic local exchange service is out-of-service.

If the Company fails to repair an out-of-service condition within 30 hours of receiving notice but repairs the out-of-service condition within 48 hours, the customer will be credited a pro-rata portion of the customer's monthly recurring charge for the affected basic local exchange service.

If the Company fails to repair an out-of-service condition within 48 hours of receiving notice but repairs the out-of-service condition within 72 hours, the Company will credit the customer's account an amount equal to 33% of the customer's monthly recurring charge for the affected basic local exchange service.

If the Company fails to repair an out-of-service condition within 72 hours of receiving notice but repairs the out-of-service condition within 96 hours, the Company will credit the customer's account an amount equal to 67% of the monthly recurring charge for the affected basic local exchange service.

If the Company fails to repair an out-of-service condition within 96 hours of receiving notice but repairs the out-of-service condition within 120 hours, the Company will credit the customer's account an amount equal to the customer's monthly recurring charge for the affected basic local exchange service.

If the Company fails to repair an out-of-service condition within 120 hours, in addition to the credits provided above, the Company will provide the customer an additional credit of \$20.00 per day, or at the customer's option, alternative telephone service.

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SERVICE QUALITY GUARANTEES

.5 Exclusions.

The credits specified in this section do not apply if the failure to repair or install:

- .5.1 Occurs as a result of a negligent or willful act on the part of the customer;
- .5.2 Occurs as a result of a malfunction of customer-owned telephone equipment or inside wiring;
- .5.3 Occurs as a result of, or is extended by, an emergency situation;
- .5.4 Is extended by the Company's inability to gain access to the customer's premises due to the customer missing an appointment, provided that the failure to repair or install is not further extended by the Company;
- .5.5 Occurs as a result of a customer request to change the scheduled appointment, provided the failure to install or repair is not further extended by the Company;
- .5.6 Occurs as a result of the Company's right to refuse service to a customer as provided in 83 Ill. Adm. Code 735; or
- .5.7 Occurs as a result of a lack of facilities where a customer requests service at a geographically remote location, a customer requests service in an area where the Company is not currently offering service, or there are insufficient facilities to meet the customer's request for service, subject to the Company's obligation for reasonable facilities planning.

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SERVICE CHARGES / CONSTRUCTION CHARGES

SERVICE CHARGES

.1 General

The nonrecurring Service Charges shown in this Section apply when the following activities are performed at the request of a customer:

- .1.1 Service Connections - New installations of telephone service and/or equipment, or subsequent additions to telephone service and/or equipment. No distinction is made between a new installation and an "outside move."
- .1.2 Changes - Transfer of telephone service and/or equipment from one location to another location within or outside the same building or that portion of the same building occupied by the same customer, where there is no interruption of the service other than is incident to the work involved. Also includes directory listing changes and other modifications or rearrangements that do not involve equipment or wiring.

.2. Conditions

- .2.1 Service Charges apply in addition to all other rates and charges, including Construction Charges, Mileage Charges, and Nonrecurring Charges.
- .2.2 The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply. If the customer requests that overtime labor be performed, a charge in addition to the specified charges will be made equal to the additional cost involved.
- .2.3 Except where exempted below, Service Order Charges apply to all Service Connection, Inside Move or Change activities, including but not limited to, additional service which is sold or requested during a serviceman's visit to a customer's premises for a nonchargeable purpose.

Service Order Charges for Service Connection, Inside Move or Change activities do not apply to:

- 1. Public Telephone Service,
- 2. Temporary discontinuance of service for nonpayment,
- 3. Removal of service and/or equipment,
- 4. Additional service which is sold or requested (and installed) during a serviceman's visit to a customer's premises for a chargeable purpose,
- 5. Recovery of single line stations by a Company employee from customer premises,
- 6. Orders prepared to document the existence of customer-provided equipment, or when
- 7. Preempted by concurrence in a tariff of another Telephone Company



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**SERVICE CHARGES / CONSTRUCTION CHARGES**

**SERVICE CHARGES** (Cont'd)

- .2. Conditions (Cont'd)
  - .2.4 When an existing class of Exchange Telephone Service is downgraded, Service Charges apply for the surviving class of service.
  - .2.5 Service Charges apply to the establishment of Exchange Telephone Service as follows:
    - a. Ordering and Connection Charges apply each time service is established.
  - .2.6 Service Charges do not apply to residence changes from dial service to Touch Calling Service under the following conditions:
    - a. During the one-month period immediately following the establishment of Touch Calling Service in a given exchange.
  - 2.7 The portion of the catalog which reads "and for completion or provision on the same due date.", is not applicable at Illinois State University, Northern Illinois University, Southern Illinois University, and Western Illinois University during a period of sixty days commencing fifteen days in advance of the date that initial fall term classes officially begin.
  - .2.8 When maintenance activities require the disconnection of an existing station, Service Charges do not apply to its reconnection. If the disconnected station cannot be reconnected and is replaced for maintenance purposes, Service Charges do not apply to connection of the replacement station.

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SERVICE CHARGES / CONSTRUCTION CHARGES

SERVICE CHARGES (Cont'd)

.3. Explanation of Service Charges

- .3.1 Service Order Charge - Initial - Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.
- .3.2 Service Order Charge - Subsequent - Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.
- .3.3 Central Office Connection Charge - Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.
- .3.4 Reconnect Charge - The Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service charges will apply thereafter.
- 3.5 Access Line Work Charge – The charge applies to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

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**SERVICE CHARGES / CONSTRUCTION CHARGES**

**SERVICE CHARGES** (Cont'd)

**.4 Payment of Residence Service Charges**

Residence customers may have nonrecurring charges billed in equal consecutive monthly installments over a three-month period, subject to the following conditions:

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- a. Installment billing is offered only to customers who are not known credit risks to the Company.
- b. More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed.
- c. Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges.
- d. If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service.
- e. Installment billing will be continued even when service is temporarily suspended.
- f. Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion.
- g. No interest or finance charges apply.

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SERVICE CHARGES / CONSTRUCTION CHARGES

SERVICE CHARGES (Cont'd)

.5 Charges

		Nonrecurring Charge	
		<u>Residence</u>	<u>Business</u>
.5.1	Service Order Charge - Initial , per order	\$31.00	\$49.00
.5.2	Service Order Charge - Subsequent, per order	\$22.00	\$30.00
.5.3	Central Office Connection Charges, per line	\$25.00	\$25.00
.5.4	Reconnect Charge	\$45.00	\$45.00
.5.5	Access Line Work Charge, per order	\$20.00	\$20.00

.6 Other Service Charges

- .6.1 Work involving services and equipment items not specifically covered in this Section will be performed subject to the application of installation and nonrecurring charges shown elsewhere in this Catalog.
- .6.2 Work involving services and equipment items for which an installation or nonrecurring charge is not specified, either in this Section or elsewhere in this Catalog will be performed on the basis of "Cost" as defined in the following paragraph.
- a. The term "Cost" means labor, materials, charges for supervision and other applicable overhead expenses.

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SERVICE CHARGES / CONSTRUCTION CHARGES

MAINTENANCE OF SERVICE CHARGE

GENERAL

- .1 A nonrecurring charge as shown below applies to each visit made to the premises of a customer, joint user or authorized user by a Company employee during which it is determined that the service difficulty results from the customer's side of the demarcation point.
- a. Charge per premises visit \$62.00

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SERVICE CHARGES / CONSTRUCTION CHARGES

CONSTRUCTION CHARGES

General

- .1 All rates and charges quoted in this General Exchange Catalog provide for the furnishing of service or channels when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs.
- .2 When the revenue to be derived from the service or channels is not sufficient to warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs, the amount depending upon the circumstances in each case.
- .3 When construction is provided by a connecting company, charges made to the customer will be based on the charges of the connecting company.
- .4 Where a customer is so located that it is necessary to use private right-of-way to furnish a service or channels and the Company is unable to obtain the required right-of-way without cost, the customer may be required to pay the entire costs involved in securing such right-of-way.
- .5 Title to all construction, except conduit, provided on private property at the customer's expense is vested in the Company.
- .6 Construction charges are payable at the time application for service is signed or when construction work is started at the option of the Company.
- .7 "Cost" as used in this section, is to be interpreted to mean the cost of labor and materials, including charges for supervision and other overhead expenses.
- .8 Any pole line or underground construction furnished by the customer is subject to the approval of the Company.

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SERVICE CHARGES / CONSTRUCTION CHARGES

CONSTRUCTION CHARGES (Cont'd)

Construction on Private Property

- .1 Poles and fixtures on private property must be furnished by the customer and maintained by the Company, unless furnished as a part of the Company's distributing plan for serving customers in general or when furnished under the provisions below. Underground conduit must be furnished and maintained by the customer.
- .2 Labor and material necessary in providing underground conduit on private property of the customer for which construction charges are applicable may be furnished by the customer or by the Company and charged to the customer. Title to conduit is vested in the customer.
- .3 All construction must be in accordance with Company specifications and is to be under the exclusive control of the Company as long as it is used by the Company in the furnishing of its services, except as the control of such pole line construction may be shared with another company using poles jointly with the Company.
- .4 Exposed wiring is the standard method of wiring in all buildings where no conduit or other means of concealment is provided. When concealed wiring is desired in buildings where no means of concealment is provided, the applicant may be charged the difference between the installation costs of the concealed wiring and the costs of the standard exposed wiring. However, if suitable interior conduit, grooving, moulding, wainscoting, or other similar means of concealment are provided, either by the building owner or by the applicant, the wiring is installed therein by the Company without additional charge.
- .5 Entrance Facilities on Private Property
  - .5.1 Where the Company constructs facilities on private property to furnish service to an applicant, the Company will provide without construction charge two poles or the number necessary to furnish five hundred twenty-eight feet of circuit entrance.
  - .5.2 The applicant will be required to pay for construction on private property in excess of five hundred twenty-eight feet as follows:

Monthly <u>Rate</u>	
Each 1/10th mile or fraction thereof	\$130.00
  - .5.3 Pole line construction for entrance facilities, except where there is a joint use arrangement with some other company, is owned, maintained and replaced by the Company.

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SERVICE CHARGES / CONSTRUCTION CHARGES

CONSTRUCTION CHARGES (Cont'd)

Special Types of Outside Construction

- .1 When underground construction is desired by the customer where aerial facilities ordinarily would be provided without a construction charge to the customer, the following regulations apply.
  - .1.1 Where the cable is laid in conduit, the underground conduit is constructed and maintained by or at the expense of the customer. The construction charge made to the customer is based on the cost of the underground cable including the cost of installing the cable, less the estimated cost to the Company of installing such aerial facilities as would be required for similar use. The underground conduit shall be constructed in accordance with plans and specifications furnished by or acceptable to the Company.
  - .1.2 The duct or ducts required in the underground conduit by the Company are reserved for its exclusive use.
  - .1.3 When cable is laid in a trench, the construction charge made to the customer is based on the cost of the cable including the cost of installing the cable less the estimated cost to the Company of installing such aerial plant as would be required for similar use.
  - .1.4 Cable installed in conduit or trench will be maintained and replaced at the expense of the Company. However, repairs to or replacements of cable made necessary by damages caused by the customer, his employees or representatives, or by water freezing in improperly drained conduits, will be at the customer's expense.
- .2 When indirect routing or special type of construction is provided at the customer's request, in cases where facilities would ordinarily be provided without construction charge to the customer, the excess cost of the indirect routing or special construction is borne by the customer.
- .3 When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Telephone Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.



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SERVICE CHARGES / CONSTRUCTION CHARGES

CONSTRUCTION CHARGES (Cont'd)

Changes from Aerial to Underground Facilities

- .1 Where aerial facilities are used to provide service or channels to a customer and subsequently the customer desires that such facilities be placed underground, the change from aerial to underground is made subject to the following conditions:
  - .1.1 The cable is owned and maintained by the Telephone Company. However, repairs to or replacements of cable made necessary by damages caused by the customer, his employees or representatives, or by water freezing in improperly drained conduits will be at the customer's expense.
  - .1.2 The following rate is applicable for transferring aerial facilities to underground facilities.

	Monthly Rate
a. Each 1/10th mile or fraction thereof	\$130.00

Charges Applicable for Facility Extension

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

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LOCAL EXCHANGE SERVICE

APPLICATIONS FOR SERVICE

- .1 Applications for telephone service may be made orally at the business office of the Company unless specifically required in writing by another section of this catalog. Such applications are subject to applicable catalog rules and regulations and become contractual upon establishment of the requested service by the Company.
- .2 Local Exchange Service is the furnishing of facilities necessary for communicating within specified exchange areas. This Catalog specifies rate schedules applicable for grades and classes of local exchange service offered.
  - 2.1 Two types of service are offered as follows:
    - a. Local Exchange Service, which provides flat rate calling within a specified area where untimed calls are permitted without application of a message toll charge.
    - b. Usage Sensitive Service which provides unrestricted calling within a local calling area subject to application of network access rates in addition to usage rates which encompass the frequency and duration of calls modified according to the distance and time-of-occurrence of the call.
  - 2.2 The terms "Local Exchange Service" and "Usage Sensitive Service" may be used interchangeably throughout this Catalog.

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LOCAL EXCHANGE SERVICE

CONDITIONS

.1 Availability of Service

1.1 The following classes of Flat-Rate Local Exchange Service are provided to customers in exchanges shown within this Section:

- a. Residence One-Party Service
- b. Business One-Party Service
- c. Trunk Service

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1.2 The following classes of Usage Sensitive Local Exchange Service are provided to customers in exchanges shown within this Section:

- a. Residence Service
- b. Business Service

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Residence accounts of deaf customers may subscribe to Usage Sensitive Service or flat rate Local Exchange Service. Usage Sensitive Service will not be offered to Pay Telephone Service.

.2 Calls originated and completed without Company operator assistance are subject to charges as shown in this section of the catalog and billed to the originating customer. Local calls placed with Company operator assistance are subject to charges as shown in this catalog.

.3 The rates for local calls from customer's premise to mobile stations are the same as those applicable between customer's premise.

.4 Customers will not be charged a Record Work Only service charge for the initial change from Usage Sensitive Service to flat rate service

.5 All of a Multi-line customer's lines shall have the same service type.

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LOCAL EXCHANGE SERVICE

CONDITIONS (Cont'd)

.6 Maximum Monthly Billing for Usage

.6.1 Billing for usage to a particular account will not exceed the amounts shown in Paragraph .6.3. following:

- a. An "account" is defined as all services billed on the same monthly bill. When an account consists of only one line or trunk, maximum monthly billing for usage will equal the amount shown. When an account is served with more than one line or trunk, maximum monthly billing usage will equal the amount shown multiplied by the quantity of lines and/or trunks.

.6.2 Usage is not transferable between separate accounts of the same customer.

.6.3 Maximum Monthly Recurring Charges for Usage <sup>1</sup>

- a. For call connection and minutes of use, each line or trunk except those furnished in conjunction with those provided to resellers or shares of service.

Business	\$60.00	(C)
Residence	\$35.00	

- b. For call connection and minutes of use, each line or trunk provided to resellers or sharers of service.

Business	NONE	(C)
Residence	NONE	

.6.4 Extended Area Service usage rates apply to calls made to other exchanges within the customers local calling area.

. 6.5 Optional Extended Area Service (Optional EAS) is a service that allows customers in an exchange to subscribe to an extended local calling area. Optional Extended Area Service Usage rates apply to calls made to other exchanges with the customer's extended local calling area.

<sup>1</sup> Pursuant to Order of the Illinois Commerce Commission in Dockets 93-0301 and 94-0041, the maximum monthly charge for usage will be eliminated effective June 1, 1995.

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LOCAL EXCHANGE SERVICE

DETERMINATION OF RATES

- .1 Local Exchange Service
  - .1.1 The Company's Local Exchange Service Rate Component Schedule appears in this Section and is composed of one rate group
- .2 Extended Area Service/Optional Extended Service Area Component
  - .2.1 The Company's Extended Area Service Rate Component Schedule is in this Section indicating effective rate assignments.
- .3 Usage Sensitive Service
  - .3.1 Access Line Rate-Each Line
    - a. Access Line Rates for exchange areas appear herein. These rates are used as follows to compute the appropriate Access Line Charge:
      - a.1  $\text{Access Line Charge} = \text{Access Line Rate} \times \text{Quantity of Lines In-Service}$
  - .3.2 Call Connection Rate - Each Completed Connection
    - a. Call Connection Rates for exchange areas, extended area service areas, and optional extended area service areas appear in this section. These rates are as follows in order to compute the appropriate Call Connection Charge
      - a.1  $\text{Call Connection Charge} = \text{Call Connection Rate} \times \text{Quantity of Completed Connections}$
    - b. Call Connection Rates do not apply to calls placed to the business office, directory assistance, or repair service.
  - .3.3 Minutes of Use Rate - Each Minute
    - a. Minute of Use Rates for exchange areas, extended area service areas, and optional extended area service areas appear in this section. These rates are as follows in order to compute the Minutes of Use Charge.
      - a.1  $\text{Minutes of Use Rate Charge} = \text{Minute of Use Rate} \times \text{Minutes of Use}$
    - b. Minutes of Use Rates do not apply to calls placed to the business office, directory assistance, or repair service.

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LOCAL EXCHANGE SERVICE

DETERMINATION OF RATES (Cont'd)

.4 Discount periods on Usage

- 4.1 A 50% discount on Night Periods will be applied for calls placed between 9 p.m. and 8 a.m. A 50% discount will also be applied to all hours of Saturday and Sunday as well as the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.
- 4.2 The discount period for set up and first minute is determined by the time of connection as marked by the electronic billing equipment at the central office of the calling station.
- 4.3 The discount period for each additional minute is determined by the rate period in which the beginning of each additional minute occurs.

.5 Printed Detail Of Local Calls

- 5.1 Itemized billing of local call detail for Usage Sensitive Service can be provided to customers upon request where such details are available and facilities permit, provided affected customers initiate such requests by giving the Company adequate advance notice to enable the Company to capture a full billing cycle of detail prior to the desired issuance of such information.
- 5.2 Upon customer request, one itemized billing of local call detail may be provided free of charge during a six month period or if a good faith dispute exists as to the accuracy of the billing, provided adequate notice is given to the Company as described in Paragraph .1 above. This waiver of charges does not apply to customers contracting for local call detail on a routine monthly basis.

5.3 Rates and Charges

- a. The following charges apply for each billing period (minimum of one month) for which the service is furnished.

	MONTHLY RATE	NONRECURRING CHARGE
a. Monthly Itemized Billing, Per account	\$1.75	<sup>1</sup>
b. Each Page Printed (or Portion Thereof)	None	\$0.10

<sup>1</sup> Record Work Only Ordering Charges are applicable to initiate customer requests for itemized billing detail.

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LOCAL EXCHANGE SERVICE

RATES

.1 Local Exchange Service Flat Rate Schedule

.1.1 Monthly Rates <sup>1</sup>

- a. The following rates apply in addition to all other rates and charges for associated service and equipment items:

<u>CLASSES AND GRADES OF SERVICE</u>	<u>MONTHLY RATES</u>	
Trunk Service	\$53.00	(I)
Network Access Line - Residential	\$30.00	
Network Access Line - Business	\$52.00	(I)

<sup>1</sup> Extended Area Service Rates apply in addition to the above monthly rates.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.2 Local Exchange Usage Sensitive Service Rates

2.1 The following rates apply in addition to all other rates and charges for associated service and equipment items:

a. Measured Access Line Rate,

MONTHLY  
RATE

Residential, per line

\$25.00

Business, per line

\$46.99 (I)



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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.2 Local Exchange Usage Sensitive Service Rates

2.1 The following rates apply in addition to all other rates and charges for associated service and equipment items: (Cont'd)

b. Residence Class of Service - Option 1

	<u>HOME EXCHANGE</u>	<u>EXTENDED AREA SERVICE AREA</u>
All exchanges		
Call Connection Rates, Each Completed Connection	\$.0340	\$.0300
Minutes of Use, Each Minute	None	\$.0180

c. Residence Class of Service - Option 2  
(all exchanges)

Residence customers may elect a flat rate option for calls placed to extended area service areas. These calls will be rated at \$ 0.11 <sup>1</sup> per call. There is no set-up charge. All calls to the extended area service areas will be billed under either Option 1 or Option 2 rates. The customer must choose only one billing option per line. Separate bills will be issued for multiline residential customers who choose different options. All calls placed within the home exchange will be rated under Option 1. Service Charges are not applicable to customers who change to/from billing options.

<sup>1</sup> Call placed during Discount Periods are subject to rates as specified in this Section.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.3 Local Exchange Service Rate Classifications

.3.1 The availability of Local Exchange Service within a particular exchange, is limited to the classes of service authorized by the symbol "X" or the note reference symbol ( ) shown opposite the exchange name herein.

.3.2 Rate Schedule

<u>EXCHANGE</u>	<u>RATE CLASSIFICATION</u>			<u>EXTENDED AREA SERVICE IS PROVIDED TO:</u>
	<u>FLAT RATE</u>	<u>USS</u>	<u>EASC</u>	
Abingdon	X	X	None	Okawville
Addieville	X	X	\$4.65 <sup>1</sup>	
Albany	X	X	None	
Aledo	X	X	\$4.65 <sup>1</sup>	Joy, Reynolds, Seaton, Viola
Alexis	X	X	\$4.65 <sup>1</sup>	North Henderson
Alpha	X	X	\$4.65 <sup>1</sup>	Andover, New Windsor, Rio, Woodhull
Altamont	X	X	None	Alpha, Cambridge, Orion, Osco, Woodhull
Andover	X	X	\$4.65	
Ashley -Radom	X	X	None	Breese, Carlyle Bowen, Carthage Brussels Kilbourne Altamont, Cowden, Shumway Gillespie Kirkwood, Stronghurdt
Bartelso	X	X	\$4.65 <sup>1</sup>	
Basco	X	X	\$4.65 <sup>1</sup>	
Batchtown	X	X	\$4.65 <sup>1</sup>	
Bath	X	X	\$4.65 <sup>1</sup>	
Beecher City	X	X	\$4.65 <sup>1</sup>	
Benld	X	X	\$4.65	
Biggsville	X	X	None	

<sup>1</sup> Applicable only for authorized deaf accounts.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.3 Local Exchange Service Rate Classifications (Cont'd)

.3.2 Rate Schedule (Cont'd)

<u>EXCHANGE</u>	<u>RATE CLASSIFICATION</u>			<u>EXTENDED AREA SERVICE IS PROVIDED TO:</u>
	<u>FLAT RATE</u>	<u>USS</u>	<u>EASC</u>	
Bowen	X	X	None	Augusta, Basco
Brownstown	X	X	\$4.65 <sup>1</sup>	Sefton, St. Elmo, St. Peter
Brussels	X	X	\$4.65 <sup>1</sup>	Batchtown
Bunker Hill	X	X	None	
Carlinville	X	X	None	
Carthage	X	X	\$4.65 <sup>1</sup>	Basco, Colusa, Elvaston, Ferris
Chadwick	X	X	\$4.65 <sup>1</sup>	Lanard-Brookville, Milledgeville
Chesterfield- Rockbridge	X	X	None	
Coffeen	X	X	\$4.65 <sup>1</sup>	Donnellson, Fillmore, Hillsboro
Coleta	X	X	\$4.65 <sup>1</sup>	Sterling
Cordova	X	X	\$4.65 <sup>1</sup>	Albany, East Moline, Erie, Hampton-Rapid City, Hillsdale, Moline, Port Byron, Rock Island
Dallas City	X	X	None	
Donnellson	X	X	\$4.65 <sup>1</sup>	Coffeen, Greenville, Hillsboro, Sorento
Dow	X	X	\$4.65 <sup>1</sup>	Alton, Jerseyville
DuBois	X	X	\$4.65 <sup>1</sup>	Ashley, Tamaroa
East Dubuque	X	X	\$4.65 <sup>1</sup>	Dubuque, IA, Fairplay, WI
Edgewood & Mason	X	X	\$4.65 <sup>1</sup>	Farina

<sup>1</sup> Applicable only for authorized deaf accounts.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.3 Local Exchange Service Rate Classifications (Cont'd)

.3.2 Rate Schedule (Cont'd)

<u>EXCHANGE</u>	<u>RATE CLASSIFICATION</u>			<u>EXTENDED AREA SERVICE IS PROVIDED TO:</u>
	<u>FLAT RATE</u>	<u>USS</u>	<u>EASC</u>	
Eliza	X	X	\$4.65 <sup>1</sup>	Edgington, Illinois City, Joy, New Boston, Reynolds, Muscatine, IA.
Elvaston	X	X	None	Carthage, Ferris, Hamilton
Erie	X	X	None	
Farina	X	X	\$4.65 <sup>1</sup>	Edgewood, Kinmundy, St. Peter
Ferris	X	X	\$4.65 <sup>1</sup>	Carthage, Elvaston
Fieldon	X	X	\$4.65 <sup>1</sup>	Hardin, Jerseyville
Fillmore	X	X	\$4.65 <sup>1</sup>	Coffeen, Ramsey
Gillespie	X	X	\$4.65 <sup>1</sup>	Benld
Gulfport	X	X	\$4.65 <sup>1</sup>	Biggsville, Stronghurst
Greenview	X	X	None	
Hamburg	X	X	\$4.65 <sup>1</sup>	Hardin, Kampsville
Hamilton	X	X	None	
Hampton-Rapids City	X	X	\$4.65 <sup>1</sup>	East Moline, Moline, Port
Byron,				Rock Island
Hardin	X	X	\$4.65 <sup>1</sup>	Hamburg, Kampsville
Hettick	X	X	None	
Hillsdale	X	X	\$4.65 <sup>1</sup>	Cordova, East Moline, Erie, Hampton-Rapid City, Moline,
Port				Byron, Rock Island

<sup>1</sup> Applicable only for authorized deaf accounts.

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RATES (Cont'd)

.3 Local Exchange Service Rate Classifications (Cont'd)

.3.2 Rate Schedule (Cont'd)

<u>EXCHANGE</u>	<u>RATE CLASSIFICATION</u>			<u>EXTENDED AREA SERVICE IS PROVIDED TO:</u>
	<u>FLAT RATE</u>	<u>USS</u>	<u>EASC</u>	
Hoffman	X	X	None	
Hooppole	X	X	\$4.65 <sup>1</sup>	Annawan, Prophetstown,
Hoyleton	X	X	\$4.65 <sup>1</sup>	Hoffman, Irvington, New Minden
Ina	X	X	\$4.65 <sup>1</sup>	Mt. Vernon
Irvington	X	X	None	
Jerseyville	X	X	None	
Joy	X	X	\$4.65 <sup>1</sup>	Aledo, Eliza, Keithsburg, New Boston
Kampsville	X	X	\$4.65 <sup>1</sup>	Hamburg, Hardin
Keithsburg	X	X	None	
Keyesport	X	X	\$4.65 <sup>1</sup>	Carlyle, reenville
Kilbourne	X	X	\$4.65 <sup>1</sup>	Bath
Kirkwood	X	X	\$4.65	Biggsville, Monmouth
Lanark-Brookville	X	X	None	
Little York	X	X	\$4.65 <sup>1</sup>	Monmouth, Seaton
London Mills	X	X	None	
Mason City	X	X	None	

<sup>1</sup> Applicable only for authorized deaf accounts.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.3 Local Exchange Service Rate Classifications (Cont'd)

.3.2 Rate Schedule (Cont'd)

<u>EXCHANGE</u>	<u>RATE CLASSIFICATION</u>			<u>EXTENDED AREA SERVICE IS PROVIDED TO:</u>
	<u>FLAT RATE</u>	<u>USS</u>	<u>EASC</u>	
Matherville	X	X	\$4.65 <sup>1</sup>	Aledo, Moline, Preemption, Reynolds, Rock Island, Sherrard, Vilola
Medora	X	X	None	
Milledgeville	X	X	\$4.65 <sup>1</sup>	Chadwick, Lanark-Brookville
Monmouth	X	X	\$4.65 <sup>1</sup>	Cameron, Kirkwood, Little York
Mount Olive	X	X	None	
Mulberry Grove	X	X	None	
Nauvoo	X	X	None	
New Boston	X	X	\$4.65 <sup>1</sup>	Eliza, Joy, Keithsburg
New Douglas	X	X	None	
New Minden	X	X	\$4.65 <sup>1</sup>	Hoyleton
Niota	X	X	\$4.65 <sup>1</sup>	Dallas City, Nauvoo
North Henderson	X	X	\$4.65	Alexis, New Windsor, Rio
Oquawka	X	X	None	
Patoka	X	X	None	
Pittsburg	X	X	\$4.65 <sup>1</sup>	Greenville, Mulberry Grove, Vandalia
Polo	X	X	None	

<sup>1</sup> Applicable only for authorized deaf accounts.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.3 Local Exchange Service Rate Classifications (Cont'd)

.3.2 Rate Schedule (Cont'd)

<u>EXCHANGE</u>	<u>RATE CLASSIFICATION</u>			<u>EXTENDED AREA SERVICE IS PROVIDED TO:</u>
	<u>FLAT RATE</u>	<u>USS</u>	<u>EASC</u>	
Port Byron	X	X	\$4.65 <sup>1</sup>	Erie, East Moline, Moline, Rock Island, Cordova, Hillsdale, Hampton-Rapid City
Preemption	X	X	\$4.65 <sup>1</sup>	Aledo, Matherville, Moline, Reynolds, Rock Island, Sherrard, Viola
Prophetstown	X	X	None	
Ramsey	X	X	\$4.65 <sup>1</sup>	Fillmore, Herrick
Rio	X	X	\$4.65 <sup>1</sup>	Alpha, North Henderson
Roseville	X	X	\$4.65	Raritan, Smithshire, Swan Creek
St. Elmo	X	X	\$4.65 <sup>1</sup>	Altamont, Brownstown, Sefton, St. Peter
St. Peter	X	X	\$4.65 <sup>1</sup>	Brownstown, Farina, Shabonier, St. Elmo
Sandoval	X	X	None	
Seaton	X	X	\$4.65 <sup>1</sup>	Aledo, Keithsburg, Little York
Shannon	X	X	\$4.65 <sup>1</sup>	Forreston, Lanark-Brookville

<sup>1</sup> Applicable only for authorized deaf accounts.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.3 Local Exchange Service Rate Classifications (Cont'd)

.3.2 Rate Schedule (Cont'd)

<u>EXCHANGE</u>	<u>RATE CLASSIFICATION</u>			<u>EXTENDED AREA SERVICE IS PROVIDED TO:</u>
	<u>FLAT RATE</u>	<u>USS</u>	<u>EASC</u>	
Shattuc	X	X	\$4.65 <sup>1</sup>	Sandoval
Sherrard	X	X	\$4.65 <sup>1</sup>	Aledo, Andover, Matherville,
New				Windsor, Preemption, Rock
				Island, Moline
Shumway	X	X	\$4.65 <sup>1</sup>	Altamont, Beecher City,
				Effingham
Sorento	X	X	\$4.65 <sup>1</sup>	Donnellson, New Douglas
Stronghurst	X	X	\$4.65 <sup>1</sup>	Biggsville
Sutter	X	X	\$4.65 <sup>1</sup>	Warsaw
Tamaroa	X	X	\$4.65 <sup>1</sup>	DuBois, DuQuoin
Tampico	X	X	\$4.65 <sup>1</sup>	Sterling
Teutopolis	X	X	\$4.65 <sup>1</sup>	Effingham, Sigel
Thomas	X	X	\$4.65 <sup>1</sup>	Hooppole, Manlius,
Prophetstown,				Tampico
Waltonville	X	X	None	
Warsaw	X	X	None	
Watson	X	X	\$4.65 <sup>1</sup>	Effingham
Woodlawn	X	X	None	

<sup>1</sup> Applicable only for authorized deaf accounts.

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LOCAL EXCHANGE SERVICE

RATES (Cont'd)

.3 Local Exchange Service Rate Classifications (Cont'd)

Supplemental Schedule Due to State Additional Charge

.3.3 Pursuant to Section 36 (b) and Section 7a.10 of "An Act Concerning Public Utilities," as amended, the Company will charge its customers, in addition to all of the other lawful rates and charges a .1% state additional charge on bills rendered on or after July 1, 1988. The State additional charge is based on the amount payable for intrastate service.

.4 Frontier Road Work Recovery Surcharge

.4.1 General

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

.4.2 Regulations

1. Surcharge will be assessed at the time of billing.
2. There will be no proration of charges.
3. There will be no discounts for vacation, seasonal or temporary suspension of service.

.4.3 Rates

	Monthly Rate <u>Per Account</u>	
Business	\$2.25	(I)
Residence	\$2.25	(I)

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS

Access Line

The term "access line" denotes the transmission path between a standard network interface and the point in the Company central office where access to the switched network is obtained for the purpose of completing calls.

Accessories

Devices, which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which, are independent of, and not electrically connected to the conductors in the communications path of the Telephone Company system.

Additional Point of Presence (APOP)

The location of an additional interface having the operational characteristics of a NETPOP where having only a NETPOP to serve a building or multi-building property is not practical.

Administration Factor

An "Administration Factor", as used in this Catalog, is a vehicle for recovering indirect, often common, costs from a given product or service. This percentage rate is a surrogate to recover costs such as billing, overhead contribution, etc.

Auxiliary Line Service

Auxiliary line service is additional individual line service furnished to supplement the main individual line service of a subscriber.

This service may also be furnished in connection with connecting circuits provided by the Telephone Company for the interchange of telephone traffic with a Miscellaneous Common Carrier system arranged for interconnected service and must terminate in Telephone Company equipment provided for the termination of the connecting circuits. Auxiliary lines furnished in this connection must be connected to the same serving central office as the connecting circuits with which they are associated. Messages originated from a point on the system of a Miscellaneous Common Carrier over auxiliary lines are charged for at the rates for interconnected service.

Base Rate Area

A specific area within which schedule rates (urban) for local exchange service apply without exchange line mileage or without special rates in lieu of mileage.

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS (Cont'd)

Call

The term "Call", as used in this Catalog, connotes the establishment of a communications path between the calling and called parties for the purpose of completing a message.

Calling Card/Credit Card

A card authorized by the Company to which the charges for a Message Toll Telephone Service call may be billed. Calling Cards/Credit Cards may be a Company Calling Card, a Calling Card issued by another telephone company, or a Calling Card issued by AT&T Communications, Inc.

Communications Systems

Channels and other facilities, which are capable, when not, connected to telecommunication service, of 2-way communication between customer-provided terminal equipment or Company stations.

Connecting Arrangement

The term "connecting arrangement" denotes the equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities of the Telephone Company.

Conformance Number

An identifying number assigned by the Company or the Federal Communication Commission (FCC) to a particular answering device when that model is in conformance with the provisions set forth by the Company or the FCC in its technical reference for Answering Devices.

Continuous Property

Continuous property is defined as a plot of ground, together with any buildings thereon, occupied by the customer, which is not separated by public thoroughfares or by property occupied by others. Where the customer occupies property on both sides of a street, alley, highway, body of water or railroad right-of-way, and the property would otherwise be continuous, such properties are treated as continuous property.

Credit Security

The establishment of credit in the form of a Cash Deposit, Contract of Guaranty, or Surety Bond.

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS (Cont'd)

Customer-Provided Terminal Equipment

Devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit, DATATEL data set or other station equipment furnished by the Company and does not include customer-provided communications systems.

Data Access Arrangement

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section 15, Paragraph 23.D.a (3)(b) of this Catalog.

Direct Electrical Connection

The physical connection of the electrical conductors in the communications path.

Exchange Area

An area for which a separate local rate schedule is provided.

Local Exchange Service Line

A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the serving central office equipment and all outside plant facilities through and including the Standard Network Interface.

Extra Listing

An extra listing is any listing of a name or information in connection with a customer's telephone number beyond that to which customers are entitled in connection with their regular service.

Flat-Rate Service

Service furnished at a fixed monthly charge including Extended Area Service where applicable.

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS (Cont'd)

Foreign Central Office Service

Foreign Central Office Service is Local Exchange Service furnished through any central office serving the same exchange, other than the central office, which regularly serves the area in which the customer is located.

Foreign Exchange Service

Telephone exchange service furnished through any central office of an exchange other than the exchange, which regularly serves the area in which the customer is located.

Interface

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection of other than Company provided facilities to facilities provided by the Company.

Interface Equipment

Equipment provided by the Company at the interface location to accomplish the direct electrical connection of facilities provided by the Company with facilities provided by other than the Company.

Local Exchange Service

Local Exchange Service provides for telephonic communication within local service areas in accordance with the provision of this catalog, including the use of exchange facilities required to establish connection between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

Local Messages

A local message is the measurement upon which the charges for telephone communications are based when the calling station and the station with which connection is established are both within the same local service area.

Market Service Area

A geographic area established for the administration of communications service. It encompasses designated central offices, which are grouped to serve common social, economic and other purposes.

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS (Cont'd)

Message

The term "Message", as used in this Catalog, connotes the communication that takes place within the chargeable duration of a call.

Miscellaneous Common Carriers

Communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

Network Connection

The number of voice grade communications channels directly between a subscriber and a telecommunications carrier's public switched network, without the intervention of any other telecommunications carrier's switched network, which would be required to carry the subscriber's interpremises traffic and which connection either (1) is capable of providing access through the public switched network to a 9-1-1 Emergency Telephone System if one exists, or (2) if no system exists at the time a surcharge is imposed, which would be capable of providing access through the public switched network to the local 9-1-1 Emergency Telephone System if one existed. Pursuant to Illinois HB5709, 9-1-1 Emergency Telephone System Surcharges, for any municipality or county that imposes said surcharge through an existing or future ordinance, shall be assessed at a rate of five (5) surcharges per network connection in a PBX/Customized Multi-line Telephone Service environment. For purposes of assessing the surcharge in a PBX environment, each trunk shall be considered a network connection, resulting in five (5) surcharges being assessed per trunk. For the purposes of assessing the 9-1-1 surcharge in a Customized Multi-line Telephone Service environment, the trunk equivalent, pursuant to 50 ILCS 750/2.12(d), shall be twenty-five (25) Customized Multi-line Telephone Service lines to 1 PBX trunk of .20 of one (1) surcharge per Customized Multi-line Telephone Service line.

Network Control Signaling

The transmission of signals used in the exchange and message toll network which perform functions such as supervision (control, status and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder of busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the exchange and message toll network.

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS (Cont'd)

Network Point of Presence (NETPOP)

The location of the interface between the Company central office lines serving a building, or first building of a multi-building commercial property, and the telecommunications wire and cable within that building used by one or more customers.

Non-Selective Access Line

A Non-Selective Access Line is a central office line that provides communications capacity between the serving central office and communications switching equipment normally installed on the customer's premises that is arranged in such a manner that the station user has no control over which access line is connected to the station or other equipment for incoming or outgoing calls.

A Non-Selective Access Line will be hereinafter referred to as Trunks.

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Point of Demarcation

The point of physical interconnection (connecting block, terminal strip, jack, protector, optical network interface, or remote isolation device) between the telephone network and the customer's premises wiring.

Premises

One premises is all space in the same building occupied by a customer and all space occupied by the same customer in different buildings on the same continuous property.

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS (Cont'd)

Private Resale of Service

Private Resale is the subscription to telecommunications services and facilities by one entity and the limited reoffering, for profit, of those communications services and facilities not to the public but to a limited group possessing common features or attributes such as an association or membership corporation providing service to its members, or an organization set up to serve a well-defined industry group, or to closely located or affiliated buildings.

Public Resale of Service

Public resale is the subscription to communications services and facilities by one entity and the reoffering of communications services and facilities to the public (with or without 'adding value') for profit.

Rate Center

A location designated for rate measurement purposes in accordance with the provisions of this Catalog. Rate Centers are generally central office locations and are assigned specific Vertical (V) and Horizontal (H) coordinates which are listed as Wire Centers in the National Exchange Carrier Association's Tariff FCC No. 4.

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LOCAL EXCHANGE SERVICE

SERVICE DEFINITIONS (Cont'd)

Selective Access Line

A Selective Access Line is a central office line that provides communications capacity between the serving central office and communications switching equipment installed on the customer's premises that is arranged in such a manner that the station user has selective capability over which access line is connected to the station or other equipment for incoming or outgoing calls.

A Selective Access Line will be hereinafter referred to as Trunks.

Sent Paid

The normal billing arrangement whereby the billing of the call is to the party originating the call.

Sharing of Service

Sharing is a non-profit arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying the communications related costs associated therewith according to its pro rata usage of the communications services and facilities.

Standard Network Interface

Company-provided wiring and standard jack normally located in close proximity to the protector or equivalent at the customer's premises and under the customer's control. Beginning November 1, 1981, all new premises services will connect to the telecommunications network through the Standard Network Interface.

Subscriber

As used in this Catalog, a separate subscriber is involved at each location, or continuous property, where separate service is furnished. One individual or firm may therefore be considered as two or more separate "Subscribers" even in the same Exchange. The privileges, restrictions, and rates established for a Subscriber to any class of service are limited to the service at one location; and no group treatment of service at several separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

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**LOCAL EXCHANGE SERVICE**

**SERVICE DEFINITIONS (Cont'd)**

**Toll Service**

Toll service is that part of the total telephone service rendered by the Telephone Company, which is furnished between patrons in different local service areas in accordance with the regulations specified in the Company's Message Toll Telephone Service Tariff.

**Touch Calling Service**

Exchange Touch Calling Service provides for origination of telephone calls through the use of stations equipped with pushbuttons, each of which generates distinctive tones for the origination of calls. Stations accessing a touch calling line can be equipped for touch calling or rotary dial operation.

Exchange Touch Calling Service requires special central office lines having the capability of receiving standard DTMF signaling and is available only where such equipment exists.

**Usage Sensitive Service**

Usage Sensitive Service provides unrestricted calling within a local calling area subject to application of network access rates in addition to usage rates which encompass the frequency and duration of calls modified according to the distance and time-of-occurrence of the call.

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LOCAL EXCHANGE SERVICE

RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICE

SIMPLIFIED MUNICIPAL TELECOMMUNICATIONS TAX (SMTT)

The company will comply with the Simplified Municipal Telecommunications Tax Act. A listing of municipalities that have enacted the tax is available from the Illinois Department of Revenue website.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES

.1 General

.1.1 Custom Calling Service provides features listed in 3. Feature Descriptions following.

.1.2 Custom Local Area Signaling Service (CLASS) and are available in suitably equipped Central Offices of Citizens Communications.

- a. Custom Local Area Signaling Service (CLASS) services include \*69 Call Return, Priority Call, Selective Call Acceptance, Anonymous Call Rejection, \*66 Busy Number Redial, Basic Call Forward, Call Waiting/Cancel Call Waiting, Caller ID with Name, Anonymous Call Rejection and Call Trace. CLASS is a custom calling service offered to single and multiline residential and business customers.

.2 Conditions

.2.1 Custom Calling Service restrictions:

- a. Unless otherwise restricted below, services may be used with all one-party Local Exchange Service lines or trunks.
  - a.1 Call Waiting is not offered for use with rotary hunting group lines or trunks terminating in Multiline Telephone Systems.
  - a.2 Call Waiting and/or 3 Way Calling are not offered for use with rotary hunting group trunks terminating in Private Branch Exchange or Electronic Private Branch Exchange systems.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

2. Conditions (Cont'd)

.2.1 Custom Calling Service restrictions: (Cont'd)

b. Custom Local Area Signaling Service (CLASS) restrictions:

- b.1 CLASS services are subject to available facilities and limited to central offices specifically equipped to provide such service. CLASS features are applicable to calls placed to/from compatible central offices offering this service.
- b.2 Operator assisted calls may override CLASS features.
- b.3 Pay Telephone Service will not be enabled with CLASS services, just as they are not enabled with other Custom Calling Premium Services. They will operate with the CLASS system, however, and interaction with all the services will be permitted.
- b.4 The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID, \*69 Call Return services and other similar services identified in this catalog. Some calls may not display name and/or number information and/or \*69 Call Return 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, \*69 Call Return or other similar services identified in this catalog.

.2.2 Service Charges do not apply to the installation or changes in Custom Calling Services, unless otherwise noted.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

2. Conditions (Cont'd)

.2.3 Satisfaction Guarantee

- a. If the customer notifies Citizens Communications that they are not satisfied with the services the customer will be entitled to a full refund of one (1) month's 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 the credit one time per service.
- b. The satisfaction Guarantee will apply to the services listed in this Custom Calling Services Section.

.2.4 Flexible Packaging <sup>2</sup>

- a. This Flexible Packaging service offers a discount when the customer subscribes to four or more Custom Calling Services as specified in b. following. If the number of features ordered is less than four or the customer removes a feature or features such that the total subscribed to becomes less than four, the discount does not apply and the individual applicable rates apply. The service is available to single line residence customers.
- b. The following features are available for the Flexible Packaging offering:

*66 Busy Number Redial	Selective Call Acceptance
*69 Call Return	Basic Call Forward
Anonymous Call Rejection	Speed Call 8 <sup>3</sup>
Call Waiting/Cancel Call Waiting	Speed Call 30
3 Way Calling	Priority Call
Caller ID with Name	Distinctive Ring
Caller ID - Number	

- c. The discounts are applicable as follows: <sup>1</sup>

.1 Citizens Communications Residence Service 40%

<sup>1</sup> Anonymous Call Rejection is not included toward the threshold. Their rates, however, will be discounted if the threshold quantity (four) is met.

<sup>2</sup> This service is grandfathered to existing customers at existing locations.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

2. Conditions (Cont'd)

2.5 Choice PAC <sup>2</sup>

- a. This Choice PAC service offers a discount when the customer subscribes to three or more Custom Calling Services as specified in b. following. If the number of Custom Calling Services ordered is less than three or the customer removes a service or services such that the total subscribed to becomes less than three, the discount does not apply and the individual applicable rates apply. The service is available to single line business customers.

- b. The following features are available for the Choice PAC offering:

*66 Busy Number Redial	Selective Call Acceptance
*69 Call Return	Basic Call Forward
Anonymous Call Rejection	Speed Call 8 <sup>3</sup>
Call Waiting/Cancel Call Waiting	Speed Call 30
Caller ID with Name	3 Way Calling
Caller ID - Number	Priority Call
Distinctive Ring	

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- c. The discounts are applicable as follows: <sup>1</sup>

Business Service	30 % Discount
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<sup>1</sup> Anonymous Call Rejection is not included toward the threshold. The rate, however, will be discounted if the threshold quantity (three) is met.

<sup>2</sup> This service is grandfathered to existing customers at existing locations.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

2. Conditions (Cont'd)

.2.6 Frontier Feature5 Pack

- a. The Frontier Feature5 Pack is available to business customers only.
- b. The customer must subscribe to the two constant features and three of the other features in the package.
- c. The service package is offered only to customers who are served from a central office where the two constant features and a minimum of three of the other features are offered.
- d. Service ordering charges as specified in Section 4 of this catalog will apply to Frontier Feature5 Pack orders. Charges will not apply for customer requests involving changes to the features of an existing Frontier Feature5 Pack plan.
- e. The package consists of:
  - 1. Two constant features:
    - a) Caller ID with Name
    - b) Call Forward – Choice of one of the following:
      - 1) Basic Call Forward
      - 2) Call Forward Busy
      - 3) Call Forward No Answer
      - 4) Call Forward Busy/No Answer
  - 2. Choice of three of the following other features:
    - a) Call Waiting/Cancel Call Waiting
    - b) \*66 Busy Number Redial
    - c) \*69 Call Return
    - d) Speed Call 8<sup>1</sup>
    - e) 3 Way Calling

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

3. Feature Descriptions

- a. Basic Call Forward - This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to.
- b. Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.
- c. Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.
- d. Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.
- e. Call Waiting/Cancel Call Waiting - Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

- f. Call Waiting/Caller ID (CWID) - Provides a visual display of the incoming caller's name or number when Call Waiting is activated on the subscriber's line. This service, therefore, combines and enhances Calling Name Delivery, Calling Number Delivery and Call Waiting. A subscriber who is engaged in a conversation and receives an incoming call hears a Call Waiting/Cancel Call Waiting tone and is provided a visual display of the call waited party's number and/or name. The subscriber must have a Call Waiting Display Terminal capable of alphanumeric display and subscribe to Call Waiting, as well as Calling Name and/or Call Number Delivery.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

3. Feature Descriptions (Cont'd)

- g. 3 Way Calling - Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

The pay per use charge is activated irrespective of whether the call is completed or not.

- h. Speed Call 8<sup>1</sup> - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.
- i. Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity.

4. CLASS Feature Descriptions

- a. \*69 Call Return - This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered, or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*69. The user can press \*89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

4. CLASS Feature Descriptions (Cont'd)

- b. \*66 Busy Number Redial - When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is \*66. The user can press \*86 to deactivate.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

- c. Priority Call - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.
- d. 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.
- e. Selective Call Forward - 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 Forward list will be forwarded to the predetermined telephone number. Selective Call Forward is accessed by dialing "\*63" or "1163" from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward list, as well as the forward-to telephone number, can be changed at any time.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

4. CLASS Feature Descriptions (Cont'd)

- f. Selective Call Rejection – Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "\*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.
- g. 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.
- h. Call Trace - Allows a customer to automatically activate (\*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. 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.
- Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.
- i. Caller ID with Name - Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

4. CLASS Feature Descriptions (Cont'd)

- j. Caller ID Number Only<sup>1</sup> - Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.
- k. Caller ID Blocking - per call - Permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (\*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.
- l. Caller ID Blocking - per line - Permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (\*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.
- m. Anonymous Call Rejection (ACR) - Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

4. CLASS Feature Descriptions (Cont'd)

- 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 as an enhancement to one or more of the following features: Call Forwarding, Call Forward 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.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

5. Rates - in addition to applicable monthly rates for all service or equipment items with which Custom Calling Service is associated:

a. Monthly Rates

	Monthly Rate		Per Activation	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1) When provided individually (each service, per line or trunk arranged):				
Basic Call Forward	\$6.50	\$6.75		
Call Forward Busy	\$7.00	\$7.25		
Call Forward Busy/No Answer	\$7.00	\$7.50		
Call Forward No Answer	\$6.50	\$6.75		
Call Waiting/Cancel Call Waiting	\$22.50 (I)	\$8.50		
Call Waiting/Caller ID	\$10.50 (I)	\$0.50		
3 Way Calling	\$9.00	\$8.75	\$3.00 <sup>1</sup>	\$3.50 <sup>1</sup>
Speed Call 8 <sup>3</sup>	\$3.40	\$3.40		
Speed Call 30	\$5.30	\$5.30		
<u>CLASS Features</u>				
*69 Call Return	\$6.99	\$6.50	\$3.00 <sup>1</sup>	\$3.50 <sup>1</sup>
*66 Busy Number Redial	\$6.99	\$6.50	\$3.00 <sup>1</sup>	\$3.50 <sup>1</sup>
Priority Call	\$5.00	\$5.00		
Distinctive Ring	\$7.50	\$6.99		
Selective Call Forward	6.99	\$6.50		
Selective Call Rejection	\$5.00	\$5.00		
Selective Call Acceptance	\$4.00	\$4.00		
Call Trace			\$8.00 <sup>2</sup>	\$7.00 <sup>2</sup>
Caller ID with Name	\$28.00 (I)	\$13.00		
Caller ID - Number, per line <sup>2</sup>	\$9.00	\$8.00		
Caller ID Blocking – per call	None	None		
Caller ID Blocking – per line	None	None		
Anonymous Call Rejection	\$5.25	\$5.25		
Multiple Simultaneous Call Forward	\$11.00	N/A		

<sup>1</sup> The maximum charge is \$15.00 per month per line.

<sup>2</sup> The maximum charge is \$32.50 per month per line.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.



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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

5. Rates - in addition to applicable monthly rates for all service or equipment items with which Custom Calling Service is associated: (Cont'd)

a. Monthly Rates (Cont'd)

		Monthly Rate		
		<u>Business</u>	<u>Residence</u>	
a.1	Custom Calling Premium PAK <sup>1</sup> (Call Waiting/Cancel Call Waiting, 3 Way Calling, Basic Call Forward, Speed Call 8 <sup>2</sup> )	\$3.95	\$3.95	(T)
	Distinctive Ring, per line when installed with this Package <sup>1</sup>	\$3.00	\$3.00	(T)
a.2	Custom Calling Premium Plus <sup>1</sup> - (Call Waiting/ Cancel Call Waiting, 3 Way Calling, Basic Call Forward, *66 Busy Number Redial, Speed Call 8)	\$5.95	\$5.95	(T)
	Distinctive Ring, per line when installed with this Package <sup>1</sup>	\$3.00	\$3.00	(T)
a.3	Custom Pak - Touch Plus <sup>1</sup> (Includes 3 Way Calling, Basic Call Forward and Speed Call 8 <sup>2</sup> )	\$3.50	\$3.50	(T)

<sup>1</sup> This service is grandfathered to existing customers at existing locations.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

5. Rates - in addition to applicable monthly rates for all service or equipment items with which Custom Calling Service is associated: (Cont'd)

a. Monthly Rates (Cont'd)

		Monthly Rate		
		<u>Business</u>	<u>Residence</u>	
a.4	Custom Pak - Enhanced <sup>1</sup> (Call Waiting/Cancel Call Waiting, *69 Call Return, *66 Busy Number Redial and Call Blocking per line Residence Service)	--	\$8.75	(T)
a.5	Custom Pak - VIP <sup>1</sup> (Call Waiting, 3 Way Calling, Basic Call Forward, Speed Call-8, *69 Call Return, *66 Busy Number Redial, Anonymous Call Rejection and Priority Call)	--	\$13.25	(T)   (T)
a.6	Basic Pack <sup>1</sup> (Call Waiting/Cancel Call Waiting, Caller ID Name and Number, *69 Call Return, 3 Way Calling, Anonymous Call Rejection)	--	\$10.25	(T)   (T)
a.7	Complete Pack <sup>1</sup> (Call Waiting/Cancel Call Waiting, Caller ID Name and Number, Distinctive Ring 3 Way Calling, Anonymous Call Rejection, Basic Call Forward, *69 Call Return, Speed Call 30, Priority Call, *66 Busy Number Redial and Selective Call Acceptance)	--	\$16.95	(T)   (T)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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MISCELLANEOUS SERVICES

CUSTOM CALLING SERVICES (Cont'd)

5. Rates - in addition to applicable monthly rates for all service or equipment items with which Custom Calling Service is associated: (Cont'd)

a. Monthly Rates (Cont'd)

		Monthly Rate		
		<u>Business</u>	<u>Residence</u>	
a.8	Big Deal Option B <sup>1</sup> Call Waiting/Cancel Call Waiting, Basic Call Forward, *69 Call Return, 3 Way Calling, Anonymous Call Rejection	--	\$9.00	(T)   (T)
a.9	Big Deal Option A <sup>1</sup> Call Waiting, Cancel Call Waiting, Caller ID Name and Number, Distinctive Ring, 3 Way Calling, Basic Call Forward, *69 Call Return, Speed Call-8, Anonymous Call Rejection, Priority Call, *66 Busy Number Redial, Special Call Acceptance and Basic Call Forward			(T)   (T)
	Residence Service	--	\$16.00	
a.10	Frontier Feature5 Pack Business Service <sup>1</sup>	\$11.95	--	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

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MISCELLANEOUS SERVICES

EXCHANGE TOUCH CALLING SERVICE

1 Conditions

- .1.1 Exchange Touch Calling Service provides for origination of telephone calls through the use of stations equipped with pushbuttons, each of which generates distinctive tones for the origination of calls. Stations accessing a touch calling line can be equipped for touch calling or rotary dial operation.
- .1.2 Exchange Touch Calling Service requires special central office lines having the capability of receiving standard DTMF signaling and is available only where such equipment exists. Where available, the service may be furnished in connection with Local Exchange Service.

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MISCELLANEOUS SERVICES

COPIES OF REGULAR MONTHLY BILLING FOR PREVIOUS SERVICE

.1 General

Copies of regular monthly bills for previous service may be provided to customers upon request where such information is available, and facilities permit.

.2 Conditions

Copies of regular bills for the current and immediately prior months will be furnished to the customer upon request at no charge.

.3 Rates

Except where exempted above, a nonrecurring charge of \$5.00 applies to each account, per billing period, for which copies are furnished.

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MISCELLANEOUS SERVICES

700, 900 AND 976 BLOCKING SERVICE

.1 General

700, 900 and 976 Blocking Service provides residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which the 700 NPA, 900 NPA and 976 prefix must be dialed.

The service is classified as a local exchange telecommunications service.

.2 Conditions

.2.1 The Company's obligation to furnish network facilities for 700, 900 and 976 Blocking Service is dependent upon the availability of suitable facilities. Because of central office and other facility limitations, it may not be possible for the Company to provide all of the services that may be requested.

.2.2 700, 900 and 976 Blocking Service is available only for blocking access to all 700 NPA, 900 NPA and 976 prefix telephone numbers from a particular network access line, and not for blocking access to a specific 700 NPA, 900 NPA and 976 prefix telephone number.

.3 Rates and Charges

.3.1 The 700, 900 and/or 976 Blocking Service for residence and business network access line customers is provided upon request without charge.

.3.2 Service Ordering Charges do not apply to orders adding this blocking service only.

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MISCELLANEOUS SERVICES

COMBINATION MAIN STATION SERVICE

.1 General

- .1.1 Where an individual or firm wishes to contract for two main stations at two separate locations, but also wishes to be able to answer incoming calls for one station or both stations at either location, the arrangement described below is provided on flat rate lines in single office exchanges subject to (a) the availability of the facilities necessary to furnish satisfactory service and (b) the rate treatment given.
- .1.2 Combination main station service may be employed where one station is at a business location and the other at a residence, or where both stations are at either business or residence locations. However, such an arrangement is permitted only on the premises of the same individual or firm or where the customer at the residence location is associated in business with or is an employee of the customer at the business location.

.2 Equipment and Operation

- .2.1 The two lines are bridged together.
- .2.2 A directory listing is furnished with each exchange line.
- .2.3 Connections between the exchange service lines are established by coded ringing.

.3 Rates

- .3.1 Business or Residence Local Exchange Service rates apply in accordance with the character of use at each premises.
- .3.2 In applying Mileage Charges, each exchange service location is considered separately, and the Mileage Charges applicable for individual line service are assessed for each exchange service.

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MISCELLANEOUS SERVICES

CONDITIONING OF OFF-PREMISES LINES

.1 General

Conditioning of off-premises lines may be provided when resistance and/or line loss limits are exceeded, and amplification equipment is required to meet transmission and signaling requirements.

.2 Rates

The following rates and charges apply in addition to all other rates and charges applicable to the services and equipment furnished.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Conditioning of Off-Premises Lines, each	\$13.57	\$33.92



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MISCELLANEOUS SERVICES

CITIZENS DIAL DATA SERVICE

.1. General

Citizens Dial Data Service is an enhancement to Residential and Business single line service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communication. This service is offered subject to the availability of suitable facilities.

.2. Regulations

- .2.1 The parameters of Citizens Dial Data Service are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch. The following transmission parameters are inherent to Citizens Dial Data Service:

Dial Data Transmission Parameters

Maximum insertion loss in dB 1,000 HZ	9.0 dB
Attenuation Distortion (Slope) 1,000 - 2,800 Hz	3.0 dB max
Message Circuit Noise (Voice Objectives)	20 dBrnc or less
Impulse Noise	
Physical Facilities	No more than 15 counts in 15 min. at a threshold of 50 dBrncO
Compandored facilities measured with	No more than 15 counts -13dBm0 holding tone in 15 min. at a threshold of 59 dBrncO
Envelope-delay distortion 1,000 to 2,400 Hz	200 ms max.
Transmitting level at SCO	-13 dBm

- .2.2 The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. No guarantee is made for a transmission level over the entire circuit.

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MISCELLANEOUS SERVICES

CITIZENS DIAL DATA SERVICE (Cont'd)

.2 Regulations (Cont'd)

.2.3 Citizens Dial Data Service is not offered in conjunction with the following:

- Foreign Central Office Service
- Foreign Exchange Service
- Citizens Digital Centrex Service
- Call Waiting
- Off-Premises Extensions
- PBX trunks or stations
- Residence or Business service provided by analog station carrier (e.g., 82A & 84A)
- Distinctive Ring

.3 Rates

.3.1 The following rates are in addition to all applicable nonrecurring and recurring charges shown in other catalog or tariffs of the Company. The nonrecurring charge applies in addition to all other Service Connection charges when this service is ordered in conjunction with other services.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Citizens Dial Data Service		
Business	\$5.00	\$25.00
Residence	\$5.00	\$25.00

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MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE

.1 General

Direct Inward Dialing Service permits incoming dialed calls from the exchange network to reach a specific number within a customer system without the assistance of an attendant.

.2 Conditions

.2.1 The Company will determine the quantity of central office trunks required in accordance with Telephone Communication Industry Standards of Service.

.2.2 This service is subject to the availability of existing equipment and facilities. In the event additional or special equipment is required, special assembly rates and charges may be applied in addition to those shown herein.

.2.3 Citizens Digital Centrex Services are exempt from this offering.

.2.4 Where Direct Inward Dialing Service is furnished and all numbers have not been connected for service, the customer shall be responsible for providing interception of calls to vacant or nonworking assigned station lines or telephone numbers by means of attendant intercept or recorded arrangement service.

.3 Rates

.3.1 Central Office Trunk rates and appropriate Service Charges apply based upon the quantity of central office trunks utilized for Direct Inward Dialing Service.

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MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

.3 Rates (Cont'd)

The following rates and charges apply in addition to all other rates and charges applicable to the services and equipment furnished.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Direct Inward Dialing -		
Central Office Direct Inward Dialing Trunk Termination, per order		
Initial	\$50.00	\$750.00
Each Additional	\$25.00	\$60.00
Direct Inward Dialing, Block of Numbers <sup>1</sup>		
Block of 20	\$10.00	None
Block of 100	\$25.00	None

<sup>1</sup> Also includes DID Reserve Telephone Numbers.

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MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

.4 DIRECT INWARD/OUTWARD DIALING (DIOD) ELEMENT

.4.1 General

Direct Inward/Outward Dialing (DIOD) is a central office-based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. Rotary hunt does not apply.

.4.2 Conditions

- a. The assignment of telephone numbers and the sequence of numbers to a customer are made at the discretion of the Company. All terms and conditions pertaining to DID service are applicable to DIOD service.
- b. This service is subject to the availability of existing equipment and facilities.
- c. Citizens Digital Centrex Services are exempt from this offering.
- d. Trunks arranged for DIOD service may not be combined with trunk groups arranged to provide DID service. Overflow of calls between the two arrangements is not permitted.
- e. Where the DIOD service is provided from a different central office area of the serving exchange, interoffice mileage charges and measurement as specified in the Access Tariff, Ill. CC No. 5 will apply.
- f. Where the DIOD service is provided from a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in the Access Tariff, Ill. CC No. 5.
- g. Customers are required to subscribe/use current trunks as the basic access piece of DIOD trunks using the existing catalog rate. The DIOD Functionality Rate Element is an adder to the existing trunk rate(s).
- h. The customer is responsible for providing intercept on assigned unused telephone numbers associated with DIOD service.

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MISCELLANEOUS SERVICES

DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

.4 DIRECT INWARD/OUTWARD DIALING (DIOD) ELEMENT (Cont'd)

.4.3 Rates

	<u>Billing Rate</u>	<u>Nonrecurring Charge</u> <sup>1</sup>
DIOD Rate		
Per Trunk - Month to Month	\$15.25	\$100.00
Per Trunk - One Year Term	\$8.00	\$100.00
Per Trunk - Three Year Term	\$6.00	\$100.00

<sup>1</sup> Nonrecurring charge is per initial service order.

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MISCELLANEOUS SERVICES

MAGNETIC TAPE REPRODUCTION

.1      CONDITIONS

- 1.1      Billing detail on magnetic tape is offered to meet the requests of large system customers who have access to data processing equipment and wish to use the tape detail for verifying, analyzing, and controlling charges.
- 1.2      Billing detail will be reproduced on tape in code terminology and format used by the Telephone Company.
- 1.3      The customer will be provided a tape layout, at no charge, explaining Telephone Company terminology and format.
- 1.4      The Telephone Company reserves the right to change the code terminology and format of the information on the tape upon 30 days notice to the customer.

.2      RATES

- .2.1      The following rates are in addition to all applicable nonrecurring charges as specified elsewhere in this Catalog.
- .2.2      The following rates and charges apply to the customer's listed telephone number and all telephone numbers billed at the same time and on the same bill.

Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
\$120.00	\$250.00

- .2.3      A Subsequent Order Charge applies for each additional billing telephone number added subsequent to the establishment of service but billed in the same cycle as the main number.
- .2.4      Each additional number billed separately in a cycle different than the main billing number requires a new tape and should be billed as specified in .2.2 above.
- .2.5      Duplicate tapes may be obtained from the telephone company if requested within ten days after the original tape is made at a cost of \$120.00 per tape plus any appropriate service order charges.

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MISCELLANEOUS SERVICES

REMOTE CALL FORWARD (RCF) SERVICE

.1 Regulations

- 1.1 Allows customer to activate and deactivate Call Forward from any access line, remotely, rather than only from the base station. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them.

.2 Rates

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
2.1 Residential, each line	\$25.00	
Business, each line	\$36.00	<sup>1</sup>

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2.2 For that portion of the call between the calling party and the RCF number:

- a. The calling party is responsible for payment of the applicable charges to call the RCF number.
- b. On collect calls, the RCF customer is responsible for payment of the applicable charges if the answering location accepts the forwarded call.

2.3 For that portion of the call between the RCF number and the answering location:

The RCF customer is responsible for payment of applicable intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person and collect calls, even though they may not be accepted at the answering location. The RCF customer is responsible for payment of applicable local usage charges for calls terminated within the same exchange or Extended Service Calling Areas from the RCF number.

<sup>1</sup> Ordering and Connection Charges apply as shown elsewhere in this Catalog.



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MISCELLANEOUS SERVICES

RESERVE TELEPHONE NUMBERS

.1 General

- .1.1 Reserve Telephone Numbers are telephone numbers reserved by a customer for future use.
- .1.2 Reserve Telephone Numbers are offered subject to the availability of suitable facilities.
- .1.3 This service is not available for Customer Owned Coin Telephone Exchange Service (COCTS) and Direct Inward Dial (DID) numbers. DID Reserve Numbers are found in this Section.

.2 Rates and Charges

Monthly Rate

Per Reserve Telephone Number	\$5.00
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- .3 Service Charges listed elsewhere in this Catalog are applicable in addition to all other applicable rates and charges when a customer orders Reserve Telephone Numbers.

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MISCELLANEOUS SERVICES

TOLL RESTRICTION SERVICE

.1 General

- 1.1 Toll Restriction Service is a central office service that restricts calls as specified in paragraph .1.2 following. Restricted calls are directed to a central office announcement.
- 1.2 Two Toll Restriction Service options are available:
  - a. Option 1 <sup>1</sup> - Any direct dialed one plus (1+) and (1+0+XXX+1) or direct dialed International (011+) call. This includes directory assistance ( 411, 1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to 800 Service (1 + 800 + XXX-XXXX) and calls to (1+0+XXX + 0) will not be restricted.
  - b. Option 2 - Includes Option 1 and any local or long distance zero plus (0+) or zero minus (0-) call. If 9-1-1 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Assist and 9-1-1 Emergency.
- 1.3 Toll Restriction Service, Option 1, will be provided to Residence One-Party, Business One-Party, and Trunk Access Line customers. Toll Restriction Service, Option 2, will be provided to Residence One-Party, Business One-Party and Trunk Access Line customers.
- 1.4 Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- 1.5 The Company makes no guarantee and assumes no liability for the accuracy of Toll Restriction Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.
- 1.6 The minimum contract period for this service is one month.

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<sup>1</sup> Includes Originating Line Screening which allows outgoing intraMSA toll calls to be charged to the called telephone, a third number, or a credit card account.

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MISCELLANEOUS SERVICES

TOLL RESTRICTION SERVICE (Cont'd)

.2 RATES

- .2.1 The following rates and charges apply to the provisioning of Toll Restriction Service and are in addition to all other applicable charges as specified elsewhere in this and other catalog or tariffs of the Company.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> <sup>1</sup>
a. Option 1, per line equipped		
One-Party		
- Residence	\$5.00	\$10.00
- Business	\$5.00	\$10.00
Trunk Access Line		
- Residence	\$5.00	\$10.00
- Business	\$5.00	\$10.00
b. Option 2, per line equipped		
One-Party		
- Residence	\$5.00	\$10.00
- Business	\$5.00	\$10.00
Trunk Access Line		
- Residence	\$5.00	\$10.00
- Business	\$5.00	\$10.00

<sup>1</sup> A Subsequent Ordering charge as shown elsewhere in this catalog also applies. The Nonrecurring Charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services. The Nonrecurring Charge does not apply when a customer elects to change Toll Restriction Service options.

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MISCELLANEOUS SERVICES

SELECTIVE CLASS OF CALL SCREENING SERVICE

.1 GENERAL

- .1.1 Selective Class of Call Screening Service is available to subscribers of the Company's local exchange services, excluding COCOTS. This service is offered to provide a choice of originating screening options for intraMSA services. It enables the identification, by Company operators, of patron sent-paid calls from establishments which do not permit sent-paid calls. Selective Class of Call Screening Service allows patrons to place only calls which are charged to the called telephone number, a third number or a credit card account.
- .1.2 The Company makes no guarantee and assumes no liability for the accuracy of Selective Class of Call Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Selective Class of Call Screening Service.
- .1.3 Selective Class of Call Screening Service is offered subject to the availability of suitable facilities.
- .1.4 Customers subscribing to Selective Class of Call Screening Service are responsible for all toll charges.
- .1.5 The minimum contract period for Selective Class of Call Screening Service is one month.

.2 RATES

The following rates and charges apply to the provisioning of Selective Class of Call Screening Service and are in addition to all other applicable charges as specified elsewhere in the Company's tariffs or catalogs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Per Line/Trunk equipped	\$5.00	\$10.00

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MISCELLANEOUS SERVICES

BILLED NUMBER SCREENING SERVICE

- .1 General
  - .1.1 Billed Number Screening Service is available to subscribers of the Company's local exchange services excluding COCOTS. This service prevents the billing of collect, third number billed or both to a customer's telephone account.
  - .1.2 The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
  - .1.3 Billed Number Screening Service is offered subject to the availability of suitable facilities.
  - .1.4 The minimum contract period for Billed Number Screening Service is one month.

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MISCELLANEOUS SERVICES

BILLED NUMBER SCREENING SERVICE (Cont'd)

.2 Rates

- .2.1 The following rates and charges apply to the provisioning of Billed Number Screening Service and are in addition to all other applicable charges as specified elsewhere in the Company's catalogs.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Option 1 - No Collect or Third Number Billing		
- Per line Screened <sup>2</sup>	\$2.00	\$10.00 <sup>1</sup>
- Over 49 lines, per line <sup>2</sup>	\$1.00	\$10.00 <sup>1</sup>
Option 2 - No Third Number Billing		
- Per line Screened <sup>2</sup>	\$2.00	\$10.00 <sup>1</sup>
- Over 49 lines, per line <sup>2</sup>	\$1.00	\$10.00 <sup>1</sup>
Option 3 - No Collect Billing		
- Per line Screened <sup>2</sup>	\$2.00	\$10.00 <sup>1</sup>
- Over 49 lines, per line <sup>2</sup>	\$1.00	\$10.00 <sup>1</sup>

<sup>1</sup> A Subsequent Ordering charge as shown elsewhere in this catalog also applies. The Nonrecurring Charge applies in addition to all other Service Charges when this service is ordered in conjunction with other services.

<sup>2</sup> Billed Number Screening Service per line rates are determined by the total number of Billed Number Screening lines requested (i.e., if a customer requests 0 - 49 lines, all lines will be billed at \$2.00 per line and if a customer requests over 49, lines all lines will be billed at \$1.00 per line).

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MISCELLANEOUS SERVICES

OPERATOR ASSISTED LOCAL CALLING SERVICE

.1 General

- .1.1 The provisions shown herein apply when connections (local calls) between stations belonging to the same local calling area are established with the assistance of a Company operator.

.2 Conditions

- .2.1 All local calls which are direct dialed by the customer are subject to charge, unless otherwise exempted by Paragraph .2.2 following.

- .2.2 Charges do not apply to the following local calls:

- a. Calls which require operator assistance to reach local emergency service agencies such as police, sheriff, fire department, poison control, etc.
- b. Calls which require operator assistance to reach the Company business office or repair service.
- c. Calls requiring operator assistance which are placed (1) from hotels, motels, hospitals and dormitory stations, or (2) from the accounts of customers who have been certified by a registered physician or recognized agency as unable to direct dial a local call because of a visual or physical handicap.
- d. Calls which require operator assistance due to equipment malfunctions which prevent completion of direct dialed calls.

- .2.3 For the purpose of rate application, Local Operator Assistance charges are categorized as follows: Operator Station and Person-to-Person.

- a. Operator Station calls - The Operator Station rate is applicable when calls are completed with the assistance of a Company operator, except as specified for the customer dialed Person-to-Person type calls. Customer dialed "O-" calls where the operator completes the call and arranges billing are charged the Operator Station rate. The call can be billed to the originating telephone number, the called number (collect), or to a third number.

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MISCELLANEOUS SERVICES

OPERATOR ASSISTED LOCAL CALLING SERVICE (Cont'd)

.2 Conditions (Cont'd)

2.3 (Cont'd)

- b. Person-to-Person calls - The Person-to-Person rate applies to customer dialed "O-" calls where the operator completes the call to a designated person or extension. The call can be billed to the originating telephone number, the called number (collect), or to a third number.
- c. Live Operator Fee - In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the Catalog), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- Customer is requesting a call to an emergency service.
- Call cannot be made by the automated system.

.3 Rates

- .3.1 Local Operator Assistance charges are in addition to any rates and charges associated with Local or Long Distance Message Telecommunications Service.
- .3.2 Local Operator Assistance charges do not apply to calls placed to the Company business office, Company repair service or to emergency agencies such as 9-1-1 service, police, fire, rescue or ambulance.
- .3.3 These charges are not subject to any discounts:

Operator Service:

Charge Per Call

- a. For customer dialed Calling Card Calls
- b. For Operator Assisted Calling Card Calls
- c. For all other Operator Station Calls
- d. For Billed to 3rd Number Calls
- e. For Person-to-Person Calls
- f. Live Operator Fee

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\* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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MISCELLANEOUS SERVICES

HIGH VOLTAGE PROTECTION SERVICE

.1 General

.1.1 Company facilities that extend to a high voltage environment such as, electrical power generating stations, substations, and electrical switching or distributing locations require special protection against:

- Ground potential rise
- Longitudinal induced voltage
- Electrical contact between power and telecommunication conductors
- A combination of all of the above

.1.2 This service will provide high voltage isolation for telecommunications, while enabling the normal A.C. and D.C. signaling between C.O. and substation equipment during high ground potential rise (GPR) environment due to electrical power faults.

.2 Conditions

.2.1 This service is available to all customers requiring high voltage protection. If a customer already has the common equipment necessary to provide high voltage protection, they may order 2-wire, 4-wire, B-1 or DDS without ordering additional common equipment.

.3 Rates

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
Two-Wire (OPX or DC Trip w/o Common Eqpt	\$73.00	\$126.00
Two-Wire (OPX or DC Trip w/ Common Eqpt	\$421.00	\$145.00
Four-Wire w/o Common Eqpt	\$73.00	\$73.00
Four-Wire w Common Eqpt	\$421.00	\$103.00
B-1 w/o Common Eqpt	\$73.00	\$73.00
B-1 w Common Eqpt	\$421.00	\$126.00
DDS w/o Common Eqpt	\$73.00	\$43.00
DDS w Common Eqpt	\$421.00	\$126.00

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MISCELLANEOUS SERVICES

VANITY NUMBER SERVICE

.1 General

- .1.1 Customers of the Company may request assignment of specific telephone numbers. If the telephone number or numbers requested by the customer are available, the Company may assign the number to the customer.
- .1.2 The Company will do its utmost to protect specific number assignments requested by the customer from changing. However, unavoidable circumstances may arise where the number assignment may need to be altered. In these instances, the Company reserves and retains the right:
  - a. To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. If this should occur, the Vanity Number Service Charge will not be refunded to the customer.
  - b. To reject any request for specific telephone numbers for any reason, including but not limited to: relocation of a central office, limited central office capacity, or numbers that may, in the Company's sole opinion, be offensive to the public.
  - c. Of ownership of all telephone numbers and prohibits the assignment of a telephone number by or from any customer to another, except as otherwise provided in this Catalog.

.2. Conditions

- .2.1 The Vanity Number Service charge applies whenever a customer:
  - a. Requests a number change from their present number to a Vanity Telephone Number or requests a Vanity Telephone Number on the initial order.
- .2.2 The Company shall not be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In any case the Company shall not be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for the Vanity Number Service.

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MISCELLANEOUS SERVICES

VANITY NUMBER SERVICE (Cont'd)

.3 Rates

- .3.1 The appropriate Service Charges as found in this Catalog will apply for Vanity Number Service in addition to the following monthly charges.

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
a. Each Vanity Number requested	\$2.00	\$2.00

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MISCELLANEOUS SERVICES

EXTENDED MILEAGE CHARGES

.1 Conditions

- .1.1 Local Exchange Service may be extended off-premises subject to the following special conditions:
  - a. Limited to One Party services only.
  - b. A Residence Local Exchange Service line may be extended to a business or to another residence when each party has his own separate service.
  - c. A Business Local Exchange Service line may be extended to a residence only when the residence location has its own separate service. If a proprietor actually lives in his business establishment, the line will be extended without the required primary service.
  - d. A business Local Exchange Service line may be extended from one individual business to a business belonging to another if each business has its own separate service.
- .1.2 Local Exchange Service, Private Line Service and tie line terminations are furnished in connection with extended mileage within a local exchange area (intraexchange). Interexchange mileage charges for such services furnished between local exchange areas.
- .1.3 Private Line Service is normally a two-point service and is furnished without exchange network access connection.

.2 Rates

- .2.1 Rates for business or residence Local Exchange Service lines extended to locations not on the customer's same continuous property and intraexchange private line service are as set forth in Section 11 of this catalog.

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MISCELLANEOUS SERVICES

FOREIGN EXCHANGE SERVICE

- .1 General
  - .1.1 Foreign Central Office Service is Local Exchange Service furnished through any central office serving the same exchange, other than the central office which regularly serves the area in which the customer is located.
  - .1.2 The service is provided in connection with any one party service available in the exchange, as shown in this Catalog.
- .2 Rates
  - .2.1 The rate for Foreign Central Office Service is the rate in effect in the exchange for the class of service furnished, plus associated mileage rates.
- .3 Conditions
  - .3.1 This is exchange service furnished from an exchange other than the one from which service would normally be furnished.
    - a. The normal exchange is the exchange in which the customer is located.
    - b. The foreign exchange is an exchange other than the one in which the customer is located.
  - .3.2 Responsibility for billing and collecting for Foreign Exchange Service may be handled by either the normal or foreign exchange.
  - .3.3 The Company operating the normal exchange will determine if Foreign Exchange Service will be provided.
    - a. Customers subscribing to Foreign Exchange Service must also subscribe to service from their normal exchange.

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MISCELLANEOUS SERVICES

FOREIGN EXCHANGE SERVICE (Cont'd)

.3 Conditions (Cont'd)

.3.4 Two categories of Foreign Exchange Service are available for new installation, individual lines and trunks. These services are provided subject to a "rate center to rate center" mileage charge as shown under Rates herein. (C)

.3.5 The furnishing of a Foreign Exchange Service may involve the construction of certain facilities between the base rate area boundary of the normal exchange and the customer's premise. Charges to be paid by the customer for the construction of these facilities will be determined as follows:

a. When normal exchange is operated by this Company, the charge will be the actual cost of construction, less an allowance equal to five (5) years' revenue, from the mileage associated with the facilities mentioned in Paragraph 3.

.3.6 When Foreign Exchange Service is provided by means of an interexchange off-premises station, the above conditions apply in addition to the following:

a. Rates applicable to this service are contained in Paragraph .4 following.

.3.7 Additional terminations of a foreign exchange line are subject to rates and charges for the appropriate local channel.

.4 Rates

.4.1 The basic monthly telephone exchange rate and service charge applicable at the foreign exchange (open end) for the grade of service provided, plus the following charges.

.4.2 Closed End Rates and Charges

Rates, regulations and service charges for the normal exchange (closed end) of the foreign exchange service are as set forth in this Catalog.

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GENERAL SERVICE

MECHANIZED INTERCEPT SERVICE

.1 General

Mechanized Intercept Service is an optional service which provides new number information to callers dialing changed or disconnected numbers. Customers may receive this service for the first one hundred twenty (120) days from the date of disconnect at no charge.

.2 Conditions

.2.1 Mechanized Intercept Service is offered to residence and business customers subject to the availability of suitable facilities.

.2.2 The service is provided for a period of 30 days for customers.

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.2.3 Mechanized Intercept Service will not be provided to customers disconnected for nonpayment.

.3 Rates

The following rate is in addition to any other applicable charges shown in catalogs of the Company. The nonrecurring charge applies in addition to all other Nonrecurring Charges when this service is ordered in conjunction with other services.

	Nonrecurring <u>Charge</u>	
1. Mechanized Intercept Service, each number intercepted	\$0.00	(R)

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GENERAL SERVICE

MECHANIZED INTERCEPT SERVICE (Cont'd)

Direct-Inward-Dialing (DID) Intercept Service\*

(C)

.1 General

Automated DID Intercept Service permits station lines from one-way incoming DID trunks to be placed on intercept and routed to a "change number announcement." This service allows a business DID customer who is relocating to another exchange, changing telephone numbers or disconnecting DID lines to have as many internal lines placed on intercept as desired. Dialing the customer's former DID number results in a prerecorded message which announces the new telephone number.

.2 Conditions

.2.1 Automated DID Intercept service is subject to the availability of facilities.

.2.2 Automated DID Intercept service is offered in five (5) line increments. When the number of lines placed on DID Intercept do not fall into increments of five, the number of lines will be rounded up to the next five for billing purposes.

.2.3 DID Intercept must be ordered coincidentally with the order request to move, change or disconnect the DID service.

.3 Rates

	Nonrecurring <u>Charge</u>
Option 1 - per 5 station lines (6 months)	\$250.00
Option 2 - per 5 station lines (12 months)	\$450.00

\* This service is grandfathered to existing customers at existing locations.

(N)



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MISCELLANEOUS SERVICES

CALL WITHIN/INTERCOM SERVICE

.1 General

Call Within/Intercom - allows a single line customer to communicate between telephone instruments connected to the same access line. The customer, by dialing their own telephone number, will hear a normal busy tone. The caller then hangs up and all the telephones on the calling line will be activated. When any telephone is answered, the ringing stops and the caller then knows that his call has been answered. This service is available only where such equipment exists. Where available, the service may be furnished in connection with Local Exchange Service.

.2 Rates

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Each Feature, per line equipped	None	None

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MISCELLANEOUS SERVICES

CITIZENS CYBERDS1 SERVICE

- .1 General
  - .1.1 Citizens CyberDS1 Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. CyberDS1 is available for data dialed access use.
  - .1.2 Citizens CyberDS1 is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.
  - .1.3 Citizens CyberDS1 provides a trunkside DS1 connection with 24 channels. Citizens CyberDS1 does not provide the function of analog to digital (or vice versa) conversions and no service types can be specified on the DS1.
  - .1.4 Citizens CyberDS1 is comprised of a Citizens CyberDS1 Capacity component:
    - a. The Citizens CyberDS1 Capacity will be at the rates and charges as specified following.
    - b. Citizens CyberDS1 customers will have to select capacity in increments of 24 digital channels.
  - .1.5 Customers will be offered Citizens CyberDS1 on a month-to-month basis only.

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MISCELLANEOUS SERVICES

CITIZENS CYBERDS1 SERVICE (Cont'd)

.2 Digital Architecture

- .2.1 Citizens CyberDS1 differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.
- .2.2 The time required to provision service is known as the service date interval. The service date interval for Citizens CyberDS1 and related network services connected to Citizens CyberDS1 will differ from the normal guidelines applicable to end-to-end services.
- .2.3 Citizens CyberDS1 will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

.3 Definitions

Channel Service Unit (CSU). The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

Citizens CyberDS1 Capacity. A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. Citizens CyberDS1 is available in increments of 24 digital channels.

DS0. The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Citizens Technical Interface Reference Manual.

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MISCELLANEOUS SERVICES

CITIZENS CYBERDS1 SERVICE (Cont'd)

.3 Definitions (Cont'd)

DS1. The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Citizens Technical Interface Reference Manual.

.4 Regulations

- .4.1 Citizens CyberDS1 is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available.
- .4.2 Citizens CyberDS1 is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in this Catalog may be applicable.
- .4.3 All Citizens CyberDS1 must be channelized in a single equipment location on a customer's premises. Citizens CyberDS1 cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.
- .4.4 The technical specifications and standard network interface for DS1 and associated channelized services are stated in Section 7000 of the Citizens Technical Interface Reference Manual.

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MISCELLANEOUS SERVICES

CITIZENS CYBERDS1 SERVICE (Cont'd)

.5 Application of Rates

- .5.1 The Citizens CyberDS1 Capacity rate is applicable to each Citizens CyberDS1.
- .5.2 The Citizens CyberDS1 Capacity element provides for the network facility to the customer premises and the central office channelization.
- .5.3 Citizens CyberDS1 Service is available on a month-to-month basis only.
- .5.4 Transfer of service responsibility between customers is permitted subject to the rules and regulations as in this Catalog.
- .5.5 Unless specified herein, rules and regulations contained elsewhere in this Catalog are also applicable to Citizens CyberDS1 Service.

.6 Rates

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Citizens CyberDS1 Capacity, each	\$750.00	\$500.00

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MISCELLANEOUS SERVICES

CALL TRANSFER SERVICE

1. General

- .1.1 Call Transfer Service allows the customer (Party X) in a two-way call to transfer the other party (Party Y) to a third party (Party Z). The call is transferred when Party X flashes the switchhook, getting a special dial tone, then dials Party Z and hangs up before Party Z answers. Party X is responsible for all charges for the duration of the call, beginning from the time that the call is transferred to Party Z, even though Party X is no longer involved in the conversation.
- .1.2 If Party X originates a call with Party Y, adds Party Z in a 3 Way Calling arrangement, and then disconnects from the call, Parties Y and Z will be able to continue their conversation. Party X is responsible for all charges for the duration of the call beginning from the time that Party Z is added.

2. Regulations

- .2.1 Call Transfer Service is offered only in central offices equipped to provide such service.
- .2.2 This service is available only to customers with one-party Residence and Business Service. Payphone Service and customers with PBX and Digital Centrex Service are excluded.
- .2.3 The customer must also subscribe to 3 Way Calling.
- .2.4 At least one other party (Party Y or Party Z) in the transferred call must be served from the same central office as the customer (Party X).

3. Rates and Charges

The following rates and charges are in addition to the applicable service charges specified in Section 3 of this Catalog and to all other rates and charges applicable to associated services.

Monthly Rate

Call Transfer Service, per line.	\$2.95
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MISCELLANEOUS SERVICES

BUSINESS TRAFFIC STUDY SERVICE

.1 General

- .1.1 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

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

.3 Rates and Charges

- |      |   |         |
|------|---|---------|
| .3.1 | Set up Charge and first week per access line or trunk group | \$60.00 |
| .3.2 | Each additional week per access line or trunk group         | \$25.00 |

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MISCELLANEOUS SERVICES

211 SERVICE

1. General

- .1.1 211 Service ("211") is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.
- .1.2 Calls placed to the 211 code will be routed to the point-to number assigned to a 211 Subscriber based upon the central office switch where technically feasible, such that all calls from Company subscribers in a local exchange to the 211 abbreviated dialing code will be routed to a single point-to number.

2. Regulations

- .2.1 211 will be provided under the following conditions:

The 211 Subscriber shall make written application for 211 Service to the Company at the local exchange level. The 211 Subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant.

The 211 Subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

The 211 Subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.



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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

2. Regulations (Continued)

.2.1 211 will be provided under the following conditions: (Cont'd)

The 211 Subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 Subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 211 Service.

The Company will provide both oral and written notification when a 211 Subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the 211 Subscriber makes no modification or is unwilling to accept modification in method of operation or continues to cause service impairments.

.2.2 The following conditions apply if the 211 Subscriber provides a pre-recorded announcement:

The 211 Subscriber will provide announcements. The Company will provide only delivery of the call.

The provision of access to the 211 network by the Company for the transmission of announcements or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

The 211 Subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

The 211 Subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

2. Regulations (Continued)

- .2.3 The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 Subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 211 Subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- .2.4 The 211 Subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
- .2.5 The 211 Subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.
- .2.6 The Company may take all legal and practical steps to disassociate itself from 211 Subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- .2.7 The 211 Subscriber shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission, in rulemaking proceeding CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to the existing assignment.

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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

3. Other Terms and Conditions

- .3.1 This service is provided subject to the availability of the 211 code.
  - .3.2 211 Service can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
  - .3.3 211 Service is supplemental to and is not a replacement for local exchange service.
  - .3.4 Limitations and use of 211 Service apply as stated in Section 4 of this Catalog.
  - .3.5 Directory listings may be provided for 211 Service at rates under the terms, conditions, and rates specified in section 5 of this Catalog.
  - .3.6 Access to 211 Service is not available to the following classes of service:
    - 1+,
    - 0+, 0-(credit card, third-party billing, collect calls),
    - 101XXXX
- In addition, operator-assisted calls to the 211 Subscriber will not be completed.
- .3.7 211 Service will not provide calling number information in real time to the 211 Subscriber. If the 211 Subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
  - .3.8 Calls to the 211 Service code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not being provided will be advised that the service is not available from their number.
  - .3.9 Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
  - .3.10 211 Service is provided where facilities permit. The Company can only provide 211 Service to one specified telephone number per exchange.

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MISCELLANEOUS SERVICES

211 SERVICE (Cont'd)

3. Other Terms and Conditions

- .3.11 The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the 211 Provider to respond to such calls.
- .3.12 The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 211 Subscriber shall make such operational tests as, in its judgment are required to determine whether the Company's facilities are functioning properly for its use. The 211 Subscriber shall promptly notify the Company in the event the Company's facilities are not functioning properly.
- .3.13 211 Service is provided solely for the benefit of the 211 Subscriber. The provision of the 211 Service 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.
- .3.14 The Company, its employees, or its agents are not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the 211 Subscriber.

4. Rates and Charges

- .4.1 211 Subscribers will pay the normal catalog charges for the local exchange access arrangements used for transporting and terminating messages at the 211 Subscriber's designated premises.
- .4.2 Charges applicable to the 211 Service are as follows:

	<u>Nonrecurring Charge</u>
Service Establishment Charge, per Point-to-Number	\$300.00
Central Office Switch Activation Charge, per Central Office Switch Translated or Changed	\$30.00

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MISCELLANEOUS SERVICES

VACATION GET AWAY SERVICE

1. General

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

2. Conditions

- .2.1 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.
- .2.2 No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- .2.3 Vacation Get Away Service will not be made available for periods of less than two (2) months.
- .2.4 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.
- .2.5 During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- .2.6 The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral. (C)

(D)  
(D)

- .2.8 Vacation Get Away Service will be available where technically feasible.

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

3. Rates and Charges

Recurring Charge

Vacation Get Away Service

\$5.00

(C)  
(I)

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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAMS

1. Supplemental Assistance Link-Up Program
  - .1.1 A one-time supplemental credit of up to \$35.00 of the total connection charge will be applied to each new eligible subscriber (T)
  - .1.2 The supplemental Link-Up Program is funded through voluntary contributions from Illinois customers as described in 3. following.
  - .1.3 Same eligibility requirements as listed under lifeline below.

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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAM (Cont'd)

2. Universal Telephone Assistance Program (UTSAP) Voluntary Funding

.2.1 Customers wishing to participate in the funding of UTSAP may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the customer's monthly bill. The voluntary contribution shall not reduce the customer's total bill amount due the Company for telephone services or other charges.

a. Residential customers may elect to contribute:

	<u>Contribution</u>
Contribution to ITAP	\$0.50
Contribution to ITAP	\$1.00
Contribution to ITAP	\$2.00
Contribution to TAP5	\$5.00

b. Business customers may elect to contribute:

Contribution to ITAP	\$1.00
Contribution to ITAP	\$5.00
Contribution to ITAP	\$10.00
Contribution to ITAP	\$25.00

c. Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice to the Company.

d. Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAM (Cont'd)

3. Lifeline Assistance Program

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

Monthly Credit

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

(R)

- 3.2 Applicant signs document certifying under penalty of perjury that the consumer has income at or below 135 percent of the Federal Poverty Guidelines or receives benefits from at least one of the following programs:

- (1) Medicaid
- (2) Food Stamps.
- (3) Supplemental Security Income (SSI)
- (4) Federal Housing Assistance
- (5) Veterans Pension
- (6) Survivors Pension

- 3.3. The Company's verification either through the Department of Public Aid or, in lieu of electronic verification, applicants will sign the form contained in Part 757 as Exhibit E, shall constitute proof of income eligibility.

- 3.4 Lifeline service shall not be disconnected for non-payment of toll charges.

- 3.5 Qualifying low-income subscribers who voluntarily elect toll blocking, where available, will not be required to pay a deposit in order to initiate Lifeline service.



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MISCELLANEOUS SERVICES

TELEPHONE ASSISTANCE PROGRAM (Cont'd)

3. Lifeline Assistance Program (Cont'd)

- 3.6 Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to Lifeline Telephone Service customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700, 976 calls, IntraLATA toll and ZUM Zone 3 calls while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "\*/#" (e.g., \*66, \*69) is also allowed. Upon customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit
- .3.7 Lifeline customers may receive toll limitation services without charge. Toll limitation services include voluntary toll control and toll blocking. Toll control allows the customer to specify a certain dollar amount of toll usage that may be incurred on their telephone service per month. Toll blocking will take effect once the customer's requested toll limitation amount is exceeded.

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**DIRECTORY LISTINGS**

**.1 General**

The following applies to light faced listings in the white pages (alphabetical section of the directory).

- .1.1 Only information necessary to identify the customer is included in these listings.
- .1.2 The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
- .1.3 The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
- .1.4 Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
- .1.5 A name made up by adding a term such as Company, Shop Agency, Works etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
- .1.6 Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
- .1.7 Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
- .1.8 The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.

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DIRECTORY LISTINGS

.1 General

- .1.9 Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

.2 Composition of Listings

.2.1 Name

Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)

- a. The name of a subscriber
- b. The name of each business enterprise which the subscriber conducts
- c. The name of a corporation which is the parent or subsidiary of the subscriber

Residence Service

- a. The name of the subscriber
- b. Another authorized residential name
- c. Dual name listings for authorized by the subscriber i.e.  
Smith, Mary and John
- d. Name of a church that includes "parsonage", "rectory", "parish house", "church study" or a descriptor that indicates it is part of a domicile

.2.2 Designation

A designation can be used on a business service to assist the public in calling but not to advertise the business

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**DIRECTORY LISTINGS**

**.2      Composition of Listings**

**.2.3      Address**

Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

**.3      Types of Listings**

**.3.1      Primary** – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement.

**.3.2      Additional** – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e., JC Penney's see Penney's. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.

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

**.3.4      Extra Lines of Information** – descriptive text that does not have a telephone number.

**.3.5      Non-listed** – A listing that is available in directory assistance but not printed in the telephone directory.

**.3.6      Non-published** – A telephone number that is not listed in either directory assistance or in the telephone directory.

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**DIRECTORY LISTINGS**

**.4 Rates**

	<u><b>Residential</b></u>	<u><b>Business</b></u>	
Additional Listing	\$6.00	\$34.00	(I)
Non-Listing	\$6.50	\$6.50	
Non-Published	\$7.00	\$7.00	
Foreign Exchange Listing	\$6.00	\$11.50	
Extra Lines of Information	\$5.50	\$34.00	(I)

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DIRECTORY ASSISTANCE SERVICE

LOCAL DIRECTORY ASSISTANCE SERVICE

.1 GENERAL

- .1.1 Directory Assistance Service is (1) the answering of a telephone call from a customer, and (2) the furnishing of telephone number listings, if such information is listed in the Company's directory assistance records.
- .1.2 A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance Call.

.2 CONDITIONS

- .2.1 The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
- .2.2 The provisions of this offering are applicable to Directory Assistance Service which is furnished with the customer's Home Numbering Plan Area (Area Code) except in Market Service Area (MSA) 1 where a Directory Assistance Call placed to a foreign Numbering Plan Area within MSA 1 will also be subject to the provisions stated herein.

.2.3 Exemptions

All calls to Directory Assistance placed (1) from hotels, motels, and hospitals, (2) dormitory stations, or (3) from the account of a blind or physically handicapped customer who has so identified himself to the Company, are exempt from charge.

.3 CHARGE

Per Call  
Charge

- |      |   |   |     |
|------|---|---|-----|
| .3.1 | A charge will be applied to each call to Directory Assistance applicable to the customer's account.   | * | (C) |
| .3.2 | Where a customer requests operator assistance to place a call to Directory Assistance, the surcharge as shown elsewhere in this Catalog is applicable in addition to a charge per call. | * | (C) |

\* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

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DIRECTORY ASSISTANCE SERVICE

DIRECTORY ASSISTANCE CALL COMPLETION (DACC) SERVICE

.1 GENERAL

- .1.1 Directory Assistance Call Completion (DACC) provides a mechanized announcement offering call completion to a directory assistance customer requesting an IntraMSA number.
- .1.2 DACC will only be furnished where facilities and operating conditions permit.
- .1.3 DACC will not be provided to the following services: WATS Services, 800 Services, 900 Services, 976 Services, Customer Owned Coin Telephone Exchange Service (COCTS) or Citizens Public and Pay Telephone Service.
- .1.4 Calls will be completed on a sent paid basis. Person-to-Person, collect, conference, calling card, third number or any other calls requiring operator assistance, are not included.
- .1.5 The DACC charge is not subject to optional calling plan discounts.
- .1.6 The calling party will incur a per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

.2 LIABILITY

- .2.1 The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service. The service is furnished solely for the telephone calling purposes of the caller. Provisions concerning limitations of liability and allowance for interruption in service are set forth in this Catalog.

.3 RATES

- .3.1 The following rate is in addition to the Directory Assistance Charge.

Directory Assistance Call Completion (DACC), per call completed	*	(C)
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\* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

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DIRECTORY ASSISTANCE SERVICE

NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

1. GENERAL

- .1 National Directory Assistance will provide the customer with directory listings from Citizens Communications directory assistance database. This database will make all Citizens Communications listings available to any operator workstation along with national listings from other provider database(s). Citizens will provide listings for residential, business, government, Citizens Communications local emergency numbers. Customer Name and Address Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

2. CONDITIONS

- .1 The customer will receive a maximum up to two listings per call i.e.; two NDA numbers, one NDA number and one CNA listing or two CNA listings.
- .2 The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- .3 The customer will have access to any in- or out-of-franchise, number/address listing within the continental US, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- .4 Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- .5 National Directory Assistance and Customer Name and Address service will be available where technology permits.

3. RATES

- .1 For each call to the National Directory Assistance/Customer

Name and Address Service

\*

(C)

\* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)



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**DIGITAL DIVIDE ELIMINATION FUND PROGRAM**

**1. General**

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

**2. Description**

- .2.1 Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the customer's monthly bill. This contribution shall not reduce the customer's total amount due for telecommunications service or other charges appearing on the bill.
- .2.2 This contribution will be a line item on the bill and identified as the "Digital Divide Fund".
- .2.3 Contributions shall be collected on a recurring basis each month from the customer's bill and remittance shall be reported and transferred to the Department or its designee as required by Section 758.60.
- .2.4 Customers may elect to contribute \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00 per month per line.
- .2.5 Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone or mail to the company.
- .2.6 Failure by the customer in any month to remit the entire bill amount may reduce the contribution accordingly.

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**UNIVERSAL SERVICE DISCOUNTS**

**UNIVERSAL SERVICE DISCOUNTS FOR SCHOOLS AND LIBRARIES**

- .1 Schools and libraries may be eligible to receive discounts on services offered in this Catalog. The discounts are available to the extent that they are funded by the federal universal service fund subject to the terms and conditions set forth in FCC rules, 47 CFR 54.500 - 54.517. Discounts on intrastate telecommunications services for eligible schools and libraries are subject to the requirements stated in the FCC's Report and order 97-157, in CC Docket No. 96-45 and 83 Ill. adm. code part 765 as set forth in Section 254 of the Telecommunications Act of 1996.
- .2 The following matrix (adopted by the FCC) indicates the discounts and eligibility requirements:

UNIVERSAL SERVICE FUND MATRIX		
Percent of Students eligible for national school lunch program	Urban Discount	Rural Discount
< 1	20%	25%
1-19	40%	50%
20-34	50%	60%
35-49	60%	70%
50-74	80%	80%
75-100	90%	90%

- .3 Beginning on July 1 of each year, for the following funding year (which is the calendar year), schools and libraries can submit requests for telecommunications services to the fund administrator. Requests will be reviewed and approved by the fund administrator on a first-come, first-serve basis. All K-12 public and private elementary and secondary schools, as defined in the Elementary and Secondary Education Act of 1965, are eligible for discounts on whatever package of telecommunications services they desire, from any provider they choose. All public libraries are eligible for the same range of discounts as schools.
- .4 All schools and libraries must certify with the universal fund administrator, that the services they receive at a discount will be used only for educational purposes, and that services provided to them at a discount will not be sold or resold in any manner.

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**UNIVERSAL SERVICE DISCOUNTS**

**UNIVERSAL SERVICE DISCOUNTS FOR NON-PROFIT HEALTH CARE PROVIDERS**

- .1 Section 254(h) of the 1996 Telecommunications Act also requires the provision of telecommunications services to public, non-profit health care providers located in rural areas at rates that are comparable to rates charged to commercial customers in urban areas. Following passage of the Act, the Federal Communications Commission held proceedings and sought input from interested parties for the purpose of adopting rules implementing the requirements of the Act. On May 7, 1997, the FCC adopted a universal service support program for the nation's public, non-profit rural health care providers.
- .2 Carriers shall provide services to eligible rural entities at prices no higher than the highest urban rates charged for similar services, and carriers shall be eligible for support from the fund administrator for the difference between the rural rate for a service and this urban rate. For purposes of determining the appropriate pre-discount price (i.e., the rural rate), the FCC said that the rural rate shall be the average of the rates actually being charged to commercial customers for identical or technically similar services provided by a carrier providing the service in the rural area in which the health care provider is located. Such rates shall exclude any rates reduced by universal service programs. Where a carrier provides no identical or similar services in a rural area, the rural rate shall be the average of the catalog or publicly available rates other carriers charge for the same or similar services in that rural area. If there are no similar services being provided in the area, either by the carrier or by others, the carrier must use a cost-based rate application procedure to determine an appropriate pre-discount (rural) rate.
- .3 The urban rate to be charged to eligible entities shall be a rate no higher than the highest cataloged or publicly available rate actually being charged to a commercial customer within the jurisdictional boundary of the nearest large city. The FCC decided on using the nearest city in the state with a population of at least 50,000 because an MSA (Metropolitan Statistical Area) as defined by the Office of Management and Budget is based in part on counties with cities having a population of 50,000 or more, and every state has at least one MSA with a city that size. The FCC concluded that it would be easy to compare a city's jurisdictional boundaries with a carrier's rate or exchange maps to ascertain precisely the applicable urban rate. Carriers would bill rural health care providers the urban rate, and they would receive support from the universal service fund for the difference between the rural rate and the urban rate.

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**UNIVERSAL SERVICE DISCOUNTS**

**UNIVERSAL SERVICE DISCOUNTS FOR NON-PROFIT HEALTH CARE PROVIDERS (Cont'd)**

- .4 Under the definitions provision of the Act, eligible health care providers include: (1) post-secondary educational institutions offering health care instruction, teaching hospitals, and medical schools; (2) community health centers or health centers providing health care to migrants; (3) local health departments or agencies; (4) not-for-profit hospitals; (5) rural health clinics; and (6) consortia of health care providers including the above. Specifically excluded are rural home care providers. Entities are deemed rural if they are in a nonmetropolitan county or county equivalent, as defined by the Office of Management and Budget, or are not in any census tract or block numbered area, or contiguous group of such tracts or areas, within an MSA-listed metropolitan county identified in the most recent Goldsmith Modification published by the Department of Human Services' Office of Rural Health Policy. The fund administrator will post on a website the most recent version of the MSA list and instructions for identifying the MSA census tract or block numbered area where a rural health care provider is located.
- .5 Unlike the schools and libraries program, the FCC decided that only telecommunications services should be designated for support for health care providers. However, only commercially available telecommunications services of bandwidths up to and including 1.544 Mbps (or the equivalent transmission speed) are eligible for support. Terminating services, as in the case of wireless telephone air time charges, are also supported, but data links and customer premise equipment are not supported. Any telecommunications service within the prescribed bandwidth limitations used to obtain access to an Internet service provider is eligible for support. In addition, any eligible entity that cannot obtain toll-free access to an Internet service provider is eligible for support and may receive the lesser of the toll charges incurred for 30 hours of access to an Internet service provider or \$180 per month in toll charge credits. Such support shall be available only for toll charges and not for distance sensitive charges for a dedicated connection to an Internet service provider, and such support shall be provided only until toll-free access becomes available to the community in which the health care provider is located.
- .6 As with schools and libraries, beginning on July 1 each year, for the following funding year (which is the calendar year), eligible health care providers can submit requests for telecommunications services to the fund administrator. Requests will be reviewed and approved by the fund administrator on a first-come, first-serve basis. The fund administrator will then post a description of the services sought on an Internet website for all potential competing service providers to see and respond to as if they were requests for proposals.
- .7 Health care providers are required to certify, when they submit their applications to the fund administrator, that the services they are requesting will be used exclusively for purposes reasonably related to the provision of health care services or instruction that the health care provider is legally authorized to provide under applicable state law. Telecommunications carriers are required to maintain records of how they allocate the costs of shared facilities among consortium participants in order to charge eligible health care providers the appropriate amounts. Carriers have asked the FCC to reconsider this requirement since they are not in a position to know how services are being used by the various members of a consortia. Carriers are also required to keep detailed records of services provided to rural health care providers, and such records shall be available for public inspection.

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LEARNING LINK SERVICE

.1 Description of Service

- 1.1. This section contains rates and regulations applicable to Learning Link Service, furnished by the Telephone Company over facilities wholly within the State of Illinois, between two designated points.
- 1.2. Learning Link Service is offered to qualified educational institutions. Qualified educational institutions shall be limited to school district; public or private not-for-profit schools enrolling more than 20 pupils for kindergarten up through grade 12; and public or private degree-granting, libraries\*, not-for-profit colleges or universities.
- 1.3. Learning Link Service consists of a point-to-point transmission path only, operating at a speed of 1.544 Mbps between two designated educational institution locations or a designated education institution and a provider of authorized educational services as set forth in Illinois Public Utilities Act, Section 13-505.7.

.2 Rate Elements

Rate Elements for Learning Link Service are as follows:

- .2.1 Non-recurring charges  
Installation charge for establishment of the service.
- .2.2. Link - One Link is associated with each location at which the point-to-point transmission path terminates and provides the path from the location to its serving wire center. The Link charge is also applicable at each location in those cases when the facilities to the location do not transit a serving wire center.
- .2.3 Transport - A flat rated transport charge is applicable for facilities within a single Market Service Area (MSA) between wire centers, or to a meet point, if the two locations are served from different wire centers.
- 2.4 Intermediary Access Connection - The Intermediary Access Connection charge is applicable to direct connections to the state education network or to connections to an interexchange carrier that serves the state education network. LEC to LEC meet point connections, served by two different wire centers, will not be assessed the Intermediary Access Connection charge.

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LEARNING LINK SERVICE

.3 Terms and Conditions

- .3.1 Service orders to install, change or disconnect Learning Link Service will be placed with the Telephone Company by qualified educational institutions who wish this service.
- .3.2 Qualified educational institutions ordering this service will be considered the Customer of Record for all facilities, and as such, will be solely responsible for the payment to the Telephone Company of all charges, nonrecurring and recurring, associated with this service. The Customer of Record will be responsible for reporting service interruptions to the Telephone Company.
- .3.3 Where special construction of facilities is necessary, Special Construction provisions and charges may apply as set forth in this Tariff.
- .3.4 Learning Link Service is not subject to resale.

.4 Transmission Performance

- .4.1 Transmission performance specifications are stated in Section 7000 of the Citizens Technical Interface Reference Manual.
- .4.2 All Signals generated by customer terminal equipment must meet the signal and format constraints as set forth by the Telephone Company.

.5 Credit Allowances

Credit allowance will be given for interruptions to Learning Link Service subject to regulations set forth in of this Tariff. The Learning Link Service is considered interrupted when the customer reports to the Telephone and the Telephone Company confirms that continuity has been lost or that the service is operating at a performance level of 300 or more seconds of transmission containing errors in a continuous fifteen-minute period. The amount of the credit allowance will be at the rate of 1/2880 of the monthly service rate for each interruption.

- Libraries subscribing to Learning Link Service are limited to public libraries organized under the Public Library District Act of 1991 or the Illinois Local Library Act, and regional library systems organized under the Illinois Library System Act.

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LEARNING LINK SERVICE

.6 Payment Plans

.6.1 Optional Payment Plan (OPP)

- a. Learning Link Service is offered under an Optional Payment Plan (OPP) of 1, 3 or 5 years. OPP Monthly rates under this plan will not be subject to Telephone Company initiated rate increases during the term of the customer's OPP.
- b. With the written permission of the Company, consistent with other regulations contained in this Tariff, the obligation to pay the OPP charges may be assumed by another customer (qualified educational institution) if the service has not been terminated and if the other customer intends to continue the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining severally liable with the transferee for any and all obligations existing at the time of the transfer.
- c. During a customer's OPP term, conversion may be made to a new OPP of the same or different length without liability, if the expiration date for the new service or OPP term is beyond the end of the original OPP term.
- d. Six months prior to completion of the customer OPP term, any term then available under the OPP may be selected at the rates currently in effect for new customers at the time of the renewal. The customer will be charged that rate for the renewal payment period upon execution of the new OPP.

If the customer does not elect a new OPP and does not request discontinuance of the service, service will revert to the month-to-month rate currently in effect. At a later date, the customer may elect any OPP term currently in effect for new customers.

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LEARNING LINK SERVICE

.6 Payment Plans

.6.1 Optional Payment Plan (OPP)

e. Termination Liability Charges

In the event service under the OPP is terminated prior to the expiration of the contracted term, the customer will immediately become liable for payment of a termination liability charges based on the monthly OPP charges for the remainder of the term as set forth following:

The dollar difference between the current monthly OPP rate for the OPP term that could have been completed during the time the service was actually in service, or the monthly rate for the service in place less than twelve months and the customer's current OPP rate for each month the service was provided.

For example: A customer subscribed to a 5-year OPP term and discontinued the service during the 37th month. The termination liability would be:

$(3\text{-year OPP rate} - 5\text{-year OPP rate}) \times 37$

The 3-year OPP term could have been completed during the months the service was actually in service.

All termination charges will be based on the OPP rates in effect at the time of termination.

Termination charges will apply to all changes in the physical location of the service except for changes in the customer's physical location of Learning Link Service within the same MSA.



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LEARNING LINK SERVICE

.6 Payment Plans

.6.2 Prepayment Plan

At any time during an OPP term, monthly charges for the remaining term of the OPP contract may be prepaid.

If the customer elects to prepay, he will receive a credit on the monthly bill which will reflect the value of the prepayment amount over the life of the OPP contract. The credit will be used to offset the monthly tariffed rates which will continue to be billed. The prepayment amount will reflect the present worth of the monthly credit using an interest rate of 10.6% per year.

Prepayment of monthly charges does not alter any other conditions of the OPP contract.

.7 Rates and Charges

		Month-to-Month	Optional Payment Plan		
		<u>Rate</u>	<u>1 Year</u>	<u>3 Yyears</u>	<u>5 Years</u>
.7.1	<u>Nonrecurring Charges</u>				
	Installation Charge, per Link Or Intermediary Access Connection	\$900.00	\$100.00	\$100.00	\$100.00
.7.2	<u>Recurring Charges</u>				
1.	Link, per Termination	\$216.40	\$187.00	\$165.00	\$150.00
2.	Transport	\$140.00	\$140.00	\$140.00	\$140.00
3.	Intermediary Access Connection	\$216.40	\$187.00	\$165.00	\$150.00

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PRIVATE LINE SERVICE

.1 GENERAL

- .1.1 Private Line Service is the furnishing of facilities for telecommunication between two or more designated points, all of which are within a Market Service Area within the State of Illinois. Private Line service is a point-to-point service and is furnished without exchange network access. These services are provided based upon the availability of necessary facilities.

.2 RATES

- .2.1 Rates, rules and regulations for intraexchange and interexchange private line services are as set forth in Citizens Communications Facilities for Intrastate Access Tariff ILL. C.C. No. 5.

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**CITIZENS LINK 976 SERVICE**

**.1 Description of Service**

- .1.1 Citizens Link 976 Service consists of service and facilities for an Information Provider's pre-recorded announcements or interactive programs. This service enables a caller, for a charge; to dial a Citizens Link 976 Service telephone number and receive a Citizens Link 976 Service Provider's recorded announcement or interactive program. As part of this service, the Company will transport calls and bill callers on behalf of the Citizens Link 976 Service Provider. Each completed call to a Citizens Link 976 Service number will be made at a charge to the caller.
- .1.2 An interactive program is a program whereby a caller through the use of a touch call pad or similar device can communicate with the Citizens Link 976 Service Provider equipment for the purpose of sending or receiving information.
- .1.3 Citizens Link 976 Service blocking enables a business or residence subscriber to prevent the completion of IntraMSA Citizens Link 976 Service calls where the subscriber is served by a technically capable central office.
- .1.4 An Information Provider and/or sponsor is a customer providing Pay-Per-Call Services who wishes the Company to bill calls on its behalf for all calls completed to the Provider's announcement or interactive program and for whom the Company agrees to provide such billing. A caller to a 976 number is a client of the Information Provider and/or 976 Program Sponsor.
- .1.5 Pay-Per-Call Services - are telecommunications services which permit simultaneous calling by a large number of callers to a single telephone number and for which the calling party is assessed, by virtue of completing the call, a charge that is not dependent on the existence of a presubscription relationship and for which the caller pays a per-call or per-time-interval charge that is greater than, or in addition to, the charge for transmission of the call.

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CITIZENS LINK 976 SERVICE

.2 General

- .2.1 Because the capacity of central office equipment and network facilities to furnish Citizens Link 976 Service is limited:
- a. Service will only be furnished where facilities and operating conditions permit.
  - b. If the Company has reason to believe that permitting the commencement or continuation of the 976 Program under this catalog schedule is adversely affecting or would adversely affect the Company's ability to provide complete or maintain the level of or quality of its other services to its other subscribers, the Company may refuse to provide Citizens Link 976 Service or may discontinue providing such service. Unless, in the judgement of the Company, an emergency condition exists or is threatened, the Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Company shall give notice of discontinuance as promptly as reasonably possible.
  - c. The Company reserves the right not to render bills to calling parties for calls to any announcement or program if the Company, in its sole judgement, determines that billing for those calls may be detrimental to the reputation or public image of the Company. Billing, in those cases, will be the sole responsibility of the Citizens Link 976 Service Provider or sponsor.
  - d. Citizens Link 976 Service Provider sponsorship of any particular recorded announcement or interactive program shall not preclude the Company from providing service to another Citizens Link 976 Service Provider sponsoring the same or similar announcement or program.
  - e. The Citizens Link 976 Service Provider shall indemnify and defend the Company against and hold the Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the Provider or caller while using or attempting to use Citizens Link 976 Service said service and facilities.
  - f. The limitation of the Company's liability is set forth in this catalog.

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**CITIZENS LINK 976 SERVICE**

**.2 General (Cont'd)**

**.2.1 Because the capacity of central office equipment and network facilities to furnish Citizens Link 976 Service is limited: (Cont'd)**

- g. One directory listing per announcement or program will be furnished without charge in each directory within a Citizens Link 976 Service local calling area. Directory listings for Citizens Link 976 Service must specify that additional charges apply to calls placed to the listed number. Additional directory listings will be furnished at rates as set forth in the Company's catalogs.
- h. Each direct dialed sent paid call (toll or local) will be at a predetermined amount established by the Citizens Link 976 Service Provider plus any other appropriate rate (including toll charges). Any request by the Citizens Link 976 Service Provider for a change in the amount the Company is to bill per call must be received by the Company in writing, at least 30 days prior to the proposed effective date.
- i. Direct dialed sent paid calls from flat or measured rate access lines within the Citizens Link 976 Service local calling area do not incur message unit or zone calling charges.
- j. The Company will deny all third party calls and collect calls to Citizens Link 976 numbers. All calls to a Citizens Link 976 Service from coin telephones and all calls requiring Company operator assistance or handling will also be denied.
- k. The minimum length of each message shall be 78 seconds or one complete cycle of a 60 second message, a 15 second disclosure message, and 3 seconds for the caller to hang up if they do not wish to complete the call. Following the initial 78 second message, message length may be increased in 30 second increments. Total length of a message shall never exceed 198 seconds. If the agreed upon message length is more than 78 seconds, the Citizens Link 976 Service Provider will pay the additional time rate. The Provider must notify the Company whenever the message length is to be increased or decreased.

If the message length is longer than that agreed upon, the Company may terminate the service.

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**CITIZENS LINK 976 SERVICE**

**.2 General (Cont'd)**

**.2.1 Because the capacity of central office equipment and network facilities to furnish Citizens Link 976 Service is limited: (Cont'd)**

1. Within the first 15 seconds of a call and prior to the connection to a Citizens Link 976 program, the Information Provider will notify the caller of the following:
  - a. Specific information stating:
    - a.1 The name of the program.
    - a.2 The information charge for the call.
    - a.3 The date the information was recorded, if the information is a recorded message.
    - a.4 If the caller disconnects the call within the delayed timing period, the caller will not be charged for the call.
    - a.5 That minors must have parental permission (if the program is directed to minors).
    - a.6 That minors should be aware that the cost of the call will appear on their parent's bill (if the program is directed to minors).
    - a.7 That minors should hang up if the program is adult in nature.
    - a.8 Any additional charges that the caller must incur to obtain the full information or service.
    - a.9 The dollar amount (or percent of the total price of the call) that will go to which charity, if an Information Provider is fund raising.
  - b. At least three seconds at the end of the message within the delayed timing period for the caller to hang up without being charged if he or she has not already disconnected the call. However, transport charges will be billed to the Citizens Link 976 Service Provider from the time of the initial connection.
- m. If the service is disconnected, all remittance money due to the Citizens Link 976 Service Provider may be credited or applied to the final bill issued for the recurring charges associated with the catalog schedule, or for the facilities provided to connect the Provider's premises equipment to the serving central office.
- n. Upon termination of a Citizens Link 976 Service, the Citizens Link 976 Service telephone number will not be reassigned for at least six (6) months.

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CITIZENS LINK 976 SERVICE

.2 General (Cont'd)

.2.1 Because the capacity of central office equipment and network facilities to furnish Citizens Link 976 Service is limited: (Cont'd)

- o. The Citizens Link 976 Service Provider is responsible for provision of the recorded announcement or interactive program and all necessary Provider premises equipment.
- p. The Citizens Link 976 Service Provider's automatic announcement equipment will be of a design, which automatically disconnects after playing out one full cycle of the message.
- q. The Citizens Link 976 Service Provider established call rate will not be less than \$0.20.
- r. The name, address and telephone number for inquiries of information providers which have billing and transport arrangements with the Company may be released to callers upon request. The Company may, at its discretion and if the information is available, release the same information for providers with whom it does not have billing and transport arrangements.
- s. The Company will immediately terminate service to any Citizens Link 976 Service Provider for fraud or unlawful business practices.
- t. The Company will provide, where conditions permit, Billing and Collecting Service containing neither fewer nor more than the following elements:

Call Recording - the recording of completed calls to a specific 976 number.

Message Processing - the transformation of recorded call detail into rated calls in preparation for billing of those calls.

Bill Processing and Collection (with inquiry) - the preparation of bills and subsequent collection of payment by subscribers to Information Services. The Company will be responsible for all matters concerning billing, collection, adjustment, and call investigation.

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**CITIZENS LINK 976 SERVICE PROVIDER OBLIGATION**

- .1.1 The Citizens Link 976 Service Provider will furnish continuous uninterrupted automatic recorded announcement or interactive program service.
- .1.2 The Provider is responsible for the preparation and recording of all announcements and shall be solely responsible for the contents of the announcements and the quality of speech or sounds of the recording.
- .1.3 The Provider understands and agrees that all announcements must comply with the Federal, State and Local laws, rules and regulations.
- .1.4 Each Provider advertisement, publication or other communications containing the Citizens Link 976 Service telephone number to be called shall clearly and conspicuously display the Citizens Link 976 Service local calling area, what the per call rate is for direct dialed calls from within that area and that calls from outside the area will be at normal toll rates plus the Citizens Link 976 Service call rate.

In addition, all television advertisements must include a voice-over announcement of the price of the 976 Call and, in those advertisements directed to minor children, an admonition to seek parental permission before calling the 976 number.

All Citizens Link 976 Service programs directed to minor children which contain an inducement or "teaser" to call back shall include an admonition to seek parental permission before calling back and indicate charges are involved in making the call. All Citizens Link 976 Service programs containing a cross-promotion to another recording shall include an announcement of the price of the cross-promoted Citizens Link 976 Service call.

- .1.5 The Provider assumes all financial responsibility for all costs involved in providing announcements or interactive program services including but not limited to, the Provider premises equipment, producing the announcement or interactive program development, advertising and promotional expense.
- .1.6 For exchange toll network sizing and protection, each Provider must furnish the Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes and message lengths for each announcement or interactive program.
- .1.7 The Provider is required to subscribe to as many Citizens Link 976 Service access lines, restricted to incoming calls only, as in the judgement of the Company are required to adequately handle calls without impairing the service to others.
- .1.8 The Provider assumes, according to other specific rates and charges under this catalog, all financial responsibility for all facilities required to connect the equipment located on the Provider's premises to the central office, which serves the particular prefix code, used for Citizens Link 976 Service.



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**CITIZENS LINK 976 SERVICE**

**COMPANY OBLIGATION**

- .1.1 On behalf of the Citizens Link 976 Service Provider, the Company will bill the Provider's clients (callers) for all direct dialed sent paid calls completed to the announcement or program.
- .1.2 A one-time adjustment per subscriber shall apply to 976 charges incurred when it is established that (1) for calls by a minor child, the calls were made by the minor child without parental consent, or (2) the calls were not authorized by the subscriber. The subscriber must request an adjustment within 60 days of the bill date on the bill in question. These adjustments apply to the vendor charge only. Toll charges shall not be included in the adjustment.
  - a. If a subscriber requests a second adjustment for 976 charges, the Company may, at its option, place 976 blocking on the caller's line.
  - b. The Company may block access to 976 service for callers who fail or refuse to pay 976 charges.
- .1.3 If the Company determines a caller is generating high 976 usage, the Company may contact the caller for early notification. The Company shall inform the caller of the charges and of blocking options. If contact cannot be made, the Company may temporarily block 976 calls until it has made contact with the caller, informed him of the charges and determined if he desires to resume service.
- .1.4 The Citizens Link 976 Service Provider must establish a specific complaint procedure and an adjustment policy. The Company will adopt the established procedure when the Company provides Billing and Collection services for the Provider.
- .1.5 The Company will issue a remittance check monthly to the Citizens Link 976 Service Provider based on the total number of direct dialed sent paid calls, completed to the Citizens Link 976 Service Provider's announcement or program minus any calls adjusted by the Company.

The amount of remittance will be the difference between the Citizens Link 976 Service Provider's established rate per call and the Company's Transport and Billing rate per call multiplied by the number of qualifying calls less any nonrecurring or recurring charge owed the Company by the Citizens Link 976 Service Provider.
- .1.6 Included with the Citizens Link 976 Service Provider's monthly bill will be a summary of the number of calls on which the amount of remittance is based.

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CITIZENS LINK 976 SERVICE

RATES

.1.1 Cost Allocation Surcharge

Each month the Company will assess a 5% cost allocation to the Citizens Link976 Service Provider based on the amount due them. This surcharge allows the Company to recover subscriber uncollectibles. Once actual uncollectible data by Citizens Link 976 Service Provider and/or Sponsor is available, the 5% cost allocation surcharge will be deleted and all actual uncollectibles will be subtracted from the amount remitted.

.1.2The rates and charges in .3 following apply to Citizens Link 976 Service in addition to any additional appropriate rates and charges of the Company.

.1.3Rates and Charges Applicable to Citizens Link 976 Service Provider:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Initial establishment of Citizens Link 976 Service or reassignment of existing facilities to a new service in each area code on the same service order, per announcement or interactive program, per Program	\$325.00	-
b. Any change in established call rate or telephone number, per announcement, interactive program	\$100.00	-
c. Transport and Billing of Calls		
	<u>Initial 60 Seconds</u>	<u>Each Additional 30 Seconds or Fraction Thereof</u>
Transport Per Call	\$0.070	\$0.030
d. Billing and Collection Services		
Billing and Collection charge billed to the Citizens Link 976 Service Provider -		
Provider Rate Per Call	<u>\$0.20-\$0.50</u>	<u>\$0.51-\$2.00</u> <u>\$2.01-\$3.00</u>
Billing and Collection Rate, per Message	\$0.08	\$0.15    \$0.25

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CITIZENS LINK 976 SERVICE

RATES (Cont'd)

.1.3 Rates and Charges Applicable to Citizens Link 976 Service Provider:

- e. Calls for which no remittance is made  
to the Citizens Link 976 Service Provider:

Calls adjusted by the Company

Calls which are determined to be  
uncollectible

.1.4 Rates and Charges Applicable the Caller:

Calls for which a remittance is made to  
the Citizens Link 976 Service Provider:

- |   |  |
|---|--|
| a. Direct dialed sent paid calls<br>originating from within the<br>Citizens Link 976 Service local<br>calling area, each call - | A predetermined amount<br>established by the Citizens<br>Link 976 Provider.  |
| b. Direct dialed sent paid calls<br>originating from outside the<br>Citizens Link Local calling area,<br>each call -            | A predetermined amount<br>established by the Citizens<br>Link 976 Provider call rate.<br>plus the appropriate toll |

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE

.1 General

- .1.1 Digital (ISDN) Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. Digital (ISDN) Single Line Service is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) <sup>1</sup> technology. It is a central office-based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

(C)

.2 Conditions

- .2.1 The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.
- .2.2 Digital (ISDN) Single Line Service is available where central office and operating facilities and conditions permit.
- .2.3 Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.
- .2.4 Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

(N)  
(N)

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE

.2 Conditions (Cont'd)

- .2.5 If remote units are required to provide switching capabilities for intra-communication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.
- .2.6 Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.
- .2.7 If ISDN is not available from a customer's normal serving central office, Citizens may choose at the company's discretion to provide service from the nearest ISDN-capable office. If ISDN is available from the customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer. At the Company's discretion, Digital (ISDN) Single Line Service may be provided to a non-capable central office. In this instance, if the customer is served from a central office/exchange which has the same local calling area as his normal serving central office/exchange, no Foreign Central Office/Foreign Exchange charges apply. Should the customer be served from a different local calling area from the customer's normal serving central office/exchange, the applicable Foreign Central office/Foreign Exchange charges apply.

When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in Citizens catalogs. If the customer does not wish to take ISDN service from the normal serving central office after the service is available from their office but continues to utilize service from an alternate serving central office, then charges as outlined above will continue to apply.

No charge will apply to transfer the customer back to their normal serving central office as set forth above. Provisioning of ISDN from noncapable ISDN offices is solely at the discretion of the Company.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.2 Conditions (Cont'd)

.2.8 Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate catalogs.

.2.9 Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

.2.10 Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

.2.11 Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE  
SERVICE (Cont'd)

.2 Conditions (Cont'd)

.2.12 Termination Liability

In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the initial contract period, the customer shall be liable for payment of termination liability charges. To arrive at the amount owed, the Company will total the remaining contract period payments and reduce this sum by 75%. The remaining balance (25% of the sum) shall become immediately due and payable in its entirety. Termination charges will not apply when existing ISDN service is reestablished by being transferred to a new location within Citizens Communications serving area. If Citizens Communications does not offer ISDN in the location to which the customer is relocating, termination liability charges will not apply. The termination liability will not apply when a customer selects another Company digital data service.

A Digital (ISDN) Single Line customer may at any time renew a contract for an equal or longer period at the current catalog rates subject to the following conditions:

Credit will not be given for payments made during the formerly selected period.

Nonrecurring charges will not be reapplied.

The new contract period begins with the first billing date following the renewal.

Termination charges will not apply for the former contract period.

.2.13 General

Services offered in accordance with this catalog are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Digital (ISDN) Single Line services will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this catalog must conform with the technical specifications of the Company.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.2 Conditions (Cont'd)

.2.14. General (Cont'd)

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Digital (ISDN) Single Line services are not permitted.

A change to Digital (ISDN) Single Line services will cause a temporary interruption of service.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.



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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.2 Conditions (Cont'd)

.2.15 Digital (ISDN) Single Line Service

Digital (ISDN) Single Line Service is composed of the following elements:

- Single line access (includes B-Voice/CSD)
- Line/Configuration - choose one or a combination of:
  - B-Packet, per channel
  - D-Packet, per channel
- Usage Options - must choose one:

Residence

Business

Measured  
Flat Rate

Measured  
Flat Rate

Digital (ISDN) Single Line Service is digital exchange service.

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Single Line Access is a service which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line access element is required for each digital local loop.

A customer may order multiple Single Lines.

The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.2 Conditions (Cont'd)

.2.15 Digital (ISDN) Single Line Service

a. Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of 2 channels. If an additional telephone number is required, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in this catalog.

b. Digital (ISDN) Single Line Access

Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access the D-Channel only.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

2. Conditions (Cont'd)

.2.15 Digital (ISDN) Single Line Service

c. Individual Line Loop Extension

Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Citizens Communications engineering practice of maximum loss for the Citizens Digital Centrex (ISDN) loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Single Line.

The customer's network access line is pre-engineered to determine when the U-Repeater/power module are required. The customer will not be charged the Digital (ISDN) Single Line Individual Line Loop Extension rate unless the equipment is actually used. The charge will not be invoked based on the cable footage. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

- d. One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.3 Features

- .3.1 Definitions of the Custom Calling Premium Packages and CLASS Features are provided in Section 6 of this catalog.
- .3.2 Circuit Switched Data 1000 Package: Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
- .3.3 Circuit Switched Data 2000 Package: Data 1000 Package plus Data Circular Hunting, and Data Speed Call-Long List.
- .3.4 X.25 Basic Package: X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication.
- .3.5 X.25 Deluxe Package: X.25 Basic Service (X.25 Flow Control Parameters Negotiation, X.25 Incoming Calls Barred, X.25 Outgoing Calls Barred, X.25 Reverse Charge, X.25 Reverse Charge Acceptance, X.25 Throughput Class Negotiation, X.25 Transmit Delay Selection and Indication) plus X.25 Closed User Groups, X.25 Fast Select, X.25 Fast Select Acceptance, X.25 Hunt Groups, X.25 One-Way Outgoing Logical Channel, and X.25 Permanent Virtual Circuit.
- .3.6 The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features #	<u>Digital</u>
<u>Feature Name</u>	
Direct Inward Dialing	X
Direct Outward Dialing	X
Automatic Identification of Outward Dial	X
Distinctive Ringing	X
Touch Call	X

- # An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Custom Calling Premium feature package, rather than Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. An MBKS feature package may be supplemented with Custom Calling Premium feature packages by adding those packages to the Digital (ISDN) Single Line rate. Applicable charges will apply as stated elsewhere in this catalog.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE  
SERVICE (Cont'd)

.3 Features (Cont'd)

.3.6. Feature Matrices (Cont'd)

Voice Packages Features*	<b>MBKS <u>BASIC</u></b>
<u>Feature Name</u>	
Analog Shared Directory Number	X
Call Alternation	X
Call Forwarding	X
Conference Calling	X
Drop	X
Feature Inspect	X
Hold	X
Key System Coverage for Analog Lines	X
Multiple Directory Number Buttons	X
Shared Call Appearance of Directory Numbers	X
Speed Calling	X
Time and Date Display	X

\* Custom Calling Premium Packages can be used with Digital (ISDN) Single Line Service.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.3 Features (Cont'd)

.3.6. Feature Matrices (Cont'd)

Data Packages Features	<u>CSD1000</u>	<u>CSD2000</u>	<u>X.25</u>	<u>X.25 DELUXE</u>
<u>Feature Name</u>				
Data Speed Call - Short List	X	X		
Data Call Forward	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Circular Hunt		X		
Data Speed Call - Long List		X		
X.25 Flow control Parameters Negotiation	X	X		
X.25 Incoming Calls Barred			X	X
X.25 Outgoing Calls Barred			X	X
X.25 Reverse Charge			X	X
X.25 Reverse Charge Acceptance			X	X
X.25 Throughput Class Negotiation			X	X
X.25 Transmit Delay Selection/ Indication			X	X
X.25 Closed User Groups			X	X
X.25 Fast Select				X
X.25 Fast Select Acceptance				X
X.25 Hunt Groups				X
X.25 One-Way Outgoing Logical Channel				X
X.25 Permanent Virtual Circuit				X

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.3 Features (Cont'd)

.3.7. Definitions

Digital (ISDN) Single Line

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet. A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI)<sup>1</sup>. BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D). (C)

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet. A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN) Single Line. Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1-D-Channel.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.3 Features (Cont'd)

.3.7 Definitions (Cont'd)

Integrated Services Digital Network (ISDN). A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

Digital (ISDN) Single Line Access. The central office termination of a BRI Line arranged for access to the public switched network.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

User. A member of a business system.

MBKS. Multibutton Key Set.



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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.3 Features (Cont'd)

.3.7. Definitions

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

Circuit Switched Data 2000 Package - includes CSD 1000 Package plus

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.3 Features (Cont'd)

.3.7. Definitions

X.25 Basic Package

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.3 Features (Cont'd)

.3.7. Definitions (Cont'd)

X.25 Deluxe Package: Includes Basic package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member cannot communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select allows a data terminal to send as many as 128 bytes of data in addition to call setup and clearing packets.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.4 MBKS Basic Service

MBKS Basic Service consists of the following:

Drop - Allows a user to disconnect the last party added to a conference call, or the other party if only two parties are conferenced.

Hold - Allows the MBKS set user to place a call on hold by pressing the function button. Any MBKS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Key System Coverage for Analog Lines - Allows an analog station set to share calls with the ISDN station set.

Multiple DN Buttons - Provide access to more than one Directory Number (DN) on the MBKS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Shared Call Appearances of DN - Allows several MBKS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

Time and Date Display - Is a subscription feature for ISDN attendants and ISDN station set users. The 5ESS Switch provides the time and date to the ISDN station set.

Analog Shared Directory Number allows analog lines that share directory numbers with ISDN multibutton keysets to be assigned to switching modules that do not contain ISDN software.

Call Forwarding allows the MBKS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.4 MBKS Basic Service

Conference Calling allows the MBKS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

Call Alternation Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Feature Inspect provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) The Inspect feature button is depressed and (2) the feature or call appearance button to be inspected is depressed. The feature assigned or, for call appearances, call related information is displayed.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.5 Rates

	<u>Monthly Rate</u>	<u>12 Month</u>	<u>36 Month</u>
.5.1 Business Digital Measured (ISDN) Single Line Service			
Non-Recurring Charge (1)	\$200.00	\$100.00	\$0.00
Digital (ISDN) Single Line Access (2)	\$24.00	\$24.00	\$24.00
Usage (Note 3) \$.025/MIN/B-CHANNEL \$.02/MIN/B-CHANNEL \$.015/MIN/B- CHANNEL			
B-Packet, per channel	\$120.00	\$120.00	\$120.00
D-Packet, per channel	\$15.00	\$15.00	\$15.00
.5.2 Business Digital Flat (ISDN) Single Line Service			
Non-Recurring Charge (1)	\$200.00	\$100.00	\$0.00
Digital (ISDN) Single Line Access (2)	\$ 91.50	\$ 61.50	\$ 41.50
B-Packet, per channel	\$120.00	\$120.00	\$120.00
D-Packet, per channel	--	--	--

- (1) The non-recurring charges will be assessed in lieu of all the network access charges: initial ordering charges and connection charges.
- (2) Rate includes b-voice/circuit switched data configuration on both b-channels and Individual Line Loop Extension, if necessary. Local loop rates as specified in Section 4 of this catalog are in addition to the Access Line charges.
- (3) Usage applies to all local originating voice and circuit switched data calls.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.5 Rates

	<u>Monthly Rate</u> *	<u>Nonrecurring Charges</u>
.5.3 Packaged Services (Business or Home)		
MBKS Basic Service, per line	\$6.00	\$25.00
Data 1000, per line	\$3.00	\$15.00
Data 2000, per line	\$5.00	\$15.00
X.25 Basic	NC	NC
X.25 Deluxe, per line	\$5.00	\$15.00

\* These rates apply in addition to all other ISDN charges.

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DIGITAL (ISDN) SINGLE LINE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - DIGITAL (ISDN) SINGLE LINE SERVICE (Cont'd)

.5 MBKS Basic Service

		Monthly Rate *	Nonrecurring Charges
.5.4	Individual Services		
	Data Direct Connect, per line	\$1.00	--
.5.5	Interoffice/intra-exchange Transport (per mile or Fraction thereof), per ISDN Single Line	\$7.50	--
.5.6	Optional Features		
	Additional Directory Numbers, each	\$2.00	--
.5.7	Foreign Exchange, per ISDN line	\$75.00	--
.5.8	Data Base Changes		
	Software Changes ***		\$25.00 **
	Add Line Features		

\* These rates apply in addition to all other ISDN charges.

\*\* Data Base Additions or Changes not listed in this catalog will be charged a rate of \$25.00 per hour or fraction thereof.

\*\*\* Applies to changes to existing services.



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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE

.1 General

- 1.1 Citizens Digital Channel Service is an intraexchange multifunctional digital channel service which provides network access between a customer's premises and the local serving office on a channelized basis (DSO) within a single high-capacity (DS1) digital facility.
- 1.2 Citizens Digital Channel Service is provided in capacity increments of 24 DS1 digital channels within a single DS1 facility.
- 1.3 The following types of network services as specified in other catalog or tariffs are available on a channelized basis via Citizens Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with Citizens Digital Channel Service.
  - a. Exchange Service (exchange lines/trunks and Centrex lines.)
  - b. Analog Service (foreign exchange, off premises extensions, voice private lines, tie lines.)
  - c. Digital Data Service (2.4; 4.8; 9.6; 56 Kbps)
  - d. DS1 (1.544 Mbps) Service
  - e. Switched Data Service
- 1.4 Citizens Digital Channel Service is comprised of the following components:
  - Digital Channel Capacity
  - Service Activation
  - a. The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in Paragraph 1.6 of this Catalog.
  - b. Customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 36, 60, or 84 months.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.2 Digital Architecture and Definitions

2.1 Digital Architecture

Citizens Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service.

The time required to provision service is known as the service date interval. The service date interval for Citizens Digital Channel Service and related network services connected to Citizens Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

Citizens Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like tie lines, off-premises stations, and PBX trunks can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) channel which is actually terminated. Each DSO channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.2 Digital Architecture and Definitions (Cont'd)

2.2 Definitions

Digital Channel Capacity

A multifunctional DS1 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 Digital Channels.

Service Activation

A Service Activation is the connection between Citizens Digital Channel Service and the network service accessed.

Channel Service Unit (CSU)

The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DSO

The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

DS1

The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are stated in Section 7000 of the Technical Interface Reference Manual.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.3 Regulations

- 3.1 Citizens Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.
- 3.2 This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in other Company Tariffs may be applicable.
- 3.3 Interoffice transport mileage will apply on an Individual Case Basis when a customer requested Citizens Digital Channel Service must be provisioned in a central office other than the customer's local serving office.
- 3.4 The customer may activate any number or combination of digital channels within the limitations as set forth in Paragraph 1.3. Digital channels may be activated coincident with installation or at any time subsequent to Digital Channel Capacity installation. Once activated, a digital channel is subject to a minimum service period of 30 days.
- 3.5 All Citizens Digital Channel Service must be channelized in a single equipment location on a customer's premises. Citizens Digital Channel Service cannot be split between premises, or multiple locations within a premises. Tie lines or extensions (as specified in other Company Tariffs) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices. Intraexchange channel service mileage rates apply to extensions on continuous property in different buildings and/or noncontinuous property locations as specified in other Company Tariffs.
- 3.6 The regulations, rates, and charges specified in this Catalog are applicable for the Citizens Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of this Catalog and other Company Tariffs are applicable to the customer's interconnected services (i.e., tie lines, private lines, special access lines, etc.), for the non-Citizens Digital Channel Service component of the customer's end-to-end service.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.3 Regulations (Cont'd)

- 3.7 The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.
- 3.8 Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same Central Office and must be converted to individual analog or digital channels before individual service links can be cross-connected. Digital Channel Capacities are provided in groups of 24 Digital (DSO) channels and are subject to the limits as set forth in paragraph 1.3 of this Catalog.
- 3.9 The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floorspace, controlled environment, and a source of non-switched 120 volt 60 Hz AC power to support this service. Emergency backup power and ring generating equipment capabilities are available for an extra charge on an individual case basis.

DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.3 Regulations (Cont'd)

3.10 Channelization on a customer's premises must be provided by the customer. Provisioning of channelized services introduces joint responsibilities between the customer and the Company as specified following:

a. Responsibilities of the Company:

- a.1 The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.
- a.2 The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.
- a.3 The Company will attempt to limit its selection of Central Office equipment to avoid operational and administrative difficulties associated with a multi-vendor central office environment.
- a.4 The Company reserves the right to change its equipment vendors should equipment availability, price or technological advantages make such a change attractive or necessary.
- a.5 The Company will notify the customer, generally a minimum of six months in advance, of any need to change its central office equipment to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing for cutover, if required.
- a.6 Digital synchronization timing for Citizens Digital Channel Service will be provided by the Company.

b. Responsibilities of the Customer:

- b.1 The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.
- b.2 The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company provided channelization at the Central Office.

c. Trouble resolutions:

The Company will assist the customer in resolving any installation or day-to-day channel service problems. However, the Company does not assume responsibility for the compatibility or suitability of the customer's equipment. Dispatches to customer premises caused by customer equipment troubles will result in a Travel Charge.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.3 Regulations (Cont'd)

- 3.11 The technical specifications and standard network interfaces for DS1 and associated channelized services are stated in Section 7000 of the Technical Interface Reference Manual. Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.
- 3.12 Low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an individual case basis.
- 3.13 When a customer's Citizens Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in this catalog. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.4 Application of Rates

- 4.1 Three basic rate elements; Digital Channel Capacity, Digital Channel Activation, and Service Activation are applicable to each Citizens Digital Channel Service.
- 4.2 The Digital Channel Capacity element provides for the transport and the central office channelization. Digital Channel Capacity is offered with 36, 60, or 84 month Term Payment Plan periods.
- 4.3 Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis. For DS1 services, a DS1 Service Activation charge is applicable. In addition, a network access charge as described in 1.4.5 may apply.
- 4.4 Monthly rates and charges as specified in this catalog for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point in time.
- 4.5 Exchange and long-distance calling is provided within Citizens Digital Channel Service via network access charges at the rates and charges specified in Paragraph 1.6 of this Section. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except Usage Sensitive Service and Foreign Exchange Service. The network access charges when utilized for Citizens Digital Centrex will be ordered and billed as shown in other section(s) of this Catalog. This charge is in addition to all other applicable Citizens Digital Channel Service charges.
- 4.6 Rates and charges specified in other Catalog sections for services such as Touch Call, Custom Calling features, etc., are in addition to the monthly rates for Citizens Digital Channel Service.
- 4.7 The rates and charges for other services connected or extended beyond Citizens Digital Channel Service (i.e., off-premises stations, tie lines, private lines, special access services, etc.) are in addition to the rates specified in this Catalog for the Citizens Digital Channel Service portion necessary to provide the customer's end-to-end service. This will also apply to Nonrecurring Charges and Service Connection Charges as specified in other Company Tariffs for activities involving the non-Citizens Digital Channel Service portion of the customer's end-to-end service.



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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.4 Application of Rates (Cont'd))

- 4.8 Digital Channel Capacity is available under Term Payment Plans only for rate periods of 36 months, 60 months, or 84 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).
- a. The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.
  - b. Service Activation charges are available on a month-to-month basis.
  - c. Individual network services (switched or dedicated) that are connected to Citizens Digital Channel Service, are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard catalog provisions and minimum service periods as appropriate.
- 4.9 At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan or on a month-to-month basis at their previously selected Term Payment Plan rate.
- 4.10 A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the Term Payment Plan. This is subject to the following exemptions:
- a. No Termination Liability Charge will be applicable for the Citizens Digital Channel Capacity when the customer renegotiates a new Term Payment Plan for the same equipment or larger system at the same location for a period of time greater than the time remaining on the existing Term Payment Plan, subject to payment periods.
  - b. All Citizens Digital Channel Service components are coterminous with the Digital Channel Capacity with which they are associated. Any activations subscribed to on a month-to-month basis have a minimum service period of one month and no associated Termination Liability Charge.
- 4.11 A Termination Liability Charge will be calculated based on the sum of the monthly payments remaining under the customer's Term Payment Plan, adjusted to the present value at the date of termination, based upon a 12% APR discount. The Termination Liability Charge is due in full at the date of termination.
- 4.12 Transfer of service responsibility between customers is permitted subject to the rules and regulations.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.4 Application of Rates (Cont'd)

4.13 Unless specified herein, the Regulations contained elsewhere in the Company's Catalog or Tariffs are applicable to Citizens Digital Channel Service. These Regulations include but are not limited to:

- Cancellation of service
- Application for service
- Payment Arrangements
- Limitation of Liability

4.14 Should customers request interconnection between different Citizens Digital Channel Services provisioned in two or more different local serving offices, interoffice transport mileage rates will be provided on an Individual Case Basis. This charge will apply in addition to Citizens Digital Channel Service charges.

.5 Types of Rates and Charges

There are two basic types of rates and charges that apply to Citizens Digital Channel Service; monthly rates and nonrecurring charges. The rates and charges are described as follows:

5.1 Monthly rates

- a. Monthly rates are recurring charges that apply each month or fraction thereof that Citizens Digital Channel Service is provided. For billing purposes, each month is considered to have 30 days.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.5 Types of Rates and Charges (Cont'd)

5.2 Nonrecurring Charges

- a. Nonrecurring charges are one-time charges that apply for specific work activity, (i.e., installation of service or change to an existing service). The types of nonrecurring charges that apply for Citizens Digital Channel Service are those listed below.

b. Service Ordering Charges

b.1 Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Digital Channel and Service Activations. This charge includes common centralized testing, coordination and accounting activities. This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

b.2 Service Change Charge

This charge applies on a per Digital Channel Capacity (increments of 24 channels) basis associated with a customer request for modifications to an existing Citizens Digital Channel Service. This would include activities such as but not limited to:

- change of associated channel assignment.
- additions of supplemental features.
- activate/deactivate Service Activations.

b.3 Travel Charge

This charge applies on a per visit basis for the termination or rearrangement on a customer's premises. Only one charge applies when more than one channel is terminated or rearranged at the same customer premises at the same time.

This charge also applies to inside moves as specified in .5.2b.6. This charge also applies when the Company is dispatched to a customer premises caused by customer equipment troubles.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.5 Types of Rates and Charges (Cont'd)

5.2 Nonrecurring Charges (Cont'd)

b. Service Ordering Charges (Cont'd)

b.4 Installation of Citizens Digital Channel Service

These are nonrecurring charges associated with the work performed by the Company in connection with the physical installation activities involving central office and/or outside plant facilities. These charges apply at initial installation and for additions to existing service.

In addition to these charges, the appropriate Service Ordering Charge will apply.

b.5 Service Rearrangements

Service Rearrangements are changes to existing (installed) services which may be administrative only in nature or involve an actual physical change to the service.

In cases where multiple service rearrangements, additions, moves and/or rearrangements are requested by the customer, the total charge will never exceed the full nonrecurring charge for the initial service.

- Changes in ownership or transfer of responsibility from one customer to another requires the discontinuance of service and the start of new service. A new Term Payment Plan will also be applicable. The Service Establishment Charge and any appropriate minimum period charges will apply per service, per change.
- Changes in the physical location of the point of termination are treated as Moves which are described and charged for as set forth in Paragraph .5.2b.6.
- Changes to existing services for the establishment of Citizens Digital Channel Service will require a discontinuance of service and establishment of new service. All applicable nonrecurring and recurring charges for the establishment of Citizens Digital Channel Service will apply.

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.5 Types of Rates and Charges (Cont'd)

.5.2 Nonrecurring Charges (Continued)

b. Service Ordering Charges (Continued)

b.6 Moves

A move involves a change in the physical location of the point of demarcation at a customer's premises. The charge for the move depends on whether the move is within the same customer's premises (same address and/or same building) or to a different customer's premises (different address and different building).

- Inside Move - the move is to a new point within the same customer's premises. The charge for the move will be the Service Change Charge, Travel Charge, plus an amount equal to one half the nonrecurring charge per Digital Channel Capacity (per group of 24 Digital Channels).
- Outside Move - the move is to a different customer's premises and will be treated as a disconnect and an installation of new service. The Service Establishment Charge will apply plus all applicable nonrecurring charges. A new Term Payment Plan will be established for the installed service. The customer will remain responsible for all minimum period charges and Termination Liability Charges associated with the disconnected service(s).

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.6 Rates and Charges

.6.1 Nonrecurring Charges

a. Service Ordering Charges

Nonrecurring  
Charge

a.1	Service Establishment Charge, per Digital Channel Service	\$300.00
a.2	Service Change Charge, Per Digital Channel Service Each (increment of 24 channels)	\$150.00
a.3	Travel Charge, per Visit, Each	\$8.50

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.6 Rates and Charges

.6.2 Digital Channel Capacity

The rates for Digital Channel Capacity without activated services are as follows:

	<u>Monthly Charge</u>	<u>Nonrecurring Charge</u>
a. 36 Month Contract		
First 24 Channels	\$220.00	\$250.00
Each Additional 24 Channels	\$170.00	\$250.00
672 Channel System	\$2,700.00	\$7,000.00
Each Additional 672 Channel System	\$2,700.00	\$7,000.00
b. 60 Month Contract		
First 24 Channels	\$190.00	\$250.00
Each Additional 24 Channels	\$140.00	\$250.00
672 Channel System	\$2,400.00	\$7,000.00
Each Additional 672 Channel System	\$2,400.00	\$7,000.00
c. 84 Month Contract		
First 24 Channels	\$170.00	\$250.00
Each Additional 24 Channels	\$120.00    \$250.00	
672 Channel System.	\$2,200.00	\$7,000.00
Each Additional 672 Channel System	\$2,200.00	\$7,000.00

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DIGITAL NETWORK SERVICES

CITIZENS DIGITAL CHANNEL SERVICE (Cont'd)

.6. Rates and Charges				
		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
.6.3	Service Activations			
	a. Per network service			
	a.1 Exchange Line/Trunk-Flat Rated	-0-	\$26.00	
	Exchange Line/Trunk-USS	-0-	\$14.00	
	Citizens Digital Centrex Line	-0-	--	\$5.00
	a.2 Foreign Exchange, Off Premises Extension, Private Line, Tie Line	-0-	\$18.00	
	a.3 Digital Data Service 2.4 Kbps or 4.8 Kbps, or 9.6 Kbps	-0-	\$28.00	
	a.4 Digital Data Service 56 Kbps	-0-	\$28.00	
	a.5 DS1 Service (1.544 Mbps)	-0-	\$55.00	
	a.6 Switched Data Service**			
	.1 Single Line	-0-	\$10.00	
	.2 Multiline with DID and DOD		\$10.00	
	.3 Citizens Digital Centrex	--	\$0.00	
.6.4	Network Access			
	a. Network Access, each	--	\$25.00 *	

\* The Network Access Rate will apply to Citizens Digital Centrex Service Activations in Non-USS exchanges.

This will not apply to the Exchange Line/Trunk Service Activations.

\*\* Usage charges shown in this catalog for Switched Data Service will apply.



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**SWITCHED DATA SERVICE**

.1 General

- .1.1 Switched Data Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. This is a digital data transmission service which provides a data link between two Switched Data users via switched facilities. The network connection is established on a call-by-call basis.

2. Conditions

- .2.1 In addition to the following conditions, appropriate regulations established in other catalogs or tariffs of the Company will also apply.
- .2.2 The minimum billing for this service is one month.
- .2.3 The provision of Switched Data Service and associated features are subject to the availability of certain Central Office and outside plant facilities.
- .2.4 Switched Data Service is not available for resale of service.
- .2.5 Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities. Grade of transmission is guaranteed only to the serving central office.
- .2.6 The Switched Data customer loop is subject to distance limitations as a result of digital signal power loss which are central office switch technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations:
- a. On a DMS-100 central office switch: 42 dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.
  - b. On a GTD-5 central office switch: 26 dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.

Where the conditions above cannot be met, the customer must subscribe to Switched Data Channel Access for Switched Data Service.

Where a customer's local serving central office is not capable of providing Switched Data Service the Company will determine the nearest capable central office. Interoffice High Capacity DS1 (1.544 Mbps) mileage will apply from the non-capable central office to the central office capable of providing Switched Data Service at the rates specified in other catalogs or tariffs of the Company, for High Capacity DS1 (1.544 Mbps) Facilities. In this situation, the customer will utilize the dialing plan associated with the central office that provides the digital dial tone. (NOTE: The DS1 Special Transport Termination charge is not to be applied in conjunction with the DS1 Special Transport Per Airline Mileage charge.)

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SWITCHED DATA SERVICE

.2 Conditions (Cont'd)

- .2.7 Customers utilizing the voice option of this service may subscribe to Custom Calling features. The Switched Data features contained in this catalog are to be used exclusively with the Switched Data Service.
- .2.8 Access to Switched Data Service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods. Origination of calls for 800, 900, 976, 0- (IntraMSA) and 0+ (IntraMSA) types of calls is limited to voice calls only. These types of calls will be provided with the Voice Option feature of Switched Data Service when requested by the customer.
- .2.9 Customer Premises Channelization, a component of Switched Data Channel Access, may be provided by the customer or the Company. When the Company provides the channelization equipment at a customer's premises, it is not necessary for the customer to provide channel access cards for associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer must provide suitable floor space, controlled environment, and a source of non-switched 120 volt, 60 HZ AC power to support this service.
- .2.10 The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.
- .2.11 Directory Listings for Switched Data Service will be provided upon customer request in accordance with other catalogs or tariffs of the Company.

.3 Description

Low Speed Switched Data - Supports 300, 1200, 2400, 4800, 9600 and 19,200 bits per second asynchronous full or half duplex connections and 1200, 2400, 4800, 9600 and 19,200 bits per second synchronous full or half duplex connections.

High Speed Switched Data - Supports 48,000, 56,000, and 64,000 bits per second synchronous full duplex connections.

Customer Premises Termination - Provides for termination at the customer's premises. The termination is provided per access (DS1 or 24 channels)

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SWITCHED DATA SERVICE

.3 Description (Cont'd)

Customer Premises Channelization (Cont'd)

Single Line Feature:

Data Line Security - This feature prevents a data call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Citizens Digital Centrex Line Features (Includes Data Line Security)

Intercom Dialing - Intercom dialing equates to intrasystem or station-to-station dialing. This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Citizens Digital Centrex customer groups and is restricted to the serving wire center only.

Direct Dialing - This feature allows calls to be placed between Switched Data lines within a customer group and Switched Data lines outside of the customer group without the assistance of an attendant. This feature is applicable to Citizens Digital Centrex customer groups only.

Optional Features:

Data Direct Connect - This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group - This feature, restricted to Citizens Digital Centrex lines only, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

Voice Option - This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. This feature is not available with Switched Data Channel Access.

Optional Features Packages \*:

Feature Package Data 1000 includes:

Data Individual Speed Call-Short List - The use of the Data Individual Speed Call-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight (8) stored numbers. This feature is not available with Switched Data Channel Access.

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**SWITCHED DATA SERVICE**

.3 Description (Cont'd)

Optional Features Packages \*: (Cont'd)

Feature Package Data 1000 includes: (Cont'd)

Data Call Forward (All/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: all calls, busy and no answer. This feature is not available with Switched Data Channel Access.

Data Last Number Redial - This feature enables a subscriber to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access.

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a pilot directory number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Feature Package Data 2000 - This package contains the features, with the exception of Data Individual Speed Call-Short List, included in Feature Package Data 1000, and:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Citizens Digital Centrex intercom calling only. This feature is not available with Switched Data Channel Access.

Data Saved Number Redial - This feature allows a customer to dial a saved number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access.

Data Circular Hunting - This feature assigns a pilot directory number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with Switched Data Channel Access.

\* Optional Feature Packages are available for Single Line and Citizens Digital Centrex Line applications. Some features will function only with Citizens Digital Centrex Lines.

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SWITCHED DATA SERVICE

.3 Description (Cont'd)

Optional Features Packages \*: (Cont'd)

Data Group Speed Calling - This feature, restricted to Citizens Digital Centrex lines, provides storage for an abbreviated numbers list which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is available with Citizens Digital Centrex intercom calling only. This feature is not available with Switched Data Channel Access.

Data Individual Speed Call-Long List - The use of the Data Individual Speed Call-Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty (30) stored numbers. This feature is not available with Switched Data Channel Access.

In addition to the Explanation of Terms (Definitions) set forth in other catalogs or Tariffs of the Company, the following definitions will apply:

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit - A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second - The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Customer Group - defines a set of stations that have common features and system parameters including abbreviated dialing.

Digital - Information which is expressed in discrete or noncontinuous form.

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously.

Half Duplex - Type of communication that supports transmission of signals in both directions but is not capable of simultaneous and independent transmission and reception.

- \* Optional Feature Packages are available for Single Line and Citizens Digital Centrex Line applications. Some features will function only with Citizens Digital Centrex Lines.

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SWITCHED DATA SERVICE

.3 Description (Cont'd)

Optional Features Packages \*: (Cont'd)

Hunting - A search through a group of numbers until an idle station is found or the last number of the group is reached.

Synchronous - A method of transmitting data in which the data characters and bits are transmitted at a fixed rate with the transmitter and receiver synchronized, eliminating the need for individual start bits and stop bits.

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**SWITCHED DATA SERVICE**

**.4 Rates and Charges (Refer to Notes)**

**.4.1** The following rates are in addition to the rates and charges for other associated services and applicable service charges shown in other Tariffs or in the catalog of the Company. The rate elements applicable for Switched Data Service are:

- a1 Switched Data Service Access Line Monthly Rate (Low Speed, High Speed or Channel Access).
- a2 Network Usage
- a3 Service Connection Charge
- a4 Optional Feature/Feature Packages
- a5 Software Reconfiguration Charge
- a6 Customer Premises Termination and Channelization (Optional)

**.4.2** Switched Data Customer line rates are determined by the total number of Low Speed and/or High Speed lines requested per customer (i.e., if a Citizens Digital Centrex customer requests 55 Low Speed lines and 25 High Speed lines, all Low Speed lines will be billed at the "50-100" rate and all High Speed lines will be billed at the "2-49" rate).

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Switched Data Customer Line *		
Low Speed Access:		
Single Line	\$0.00	
Citizens Digital Centrex Line	\$0.00	
Single Line		
Per Line	\$37.00	\$50.00
Citizens Digital Centrex Line		
2-49 Lines, each	\$40.00	\$50.00
50-100 Lines, each	\$37.00	\$50.00
101 and above Lines, each	-	

**NOTES:**

1. Local Loop Charge is included in the Switched Data Line Rate.
2. The Nonrecurring Charge applies in lieu of the Connection Charge as stated in other catalogs or Tariffs of the Company.

\* Network Usage Charges are applicable to all local calls, except for Citizens Digital Centrex intercom calls, as set forth in other catalogs or Tariffs of the Company. The maximum monthly usage charge as specified in other catalogs or Tariffs of the Company does not apply to Switched Data Service.

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SWITCHED DATA SERVICE

.4 Rates and Charges (Cont'd)

.4.2 Switched Data Customer Line \*

b. High Speed Access:

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Single Line, per Line	\$47.00	\$50.00
Citizens Digital Centrex Line 2-49 Lines, each	\$50.00	\$50.00
50-100 Lines, each	\$47.00	\$50.00
101 and above Lines, each	\$44.00	\$50.00

\* Network Usage Charges are applicable to all local calls, except for Citizens Digital Centrex intercom calls, as set forth in other catalogs or Tariffs of the Company. The maximum monthly usage charge as specified in other catalog or Tariffs of the Company does not apply to Switched Data Service.



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SWITCHED DATA SERVICE

.4 Rates and Charges (Cont'd)

.4.2 Switched Data Customer Line \* (Cont'd)

c. Switched Data Channel Access:

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
c.1 Switched Data Channel Access (24 Channels DS-1 Facility)	** **	** **
c.2 Central Office Termination, per Access Arrangement	\$150.00	\$125.00
c.3 Central Office Channelization Single Line, per Channel Activated	\$6.00	NA
Citizens Digital Centrex, per Channel Activated	\$6.00	NA
Multiline with DOD, per Channel	\$6.00	NA
c.4 Customer Premise Termination, per Access Arrangement	\$100.00	\$75.00
c.5 Customer Premise Channelization, per Access Arrangement	\$25.00	\$20.00

\* Network Usage Charges are applicable to all local calls, except for Citizens Digital Centrex intercom calls, as set forth in other catalogs or Tariffs of the Company. The maximum monthly usage charge as specified in other Tariffs of the Company does not apply to Switched Data Service.

\*\* Appropriate charges (Monthly Rates and Nonrecurring Charges) apply as set forth in other Tariffs of the Company for High Capacity DS-1 (1.544 Mbps) Facilities and mileage.

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SWITCHED DATA SERVICE

.4 Rates and Charges (Cont'd)

Monthly  
Rate

.4.3 Optional Features \*

- |    |                                     |        |
|----|-------------------------------------|--------|
| a. | Data Direct Connect, each line      | \$1.00 |
| b. | Data Closed User Group, each line   | \$1.00 |
| c. | Voice Option                        |        |
|    | Single Line, each                   | \$5.00 |
|    | Citizens Digital Centrex Line, each | \$5.00 |

.4.4 Feature Packages \*

- |    |   |        |
|----|---|--------|
| a. | Feature Package Data 1000<br>(includes Data Individual Speed Call-Short List,<br>Data Call Forward (All/Busy/No Answer), Data Last<br>Number Redial, Data Toll Restriction, and Data<br>Sequential Hunt Group), each line   | \$3.00 |
| b. | Feature Package Data 2000<br>(includes Data Call Forward (All/Busy/No Answer),<br>Data Last Number Redial, Data Toll Restriction,<br>Data Sequential Hunt Group, Data Call Back,<br>Data Saved Number Redial, Data Circular Hunting,<br>Data Group Speed Calling, and Data Individual<br>Speed Call-Long List), each line | \$5.00 |

Rate  
Per Occurrence

.4.5 Software Reconfiguration Charge

\$12.75

.4.6 The Software Reconfiguration Charge is applicable for any software changes that are required to make changes for Optional Features (e.g., changing Speed Call Lists, Data Direct Connection Destination, etc.) or Feature Packages. The Subsequent Service Ordering Charge shown in other Tariffs or in the catalog of the Company is also applicable.

\* A Subsequent Service Order Charge is applicable for the addition of optional features and feature packages.

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**CITIZENS DIGITAL CENTREX SERVICE**

**.1 General**

- .1.1** Citizens Digital Centrex Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. It is a central office-based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, intrasystem communication and features. A Citizens Digital Centrex system may not be provided for standalone service only; access to the Company's exchange network must be provided.

**.2 Conditions**

- 2.1** The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Citizens Digital Centrex and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.
- 2.2** Citizens Digital Centrex Service is available where central office and operating facilities and conditions permit.
- 2.3** A minimum of 2 Citizens Digital Centrex (Analog or Digital) Service lines are required.
- 2.4** A customer may select only one analog Citizens Digital Centrex Feature Package per customer group and one Citizens Digital Centrex Voice package per customer group.
- 2.5** One bill will be rendered for each Citizens Digital Centrex Service customer group. Separate bills are rendered monthly for Special Service access lines. If a customer requests duplicate bills for a single customer group, refer to charges in this catalog. The Company will not render individual bills within a customer group.
- 2.6** The Company will furnish one alphabetical directory listing per Citizens Digital Centrex customer group without charge. Additional listings may be purchased at rates listed under the Directory Service section of this catalog.
- 2.7** Citizens Digital Centrex Service is offered on a contractual basis commencing on the date the service is established.
- 2.8** Citizens Digital Centrex requires a minimum service period of three months for each line which is composed of a Local Loop and a Service Type, Access Service.

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**CITIZENS DIGITAL CENTREX SERVICE**

**.2 Conditions (Cont'd)**

- 2.9 Citizens Digital Centrex Service Line and Feature Packages rates apply each month from the time the customer group placed in service until the Citizens Digital Centrex is discontinued.
- 2.10 If remote units are required to provide switching capabilities for intra-communication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all customer group cabling used in association with Citizens Digital Centrex/Digital Citizens Digital Centrex services are provided by and remain the property of the Company.
- 2.11. Rotary dial stations may not be capable of accessing all Citizens Digital Centrex Service features.
- 2.12 Rates and charges for Citizens Digital Centrex Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, contract rates and charges may be applied in addition to those shown herein.
- 2.13 When Citizens Digital Centrex Service lines may are terminated on a PBX/PABX or equivalent hybrid system a main station line charge of \$ 10.00 applies in addition to the appropriate main station, feature and NAR rate.
- 2.14 All Analog Citizens Digital Centrex Service lines must be loop start.
- 2.15 If a customer chooses to combine Citizens Digital Centrex/Digital Centrex Service stations terminating at different locations into a single Citizens Digital Centrex Service customer group, all stations must be served by the same central office. A central office is defined by the assignment of separate NXX codes for a serving area.
- 2.16 A customer with multiple Citizens Digital Centrex Service customer groups may link his customer groups with inter-office lines to permit intercom dialing. Inter-office line charges will apply.
- 2.17 Where the Citizens Digital Centrex station line is located in a different central office area of the serving exchange, the Interoffice Mileage Charge and measurement as specified under Mileage Charges in this catalog, are applicable. For Citizens Digital Centrex, this capability is only supported between ISDN-capable base unit central offices.

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CITIZENS DIGITAL CENTREX SERVICE

.2 Conditions (Cont'd)

2.18 Where the Citizens Digital Centrex station line of the same customer group is located in a different exchange area, the Special Transport and Special Access Line Charges apply for each interexchange channel as specified in Ill CC No. 10. For Citizens Digital Centrex, this capability is only supported between ISDN-capable base unit central offices.

2.19 Private Line arrangements, Special Access Services, or foreign dial tone connected with Citizens Digital Centrex Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs or catalog.

2.20 Certain optional feature capabilities may not be compatible with other Feature Packages or Optional Customer group features.

2.21 Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

2.22 Subsequent Additions, Deletions and Changes

Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

Subsequent line deletions resulting in reductions equal to or exceeding 20% of the initial lines under contract will be treated as specified under Termination Liability following. If the reduction causes the total number of lines to fall within a different line group, all remaining lines will be billed at rates according to the associated line group.

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CITIZENS DIGITAL CENTREX

.2 Conditions (Cont'd)

2.22 Subsequent Additions, Deletions and Changes (Cont'd)

If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to 2000, from Feature Package 2000 to CLASS etc.), his existing per line contract rate will be changed to reflect the new Feature Package rate. The new contract rate will apply for the duration of the existing contract period. Data Base Program charges will apply.

The term agreement period for Citizens Digital Centrex Optional Features is based upon the initial term agreement period for the Citizens Digital Centrex Customer group. Subsequent additions of Optional Features will be rated under a new term agreement or an addendum to an existing term agreement based upon the remaining period of the initial term agreement.

2.23 Termination Liability

In the event Citizens Digital Centrex Service is terminated by the customer prior to completion of the term agreement period, the customer shall be liable for termination liability charges, except in the circumstances listed below. The amount of the termination charge will be 25% of the remainder of the term agreement value:

Termination Liability Charge = 25% X [number of lines X monthly rate X number of  
Terminated per line remaining months]

Termination liability charges will only apply to those rate elements under term agreement. If the rates for the service are increased, the customer may terminate service without penalty. At the end of the term agreement period, the customer's rates will remain in effect for a period of six months, pending a new term agreement. If at the end of the six-month period a new term agreement is not signed, the service will be discontinued or billed at the current monthly rate.

Termination charges will not be assessed under the following circumstances:

1. Customer wishes to migrate service (Analog Citizens Digital Centrex to Citizens Digital Centrex (Digital) or DCS.
2. Customer transfers (moves) his service from one Citizens central office to another.
3. Customer wishes to renegotiate a new term plan for the same type of service at the same location before the initial term agreement expires as long as the value of the new term is equal to or greater than the value of the initial term agreement.
4. If the customer chooses to change from one service to another service, the new term agreement must be of equal or greater value than the initial term agreement.

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CITIZENS DIGITAL CENTREX SERVICE

.2 Conditions (Cont'd)

2.24 Citizens Digital Centrex CLASS

Custom Local Area Signaling Service (CLASS) is a group of Citizens Digital Centrex Service features offered to customers subscribing to Citizens Digital Centrex local exchange service.

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices offering the service.

Operator assisted calls will override these features for emergency purposes.

Nonrecurring charges are not applicable when Custom Local Area Signaling Service features are provided at the same time as the Citizens Digital Centrex Service is initially established.

When features are added or rearranged on an existing line, the Minor Software Change charge will apply.

2.25 General -Digital Centrex

Services offered in accordance with this catalog are provided exclusively from central offices equipped with digital facilities. The availability of services and ability to provide services may vary among serving central offices. Citizens Digital Centrex services will be provided where central office capabilities and conditions permit.

Customer-provided equipment used in conjunction with services provided in accordance with this catalog must conform to the technical specifications of the Company.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications customer group to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnections of Citizens Digital Centrex services are not permitted.

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CITIZENS DIGITAL CENTREX SERVICE

.2 Conditions (Cont'd)

2.25 General -Digital Centrex (Cont'd)

A change to Citizens Digital Centrex services will cause a temporary interruption of service.

The Company will provide one alphabetical directory listing per Citizens Digital Centrex customer group (customer group) without charge. Additional directory listings will be provided in accordance with the rates and conditions in this catalog under Directory Service.

A change in service from Analog Citizens Digital Centrex, from Digital Channel Service, or from a basic exchange service to Citizens Digital Centrex service is a discontinuation of service and an establishment of service. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Citizens Digital Centrex services apply.

All data calls will be charged measured rates at the charges stated elsewhere in this catalog with the following exception; Data calls within the same business group within the same wire center (intercom calls) do not incur usage.



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CITIZENS DIGITAL CENTREX SERVICE

.3 Features

- 3.1 Analog Citizens Digital Centrex Service offers Feature Packages 1000, 2000, or Citizens Digital Centrex CLASS Package, and Optional Line and Customer group Features at the rates and charges set forth following. Feature capabilities may vary depending on the host central office equipment.
- 3.2 Citizens Digital Centrex Feature Package 1000 - Call Hold, Consultation Hold, Call Alternation, Speed Call 6 or 8 (Individual), Call Transfer, Call Forward (All, Busy, No Answer - Fixed/Variable), Call Waiting Originating, Call Waiting, Terminating/Cancel, Dial Call Waiting, Three-Way Calling, Last Number Redial, Toll Restriction, Hunting (Pilot Number, Directory Number and Secretarial), Call Pick-Up (Extended, Direct, and Group), and Station Restriction.
- 3.3 Citizens Digital Centrex Feature Package 2000 - Feature Package 1000 plus the following features: Call Park (Multiple), Automatic Callback (Camp-On), Data Line Security, Saved Number Redial, Circular Hunting, Multiple Classes of Service, Speed Call 30 (Customer group), and Uniform Call Distribution.
- 3.4 Citizens Digital Centrex CLASS Feature Package - Automatic Busy Redial, Automatic Call Return, Call Block, Special Call Acceptance, Special Call Forwarding, and Special Call Waiting.
- 3.5 Citizens Digital Centrex Optional Customer group Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800 Service Access, Tie Facility Access, T1 Access, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Authorization Codes (per group of 10), Speed Call 30 (Additional Customer group), Terminal Make Busy, Paging/Public Address Access, Music-On-Hold, Conference Calling (6-8-12-16-18-24 Port),
- 3.6 Citizens Digital Centrex Customer group Features: Automatic Route Selection (ARS), Facilities Restriction Level (part of ARS), Expensive Route Warning (part of ARS), WATS Access, 800 Service Access, Tie Facility Access, T1 Access, Preferential Hunting, Stop Hunt, Pilot Number of Hunt Groups, Priority Queuing, Additional Numbers, Authorization Codes (per group of 10), Speed Call 30 (Additional Customer group), Terminal Make Busy, Paging/Public Address, Music-On-Hold, Recorded Announcement (Custom), Conference Calling (6-8-12-16-18-24 Port).

\* This feature is grandfathered to existing customers at existing locations for the duration of their contract.

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.7 Feature Matrices

The following feature matrices indicate the availability of each feature with either Analog or Digital Citizens Digital Centrex Service.

Basic Operating Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Direct Inward Dialing	X	X
Direct Outward Dialing	X	X
Automatic Identification of Outward Dial	X	X
Distinctive Ringing	X	X
Touch Call	X	X
Station-to-Station Calling	X	X
Calling Number Identification	X	X

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.7 Feature Matrices (Cont'd)

Voice Packages Features	<u>Analog</u>	
	<u>1000</u>	<u>2000</u>
<u>Feature Name</u>		
Call Alternation/Flip-Flop	X	X
Call Forwarding	X	X
Call Hold	X	X
Call Pick Up	X	X
Call Transfer	X	X
Call Waiting	X	X
Consultation Hold	X	X
Dial Call Waiting	X	X
Hunting	X	X
Last Number Redial *	X	X
Speed Calling 6 or 8	X	X
Station Restriction	X	X
Three Way Calling	X	X
Toll Restriction	X	X
Call Park		X
Automatic Callback		X
Data Line Security *		X
Saved Number Redial *		X
Circular Hunting		X
Uniform Call Distribution Hunting		X
Multiple Classes of Service		X
Customer group Speed Call 30		X

Note: An analog telephone set connected through an appropriate ISDN terminal adapter to a Citizens Digital Centrex line must subscribe to analog Citizens Digital Centrex voice feature packages, not Citizens Digital Centrex MBKS Service feature packages.

\* Not available on 5ESS.

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**CITIZENS DIGITAL CENTREX SERVICE**

.3 Features (Cont'd)

3.7 Feature Matrices (Cont'd)

Voice Packages Features (Cont'd)	<u>Analog</u>	
	<u>1000</u>	<u>2000</u>
<u>Feature Name</u>		
Remote Access to Features *	X	X
Off-Hook Queuing	X	X
Individual Speed Call 30	X	X
Ringback Queuing	X	X
Delayed and Abbreviated Ringing	X	X
Display for Ringing Call Appearance Only #	X	X
Initiated Priority Calling	X	X
Intercom Alerting	X	X
Originating Priority Calling	X	X
Priority Calling Incoming Only	X	X
Executive Busy Override	X	X
Incoming Call Forwarding	X	X
Within Group Call Forwarding	X	X
Automatic Call Return	X	X
Automatic Busy Redial	X	X
Special Call Forwarding	X	X
Special Call Acceptance	X	X
Call Block	X	X
Special Call Waiting#	X	X
Bridging	X	X
Conference Calling	X	X
Multiple Directory Number Buttons	X	X
Shared Call Appearances of Directory		
Number	X	X
Analog Shared Directory Number	X	X
Feature Function Buttons	X	X
Time and Date Display #	X	X
Two-Digit Intercom Dialing	X	X

(1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Citizens Digital Centrex line must subscribe to analog Citizens Digital Centrex voice feature package, not Digital Citizens Digital Centrex MBKS Service feature packages.

\* This feature is grandfathered to existing customers at existing locations for the duration of their contract.

# Not available on DMS100.

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.7 Feature Matrices (Cont'd)

Optional Features	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Additional Numbers	X	X
Authorization Codes	X	X
Automatic Route Selection	X	X
Call Tracing Service	X	X
Calling Number Identification Delivery	X	X
Code Call Access	X	
Conference Calling	X	X
Music on Hold	X	X
Paging/Public Address Access	X	
Pilot Number of Hunt Groups	X	
Preferential Hunt	X	X
Priority Queuing	X	X
Recorded Announcement	X	X
Speed Call 30	X	X
Stop Hunt	X	X
Terminal Make Busy	X	
Tie Line Facility Access	X	X
T-1 Access	X	X
VIP Alert	X	X
WATS/800 Access	X	X

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Call - Equips all station lines for touch call dialing.

Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available.

Call Hold - Allows a station user to place a call-in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features (Cont'd)

Feature Package 1000 (Cont'd)

Call Pick Up-Group - Permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - Allows a station to send a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party.

Consultation Hold - Allows the initiator of a three-way call or transfer to speak privately with the third party before completing the connection.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Hunting (Secretarial) - Searches for an idle line beginning with the group member dialed and ending with the last member in the group.

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features (Cont'd)

Feature Package 1000 (Cont'd)

Speed Calling 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

Speed Calling 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.



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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features (Cont'd)

Feature Package 2000 (features below are provided in addition to Feature Package 1000)

Automatic Callback - Enables a station user encountering a busy station to request the customer group to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by customer group features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service which defines the station's calling privileges and restrictions.

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5-ESS central office switching equipment.)

Speed Call 30 (Customer group) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line which has been idle the longest. (Applies to circular hunt only).

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features (Cont'd)

Citizens Digital Centrex CLASS

Automatic Busy Redial allows the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle; the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

Automatic Call Return allows a customer to automatically return the last incoming call by feature activation, whether or not it was answered. If the line is busy, the call is queued for up to 30 minutes or until both numbers are idle. The customer is given an indication that the network will attempt to set up the call when the called line is idle. When the called line is free, the customer's line rings then the other number rings. This feature will not return calls if the calling party has utilized Cancel Calling Number Identification Delivery service.

Caller ID - Number - provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Caller ID - Number feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all telephone numbers subject to technical limitations.

All customers provided equipment used to interface with Caller ID - Number must be connected in accordance with the provisions of the Federal Communication Commission's Registration Program.

Caller ID - Name and Number permits a customer to receive both the name and telephone number associated with the calling party. Caller ID - Name and Number is forwarded from the terminating central office to compatible customer provided equipment. If the Caller ID - Name and Number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. A maximum of 15 characters is allowed for transmission of the calling party name.

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features (Cont'd)

Citizens Digital Centrex CLASS

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Subject to technical availability, this service may also provide anonymous call rejection so that calls delivered without Calling Number Identification Delivery will be blocked.

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Special Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Special Call Waiting on the same line.

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features (Cont'd)

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

Code Call Access - Provides access to customer provided code calling signaling devices.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed but calls between groups are denied.

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Digital Data Intercom Dialing is an intra-group data function that allows a station user to call another station user, both within the same customer group, usually with abbreviated dialing. No usage charges are incurred on Data Intercom calls.

Dictation Access and Control - Provides for station access to customer provided dictation equipment.

Authorization Codes - Used to override the calling restrictions placed on a particular line.

Automatic Route Selection (ARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

FX Access - Connects to foreign exchange line facilities.

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CITIZENS DIGITAL CENTREX SERVICE

.3 Features (Cont'd)

3.8 Citizens Digital Centrex Basic Operating Features (Cont'd)

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

Speed Call 30 (Customer group) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities which connect the business group to another CENTREX, PABX or similar facility.

T1 Access - Allows a Citizens Digital Centrex customer to access a dedicated digital facility.

WATS Access - Allows a Citizens Digital Centrex customer to access WATS for bulk toll calling.

800-Service Access - Allows 800 Service Access to terminate in the Citizens Digital Centrex Service Customer group.

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CITIZENS DIGITAL CENTREX SERVICE

.4 Rates

4.1. Service Line

Rates are determined by the total customer group size. Total customer group size will be a combination of Analog and Digital ISDN Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. Arrangements exceeding 400 lines will be offered on an individual contractual basis. The following rates apply during the contract period and until the service is discontinued:

Pricing Example:

Customer requests 50 stations split evenly between Analog Citizens Digital Centrex and Citizens Digital Centrex, 12-month contract.

25 Analog stations = 25 Analog lines

25 Digital stations =  $25/2 = 12.5 = 13$  Digital lines [Each Citizens Digital Centrex supports 2 stations]

Total customer group (Analog + Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total customer group is 38 lines.

12-Month Contract, 26-50 lines, Analog = (\$13.75/line) (25 lines) = \$531.25

12-Month Contract, 26-50 lines, Digital = (\$25.05/line) (13 lines) = \$409.10

Other rate elements will apply as required.

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CITIZENS DIGITAL CENTREX SERVICE

.4 Rates (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> Initial Line <u>Connection Charge</u>	<u>Subsequent Line Connection Charge</u>
a. Analog Citizens Digital Centrex Service Line			
<u>Month-to-Month Contract</u>			
2 - 25 lines, per line	\$19.90	\$12.00	\$12.00
26 - 50 lines, per line	\$18.85 (I)	\$12.00	\$12.00
<u>12-Month Contract</u>			
2 - 25 lines, per line	\$17.80	\$6.00	\$12.00
<u>36-Month Contract</u>			
2 - 25 lines, per line	17.70	None	12.00
26 - 50 lines, per line	13.65	None	12.00
51 - 100 lines, per line	13.25	None	12.00
<u>60-Month Contract</u>			
51 - 100 lines, per line	13.15	None	12.00
101 - 200 lines, per line	12.95	None	12.00
201 - 400 lines, per line	12.75		
<u>84-MONTH CONTRACT</u>			
51 - 100 lines, per line	13.05	None	12.00
101 - 200 lines, per line	12.85	None	12.00
201 - 400 lines, per line	12.65		

\* Network Access Registers (NARS) Rates apply in addition to the above rates in flat rated exchanges.

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**CITIZENS DIGITAL CENTREX SERVICE**

**.4 Rates (Cont'd)**

**4.2 Extended Area Service (EAS) Additive**

Apply on a per Network Access Register basis. The rate additives are found under Network Access Service in Section 4 of Ill CC No. 6 tariff.

**4.3 Network Access Register**

The Network Access Register (NAR) is a software-defined path in the central office for each Citizens Digital Centrex customer group which provides access to the public network from the Citizens Digital Centrex service lines in that customer group. A minimum of two (2) NARS are required per customer group.

The network access rate applicable is:

Per Network Access, per month     \$25.00

The Subscriber Line Charge (SLC) found in Citizens Communications Tariff FCC No. 1 is billed on a per line basis.



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**CITIZENS DIGITAL CENTREX SERVICE**

**.4 Rates (Cont'd)**

**4.4 Feature Packages**

**Monthly Rate**

- a. Analog Citizens Digital Centrex Service  
Feature Packages  
per analog service line **or**  
per digital service voice channel,  
when MBKS does not apply:

1) 1000 Package	\$1.50
2) 2000 Package	\$2.00
3) Citizens Digital Centrex Analog/Digital CLASS 3-25 Stations	\$5.00

- b. Optional Features

Calling Number ID 2-25 lines	\$10.00
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Pilot Number of Hunting Groups, per console	\$0.05
--	--------

Preferential Hunting, per channel (1)	\$0.05
---------------------------------------	--------

Calling Number ID (2)(3) 3-25 lines	\$6.00
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- (1) Requires one or more hunt groups.  
(2) A maximum charge of \$200.00 applies per customer for Calling Number ID.  
(3) There is no charge for Cancel Calling number Delivery.

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CITIZENS DIGITAL CENTREX SERVICE

.4 Rates (Cont'd)

4.5 Data Base Changes

Nonrecurring  
Charge

Major Software Additions, per customer group \$100.00

Add Customized Dialing Plan  
Add Customer Requested Data Base Profile

Routine Software Change \*\* \$50.00

Change Trunk Group  
Change Customer Recording  
Change ARS Translations  
Change Translations Tables  
Change Digital Customer Group Configuration

Minor Software Change \*\* \$25.00

Change Subgroup  
Hunt Groups  
Simulated Facility Group (NAR) (1)  
Queuing Groups (2)  
Conference Calling – 6 Ports  
Authorization Code Validation (3)  
Music on Hold Access  
Standard Recording  
Extended Pick Up Code  
Executive Busy Override  
Add Line Features (4)

\* Data Base Additions or Changes not listed in this catalog will be charged a rate of \$50.00 per hour, or fraction thereof.

\*\* Applies to changes to existing services.

\*\*\* This feature is grandfathered to existing customers at existing locations for the duration of their contract.

(1) If an existing customer adds additional NARs, this charge will apply.

(2) Additional minor change charge for each trunk group.

(3) Additional minor change charge for every two (2) codes.

(4) Additional minor change charge to add toll control.

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**CITIZENS DISCOUNT CALLING SERVICE \***

**.1 General**

- .1.1 Citizens Discount Calling Service is an optional intrastate intraMSA Message Toll Telephone Service offered to Citizens' Illinois North business and residence exchange service customers
- .1.2 This service provides an alternate rate treatment for Message Toll Telephone Service calls to exchanges within the customer's designated MSA. It is offered in three individually priced packages, Plan I, Plan II, and Plan III. The service is applicable to station-to-station and person-to-person calls.
- .1.3 This service is provided with discounted call detail.
- .1.4 The minimum contract period for each Citizens Discount Calling Service is one month. A customer may only subscribe to one plan, per account, at any given time.
- .1.5 This service is not offered in connection with coin telephone service.
- .1.6 This service is furnished subject to the General Regulations found in this catalog or other Tariffs of the Company.
- .1.7 The method of applying rates for Citizens Discount Calling Service is as set forth following.
- .1.8 The application of usage rates and timing of messages is as set forth in this catalog or other Tariffs of the Company.
- .1.9 Service Charges are as set forth in other this catalog or other Tariffs of the Company.

**.2 Rates and Charges**

- .2.1 Service Charges as shown below are applicable for establishment of, or changes in, Citizens Discount Calling Service:  
  
Subsequent Service Ordering Charge as shown in this catalog or in other Tariffs of the Company.

\* This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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CITIZENS DISCOUNT CALLING SERVICE \*

.2 Rates and Charges (Cont'd)

.2.2 Discount Calling Plan I – Rate Schedule

a. Monthly Recurring Charge - \$ 5.00

b. Table of Initial Period and Additional Minute Rates

Distance <u>Band</u>	Initial Minute Rates	
	<u>Peak</u>	<u>Off-Peak</u>
1 – 10	\$.0425	\$.0238
11 – 16	\$.0544	\$.0306
17 – 40	\$.1046	\$.0587
41 – and over	\$.1046	\$.0587

Distance <u>Band</u>	Additional Minute Rates	
	<u>Peak</u>	<u>Off-Peak</u>
1 – 10	\$.0425	\$.0238
11 – 16	\$.0544	\$.0306
17 – 40	\$.1046	\$.0587
41 – and over	\$.1046	\$.0587

c. Rate Periods – Refer to Paragraph .2.5 following

\* This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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**CITIZENS DISCOUNT CALLING SERVICE \***

**.2 Rates and Charges (Cont'd)**

**.2.3 Discount Calling Plan II – Rate Schedule**

- a. Monthly Recurring Charge - \$ 20.00
- b. Table of Initial Period and Additional Minute Rates

Distance <u>Band</u>	Initial Minute Rates	
	<u>Peak</u>	<u>Off-Peak</u>
1 – 10	\$.0375	\$.0210
11 – 16	\$.0480	\$.0270
17 – 40	\$.0923	\$.0518
41 – and over	\$.0923	\$.0518

Distance <u>Band</u>	Additional Minute Rates	
	<u>Peak</u>	<u>Off-Peak</u>
1 – 10	\$.0375	\$.0210
11 – 16	\$.0480	\$.0270
17 – 40	\$.0923	\$.0518
41 – and over	\$.0923	\$.0518

- c. Rate Periods – Refer to Paragraph 1.2.5 following

\* This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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**CITIZENS DISCOUNT CALLING SERVICE \***

**.2 Rates and Charges (Cont'd)**

**.2.4 Discount Calling Plan III – Rate Schedule**

a. Monthly Recurring Charge - \$ 40.00

b. Table of Initial Period and Additional Minute Rates

Distance <u>Band</u>	Initial Minute Rates	
	<u>Peak</u>	<u>Off-Peak</u>
1 – 10	\$.0350	\$.0196
11 – 16	\$.0448	\$.0252
17 – 40	\$.0861	\$.0483
41 – and over	\$.0861	\$.0483

Distance <u>Band</u>	Additional Minute Rates	
	<u>Peak</u>	<u>Off-Peak</u>
1 – 10	\$.0350	\$.0186
11 – 16	\$.0448	\$.0252
17 – 40	\$.0861	\$.0483
41 – and over	\$.0861	\$.0483

c. Rate Periods – Refer to Paragraph .2.5 following

**.2.5 Rate Periods**

a. Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday through Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in this Catalog.

\* This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> -  
Grandfathered

.1 General

- .1.1 Integrated Services Digital Network (ISDN) - Basic Rate Interface Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office-based service arrangement, which provides for local exchange access, interexchange access, business group communications and feature packages.
- .1.2 ISDN - Basic Rate Interface Service is furnished from digital central office equipment located on Company premises and associated facilities.
- .1.3 A customer may choose to subscribe to ISDN - Basic Rate Interface Service from a central office other than his normal serving central office. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the dial tone. Where available, rates and charges will be provided as shown in this Catalog.
- .1.4 ISDN - Basic Rate Interface Service may be comprised of the following elements:
  - Channel Configuration
  - Features
  - ISDN Access
  - Network Access
- .1.5 ISDN - Basic Rate Interface features will be grouped as follows:
  - Citizens Digital Centrex Series 1000
  - Citizens Digital Centrex Series 2000
  - Circuit Switched Data Features
  - Non-Citizens Digital Centrex ISDN Feature Packages
  - Optional Citizens Digital Centrex System Features
  - Packet Switched Data Features

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.2 Regulations

- .2.1 ISDN - Basic Rate Interface Services under this catalog are available to those subscribers requiring five hundred (500) lines or less. The minimum allowed line size is three (3) lines. All subscribers over the five hundred (500) lines maximum will be handled as a Special Service Arrangement.
- .2.2 ISDN - Basic Rate Interface Service is required to conform with the Technical Reference Specifications as used by the Company. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN BRI will be provided where local loops do not exceed 14,000 kilofeet in length, or a maximum 34-dB loss as measured at the customer's premises.
- .2.3 Should a change or substitution of Telephone Company operating facilities occur the Telephone Company will work cooperatively with the customer relative to the implementation required by the change in operating characteristics.
- .2.4 ISDN - Basic Rate Interface Features are listed in this Section. These features may require customer-provided compatible terminal equipment.
- .2.5 Access to the exchange network for voice calls is provided via a Network Access as specified in this Catalog. Each business group will have, at minimum, one (1) Network Access Rate.
- .2.6 The number of simultaneous voice exchange and toll network calls to and from ISDN - Basic Rate Interface Lines and attendant positions of an ISDN - Basic Rate Interface business system is limited by the number of Network Access(es) subscribed to by the customer. Each Network Access may be arranged for two-way, one-way incoming, or one-way outgoing utilization depending upon the option of the customer at the time the Network Access is installed. When a change in the type of network utilization is requested by the customer, the appropriate change charge as specified in this Catalog will apply per Network Access affected. The Central Office Line Connection Work charge is not applicable.

<sup>1</sup> Grandfathered August 1, 2013- Existing customers may continue the ISDN Service for the duration of their current contract at the same location.



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**DIGITAL NETWORK SERVICES**

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE**<sup>1</sup> –  
Grandfathered (Cont'd)

**.2 Regulations (Cont'd)**

- .2.7** Directory Listings will be furnished subject to the rates and regulations as shown in other catalogs or Tariffs of the Company.
- .2.8** Service charges as shown in other catalogs or Tariffs of the Company apply in addition to the charges provided in this Section.
- .2.9** Regulations as shown in other Catalog or Tariffs of the Company are applicable to ISDN - Basic Rate Interface Service unless otherwise specified elsewhere in this Catalog.
- .2.10** A single primary directory number (DN) is included with ISDN - Basic Rate Interface Service. Secondary directory numbers may be purchased as provided in this Catalog. A shared Primary DN is a primary DN that appears on more than one terminal. A shared Secondary DN is a DN that appears on more than one terminal but is not the primary DN on any of those terminals. A Secondary DN may function as a primary DN on a terminal within a business group.

**.3 ISDN - Basic Rate Interface Features**

- .3.1** All features may not be available on all types of central office switches.
- .3.2** Basic Service Features: Automatic Identification of Outward Dial (AIOD) Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (within the Business Group).
- .3.3** Citizens Digital Centrex Feature Package - Series 1000: Refer to Section 13 of this Catalog.
- .3.4** Citizens Digital Centrex Feature Package - Series 2000: Refer to Section 13 of this Catalog.
- .3.5** Citizens Digital Centrex Optional System Features: Refer to Section 13 of this Catalog.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

- .3 ISDN - Basic Rate Interface Features (Cont'd)
  - .3.6 Circuit Switched Data Features:
    - a. Data 1000 Feature Package includes Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
    - b. Data 2000 Feature Package includes Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.
  - .3.7 Data Optional Features: Data Closed User Group and Data Direct Connect.
  - .3.8 ISDN - Basic Rate Interface Electronic Key Telephone Service Features (EKTS): Analog Shared Directory Number, Automatic Callback on Busy, Bridging, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.
  - .3.9 ISDN - Basic Rate Interface Electronic Key Telephone Service Deluxe Features: All of the ISDN EKTS Features plus the following: Delayed and Abbreviated Ringing, Display for Ringing Call Appearances Only, Initiated Priority Calling, Inspect for ISDN Terminals, Intercom Alerting, Originating Priority Calling, Outgoing Called Line Identification for ISDN Terminals, and Priority Calling Incoming Only.
  - .3.10 Packet Switching Features:
    - a. ISDN X.25 Basic Feature Package includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
    - b. ISDN X.25 Enhanced Feature Package includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions

.4.1 Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business System - The combination of ISDN Access and Network Access(es) forming a complete communications system for a single business group within a single central office.

"D" Channel - A 16 kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

ISDN - Basic Rate Interface Line Capacity (2B+D) - Two 64 kilobits per second (kbps) "B" channels and one 16 kbps "D" channel (2B+D).

Number Identification - A Basic Service Feature which permits incoming calling number identification between ISDN Service and a Citizens Digital Centrex System in the same business group or between two or more ISDN Basic Rate Interface lines in the same business group.

Primary Directory Number (DN) - The single telephone number provided with each ISDN Access Line.

Secondary DN - A telephone number purchased by the customer, which is in addition to the primary DN for an ISDN Access Line.

Terminal - A CPE device connected to an ISDN - Basic Rate Interface line.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions

.4.2 Definition of Features:

- a. Definitions of the Citizens Digital Centrex® Feature Packages and Citizens Digital Centrex Optional System Features are provided in Section 8 of this Catalog.
- b. Circuit Switched Data Features:

Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multi-Line Hunt Group - Only a pilot directory number is associated with this hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

Data Call Back - This feature allows a calling party upon encountering a busy line to be notified when the line becomes idle. The call is then automatically established.

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Group Speed Calling 30 - This feature provides storage for an abbreviated numbers list which is shared for use by a group of lines. The list may be updated by a service order. A maximum of thirty stored numbers is available.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

c. Data Optional Features

Data Closed User Group - This feature provides the partitioning of Switched Data lines into a group where calls within such a group are allowed but calls between such groups are denied.

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

d. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Features:

Analog Shared Directory Number on all SM Configurations allows analog lines that share directory numbers with ISDN multibutton keysets to be assigned to switching modules that do not contain ISDN software.

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating EKTS set user. When the set user goes off-hook, the call is placed.

Bridging allows the EKTS set user to bridge onto a currently active call by pressing the active call appearance button on the EKTS set and going off-hook. This establishes a 3-way call. This is different from standard Threeway Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an EKTS set engaged in the active call. Only one additional shared call appearance user may bridge on an active 2-way call. Bridging is not allowed on an active multiway call.

Call Forwarding allows the EKTS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- d. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Features:  
(Cont'd)

Call Pickup allows the EKTS set user to pick up a call directed to another station in the customer group.

Conference Calling allows the EKTS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

Drop feature allows the EKTS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

Feature Function Buttons on the EKTS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the EKTS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating EKTS set user. When the set user goes off-hook, the call is placed.

Call Forwarding allows the EKTS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup allows the EKTS set user to pick up a call directed to another station in the customer group.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- d. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Features:  
(Cont'd)

Feature Function Buttons (Cont'd)

Conference Calling allows the EKTS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

Drop feature allows the EKTS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

Hold allows the EKTS set user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Manual Exclusion allows an EKTS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provide access to more than one directory number (DN) on the EKTS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- d. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Features:  
(Cont'd)

Feature Function Buttons (Cont'd)

Transfer allows the EKTS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Feature Inspect - This provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on the terminal. This is different from inspect for ISDN terminal feature.

Hold allows the EKTS set user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Intercom Function allows the station set to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

Key System Coverage for Analog Lines allows an analog station set to share calls with the ISDN station set.

Manual Exclusion allows an EKTS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons provide access to more than one directory number (DN) on the EKTS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.



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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- d. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Features:  
(Cont'd)

Shared Call Appearances of a Directory Number (DN) allows several EKTS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

Speed Calling (also known as Abbreviated Dialing) permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One- and two- digit speed calling lists are available. The Speed Calling feature is available to individual lines and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the business and residential customer services feature, the service provider can define list sizes and up to three digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Terminal Management provides a management function for the EKTS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control automatically turns on the speaker phone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management provides generic buttons that can be used for features or call appearances.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- d. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Features:  
(Cont'd)

Terminal Management (Cont'd)

Call Appearance Selection for Implicit Conference and Transfer automatically selects an idle appearance for the Implicit Conference and Transfer features.

Display for Ringing Call Appearances Only will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Button Inspection provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Idle Call Appearance Preference automatically selects an idle call appearance, if available, when an EKTS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- d. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Features:  
(Cont'd)

Terminal Management (Cont'd)

Ring Call Appearance Preference automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an EKTS station set with multiple call appearances being alerted.

Time and Date Display is a subscription feature for ISDN attendants and ISDN station set users.

Transfer allows the EKTS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Two-Digit Intercom Dialing - This feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- e. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Deluxe Features:

The features below are in addition to the ISDN - Basic Rate Interface Electronic (BMKS) Features described preceding.

Delayed and Abbreviated Ringing alerts an EKTS set for a predetermined interval before ringing another designated EKTS set.

Display for Ringing Call Appearances Only will activate displays on a multibutton keypad only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Initiated Priority Calling provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- e. ISDN - Basic Rate Interface Electronic Key Telephone Service (EKTS) Deluxe Features: (Cont'd)

Intercom Alerting provides a distinctive ring and/or visual indicator to alert the EKTS set user of an intercom call.

Outgoing Called Line Identification (OCLID) for ISDN Terminals - provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Originating Priority Calling provides an ISDN equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

Priority Calling Incoming Only provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

f. Package Switching Features

f.1 ISDN X.25 Basic Feature Package:

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred feature prohibits a data terminal from terminating an incoming call. This feature is activated by a service order.

X.25 Outgoing Calls Barred feature prohibits a data terminal from originating outgoing virtual calls. This feature is activated by service order.

X.25 Throughput Class Negotiation feature allows the calling data terminal to request specific throughput classes in the call request package for both directions of data transmission. This feature is activated by service order.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

f. Package Switching Features (Cont'd)

f.2 ISDN X.25 Enhanced Feature Package:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify some number of logical channels to be used only for calls that they originate. This feature is activated by service order.

X.25 Permanent Virtual Circuit feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
Grandfathered (Cont'd)

.5 Conversion

- .5.1 A customer with existing Centrex, Citizens Digital Centrex, or other local exchange service offering may select to convert to ISDN - Basic Rate Interface Service. When an existing Citizens Digital Centrex customer orders services in combination, both Basic Rate Interface Service and Citizens Digital Centrex may be grouped together if the facilities provided for all the connections terminate in the same facilities terminal in the same telephone company central office.
- .5.2 All applicable installation and service connection charges, plus charges applicable to the establishment of ISDN - Basic Rate Interface Service will apply.
- .5.3 For the purpose of administering termination liability provision applicable to converting Citizens Digital Centrex, each Basic Rate Interface Service line will be counted as a Citizens Digital Centrex service line in determining the total system size. Should the combined business/customer group decline below the existing system size or should the customer discontinue all existing Citizens Digital Centrex® lines any and all appropriate termination liability charges will apply.
- .5.4 A temporary interruption of service will occur.
- .5.5 The conversion may incur a change of service arrangement requiring a telephone number change.

.6 Additional Directory Numbers

- .6.1 One "primary" directory number (DN) is provided for the use of an ISDN-Basic Rate Interface Line.
- .6.2 With ISDN Access, a single terminal may choose to order multiple Secondary directory numbers for the ISDN - Basic Rate Interface Line.
- .6.3 A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN-Basic Rate Interface Line. At a minimum, one secondary directory number is required for each additional terminal.
- .6.4 Secondary directory numbers are available as specified in this Catalog.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.



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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> –  
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.7 Payment Schedule

- .7.1 ISDN - Basic Rate Interface Service is offered as a month-to-month payment plan.
- .7.2 ISDN - Basic Rate Interface Service is subject to a one (1) month minimum service period.

.8 ISDN Multipoint Access

- .8.1 ISDN Multipoint Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to a single ISDN - Basic Rate Interface Line (2B+D).
- .8.2 A maximum of two (2) terminals will be allowed access to the "B" channels, the remaining terminals on the same ISDN - Basic Rate Interface Line will have access to the "D" channel only.
- .8.3 All eight terminals can share the same "D" channel simultaneously in a "D" channel packet switching arrangement.
- .8.4 ISDN Multipoint Access includes a "primary" directory number. Secondary directory numbers to be used by the multiple users on the same ISDN - Basic Rate Interface Line must be ordered by the customer as specified in this Catalog.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> - Grandfathered (C)  
(Cont'd)

.9 Rate Structure

.9.1 ISDN - Basic Rate Interface Service consists of five (5) basic elements:

"B" Circuit Switched Data Channel (B-CSD)  
"B" Packet Switched Data Channel  
"B" Voice Channel  
"D" Packet Switched Data Channel  
ISDN Access

.9.2 Each ISDN - Basic Rate Interface Service is comprised of an ISDN Access element. The channel elements can be arranged to best suit the customer's needs, not to exceed the maximum 2B+D per ISDN - Basic Rate Interface capacity.

.9.3 Each ISDN BRI line is allowed only one voice, one data and one packet feature package regardless of the number or mix of desired channels.

.9.4 Each ISDN - Basic Rate Interface Line within a business group can be individually suited by feature package and channel arrangement.

.9.5 The rates and charges for ISDN Access specified in this Section provide for the access to the basic exchange network and the line termination.

.9.6 The customer can subscribe to ISDN Access as Voice or Data or a combination of Data and Voice on a single or multi-point service.

.9.7 The rates and charges for Network Access(es) as specified in this Catalog are required for exchange and toll network usage.

.9.8 The "B" Voice Channel element assigns voice traffic to one of two available "B" channels on the ISDN - Basic Rate Interface Line.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE<sup>1</sup> - Grandfathered (C)  
(Cont'd)

.9 Rate Structure (Cont'd)

- .9.9 The "B" Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of two available "B" channels on the ISDN - Basic Rate Interface Line. The CSD channel will operate at speeds up to 64 Kbps for intra-business group calling only. When the CSD channel is utilized at the 56 kbps speed, the user is able to place calls within a business group and outside of the business group. Usage rates will only apply for calls to points outside the business group. If the customer desires that both available "B" channels be dedicated to CSD, then two (2) "B"-CSD Channel elements would be required.
- .9.10 The "B" Packet Switched Data Channel dedicates a "B" channel to packet switched data. This channel is available for business group calling only. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.
- .9.11 The "D" Packet Switched Data Channel allows the customer to utilize the "D" channel for packet switched data. This channel is available for business group calling only. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.
- .9.12 End User charges as specified in the End User Common Access Service Section of Citizens Telephone Operating Companies Tariff FCC No. 1 apply as appropriate.
- .9.13 Presubscription of a Carrier of Preference is specified in the FCC No. 1 Tariff and, if appropriate, the Intrastate Access Services Tariff. All secondary directory numbers will be presubscribed to the same Carrier of Preference as the customer's "primary" directory number. Access to other service providers will be via the 10XXX access code. Each Basic Rate Interface Line may have one Carrier of Preference for switched voice and one Carrier of Preference for switched data.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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.10 Individual Line Loop Extension

- .10.1 ISDN Individual Line Loop extension provides a physical extension of the BRI loop from approximately 18,000 feet to approximately 36,000 feet when provided from an ISDN capable central office. This physical extension is accomplished by means of a central office installed power module and an outside plant installed regenerator or U-repeater.
- .10.2 ISDN Individual Line Loop Extension Service is deployed based upon dB loss and not on specific cable footage. The equipment specifications state that a loss of up to 34dB at 40kHz in either direction from the field repeater is acceptable. The Citizens engineering practice maximum loss for an ISDN BRI loop is 38dB at 40kHz. When the customer's distance exceeds this standard, the U-repeater will be mounted within the stated range of 34dB and the customer's distance is extended another 34dB from the U-repeater installation point. Only one power module and U-repeater can be installed per BRI line.
- .10.3 The power module is designed for use only with the U-repeater and the repeater can only be used with the power module.
- .10.4 The customer will not incur a charge for the ISDN BRI Loop Extension unless the equipment is actually used.

<sup>1</sup> ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)<sup>1</sup> -  
Grandfathered

.1 General

- .1.1 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Service provides intraexchange access for integrated services between the customer's premises and the serving office via a 1.544 Mbps facility. ISDN-PRI denotes an end-to-end digital network capable of supporting a combination of public and private network access services.
- .1.2 ISDN-PRI network interface requirements are described in the Technical Reference Specifications as used by the Telephone Company in the Technical Interface Reference Manual. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ASNI T1.601-620, T1.216-219. ISDN-PRI requires compatible customer-provided equipment registered under FCC Part 68.
- .1.3 The customer must provide information regarding the intended use of the service sufficient to permit the Telephone Company to furnish and maintain the service ordered and assure that regulations are followed.
- .1.4 The availability and functions of the features and capabilities for ISDN-PRI Service may vary by serving central office. Where requested facilities are not available, rates and charges, at the Company's option, may be provided on an Individual Case Basis.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)<sup>1</sup> -  
Grandfathered (Cont'd)

.2 Regulations

- .2.1 ISDN-PRI Service is available to customers where facilities are available. Customers must provide compatible premises switching equipment for terminating the "D" channel and the 1.544 Mbps high capacity digital services facilities.
- .2.2 ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D).
- .2.3 The "B" channels can carry switched voice and switched data at up to 64 Kbps. The channels can be configured for voice or data or a combination of voice and data.
- .2.4 The "B" channels can be dedicated to a specific configuration, or, optionally, a group of "B" channels can be shared for access to two or more configurations shown in 2.6.7 following.
- .2.5 The "D" channel carries the out-of-band signaling required to control its associated "B" channels on one or more 1.544 Mbps high capacity digital services facilities, where technology permits.
- .2.6 The minimum service period for each ISDN-PRI Service is one month.
- .2.7 Where a customer's ISDN-PRI Service interconnects with an Interexchange Carrier (IC) or other service provider, PRI Access is only permitted within a single customer's ISDN-PRI Service Arrangement. Access to the Telephone Company's network exchange or switched services are not permitted.
- .2.8 When a customer's serving office is not suitably equipped and 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.

The PRI Access Termination and the PRI Facility rates, including the Access Line and Transport rates, plus the applicable Network Access rate will apply.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)<sup>1</sup> -  
Grandfathered (Cont'd)

.2 Regulations (Cont'd)

.2.9 The General Regulations specified in other catalogs or Tariffs of the Company are applicable to all communications services offered by the Telephone Company. Additional regulations pertaining to specific service offerings are specified in various sections of this and other Telephone Company catalogs or tariffs

.2.10 Regulations, rates and charges for services identified in 5.2.3 are found in the appropriate catalog and are in addition to ISDN-PRI Service rates and charges. Regulations that apply on a per line basis in other catalogs will apply on a per channel basis in this catalog.

.3 Definitions

Primary Rate Interface (PRI) - denotes the connection of a 1.544 Mbps high capacity digital service to the serving central office switch. Software in the central office switch defines 24 channels within the 1.544 Mbps bandwidth of the high capacity digital service. The 24 channels are typically divided into 23 "B" channels plus one "D" channel.

ISDN-PRI Service - provides the communications path between the customer's premises and the equipped central office for access to switched voice and switched data services. Each ISDN-PRI Service employs a Primary Rate Interface (PRI) Facility and Primary Rate Interface (PRI) Access.

ISDN-PRI Service Arrangement - denotes one or more PRI Facilities plus PRI Access arranged together in the same central office or different central office to provide one single service for the same customer.

Interexchange Carrier (IC) Services - "B" channels may be dedicated to interconnect with various compatible services provided by other service providers. The customer shall be responsible for the ordering of these services.

"B" Channel - The "B" channel carries digitized customer traffic (voice, data) at 64 Kbps.

"D" Channel - The "D" Channel is a 64 Kbps channel used to control/route "B" channel traffic.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)<sup>1</sup> - Grandfathered (Cont'd)

.4 PRI Features and Definitions

.4.1 Standard Features

Call-by-Call Access - a customer specified arrangement of "B" channels is used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and call-by-call access on the same ISDN-PRI Service. To utilize call-by-call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service on the ISDN-PRI Service. The "B" channels will be assigned and billed the maximum quantity specified.

Number Identification - this feature will allow the delivery of caller ID between an ISDN-PRI Service and a Citizens Digital Centrex system or between two or more ISDN-PRI Services belonging to the same customer.

.5 Upgrade of Existing Services

- .5.1 A customer with existing Citizens Digital Centrex, PBX, or other local exchange service offerings may elect to upgrade to ISDN-PRI Service. The upgrade will require discontinuance of the existing service and establishment of new service.
- .5.2 All applicable installation and service connection charges plus charges applicable to the establishment of ISDN-PRI Service will apply.
- .5.3 When a customer elects to discontinue existing service and establish ISDN-PRI Service, any termination liability charges associated with the discontinued service will apply.
- .5.4 A temporary interruption of service will occur.
- .5.5 The discontinuance of existing service and establishment of new service may incur a change of service arrangement requiring a telephone number change.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.



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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)<sup>1</sup> - Grandfathered (Cont'd)

.6 Rate Structure

.6.1 Each ISDN-PRI Service consists of three basic elements:

- a. PRI Access
- b. PRI Facility
- c. "B" Channel Attributes

.6.2 The following call connection arrangements are available with ISDN-PRI Service. A customer's ISDN-PRI Service Arrangement may be composed of any combination of the following call connections.

- a. Central Office to end-user premises - for consolidation of public and private services over an ISDN-PRI Facility to and from a single customer.
- b. Central Office to Central Office - to be utilized for Citizens Digital Centrex to Citizens Digital Centrex or Citizens Digital Centrex to end-user or end-user to end-user configurations, within a single customer's ISDN-PRI Service Arrangement.
- c. ISDN-PRI Access to IC Services - to be utilized by a single ISDN-PRI Service Arrangement customer for access to an IC's compatible services. In this situation, an IC will require a 1.544 Mbps high capacity digital services facility ordered from the appropriate catalog, to be connected in the applicable serving central office with PRI Access for a single customer's ISDN-PRI Service Arrangement.

.6.3 PRI Access - The PRI Access provides the switch termination for the PRI Facility. A PRI Access is required to terminate a PRI Facility in an ISDN-PRI serving central office. PRI Access typically provides twenty-three (23) individual "B" channels and one (1) "D" channel.

.6.4 PRI Facility - The customer has a choice of call connection arrangements as described in 2.6.2 preceding. The rates and charges for the PRI Facility will be based on the selected arrangement and will be comprised of one or a combination of the following rate elements:

- a. PRI Digital Access Line, or
- b. PRI Digital Transport, or
- c. PRI Digital Access Line Plus Digital Transport

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**DIGITAL NETWORK SERVICES**

**INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)<sup>1</sup> -**  
**Grandfathered (Cont'd)**

**.6 Rate Structure (Cont'd)**

**.6.5** The PRI Facility utilizes 1.544 high capacity digital transport technology for connection to the designated Telephone Company ISDN-PRI serving central office switch and for connection between ISDN-PRI central offices. This rate element is required for each 23B+D interface. Rates and charges for the PRI Digital Access Line and PRI Digital Transport are those rates for 1.544 Megabit Service specified in other catalogs or Tariffs of the Company.

**.6.6** "B" Channel Configurations - "B" channels can be dedicated to a specific service type or a group of "B" channels can be shared for access to two or more service types. The specific services that are accessible via the "B" channels are listed below. Rates and charges for these accessible services are specified in the appropriate catalog and are in addition to the PRI Facility and PRI Access rates and charges.

- a. Direct Inward Dialing Service (DID): Access from the local central office to the exchange network for voice calls is provided via a Network Access plus DID number charges. The switched data and voice calls will be billed at the same rates specified for Switched Data Service in this Catalog.
- b. OutWATS/800 Service: The WATS Access Line charge and the monthly usage charges apply for IntraLATA Outward WATS and 800 Service. These rates are as specified in other catalogs or Tariffs of the Company.
- c. Switched Data Service: Usage charges are applicable on all calls within the same ISDN-PRI Service Arrangement. Usage charges apply for Switched Data Service calls that are considered intra/inter-service arrangement, intra/inter-central office, and local data calling. The applicable usage rates are specified in other catalog or Tariffs of the Company.

When Switched Data Service is connected with offerings of other service providers, rates and charges for the generated usage will apply in accordance with other Company tariffs.

- d. IC Services: "B" channels may be specified as dedicated to compatible services of an IC or other service provider. The rate for the "B" channel is as specified in 5 following. The rate for the PRI Access is as specified in 5 following. The IC or other service provider will be required to order a 1.544 high capacity digital services facility to the customer's ISDN-PRI serving central office from the appropriate Interstate or Intrastate Access Services Tariff.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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**INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)<sup>1</sup> - Grandfathered (Cont'd)**

**.6 Rate Structure (Cont'd)**

- .6.7** To utilize Call-by-Call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service (DID, Tie, IC Services, etc.) on the PRI Facility. The customer will be charged for the maximum number of channels specified for those services that are flat rate (Tie, IC, WATS Access Line, etc.) and on a usage basis for those services where usage charges apply (OutWATS/800, Data, etc.).
- .6.8** End User charges as specified in the End User Common Access Service Section of Citizens Telephone Operating Companies Tariff FCC No. 1 (GTOC FCC No. 1) apply as appropriate.
- .6.9** Presubscription of a Carrier of Preference is specified in Tariff, FCC No. 1 and if appropriate, the Intrastate Access Services Tariff. Based on a customer's ISDN-PRI Access Arrangement, a customer may be able to presubscribe to more than one Carrier of Preference.
- .6.10** The appropriate Service Charges as shown in other Tariffs or catalogs of the Company will apply for the PRI Facility rate elements described in 5.2 following. These charges are to be applied in accordance with the specified rate on a per 1.544 Mbps facility basis, whether rated as PRI Digital Access Line or PRI Digital Transport mileage.

The Network Access Change charge from this catalog, will apply for each "B" channel configuration type (regardless of quantity per service order) on a per ISDN-PRI Service basis.

**Database Configuration Charges** - Nonrecurring charges for database work will apply on a per service order basis whether the order is an initial or subsequent. These charges are in addition to other nonrecurring charges specified in this catalog.

**PRI Access Database Charge** - The PRI Access Database Charge applies when adding or deleting channels on a per ISDN-PRI Service basis. When an ISDN-PRI Service is initially established, one PRI Access Database Charge will apply also.

**"B" Channel Database Charge** - The "B" Channel Database Charge applies for additions, deletions or modifications of each "B" channel type (regardless of quantity per service order) within each dedicated and/or call-by-call access arrangement. Modifications include activities associated with changing from and/or to dedicated and/or call-by-call configurations.

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<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> - Grandfathered

.1 General

- .1.1 Integrated Services Digital Network (ISDN) - Single Line Service is a local exchange telecommunications service available only to customers served from suitably equipped central offices. It is a central office based service arrangement, which provides for local exchange access, interexchange access, business group communications and feature packages.
- .1.2 ISDN - Single Line Service is furnished from digital central office equipment located on Company premises and associated facilities.
- .1.3 A customer may choose to subscribe to ISDN - Single Line Service from a central office other than his normal serving central office. In this situation, the customer will utilize the dialing plan associated with the central office that delivers the dial tone. Where available, rates and charges will be provided as shown in the Company's Tariffs or Catalogs.
- .1.4 ISDN - Single Line Service may be comprised of the following elements:
  - Channel Configuration
  - Features
  - ISDN Access
  - Single Line Access
- .1.5 ISDN - Single Line features will be grouped as follows:
  - Citizens Digital Centrex Series 1000
  - Citizens Digital Centrex Series 2000
  - Circuit Switched Data Features
  - Non-Citizens Digital Centrex ISDN Feature Packages
  - Optional Citizens Digital Centrex System Features
  - Packet Switched Data Features

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.2 Regulations

- .2.1 ISDN - Single Line Services under this catalog are available to those subscribers requiring one or two lines.
- .2.2 ISDN - Single Line Service is required to conform with the Technical Reference Specifications as used by the Company in the Technical Interface Reference Manual. Refer to Bellcore TR Nos. 393, 394, 397, 471, 793 and ANSI T1.601-620, T1.216-219. ISDN Single Line will be provided where local loops do not exceed 14,000 kilofeet in length or a maximum 34db loss as measured at the customer's premises.
- .2.3 Should a change or substitution of Telephone Company operating facilities occur as described in other Tariffs or Catalogs of the Company, the Telephone Company will work cooperatively with the customer relative to the implementation required by the change in operating characteristics.
- .2.4 ISDN - Single Line Features are listed in this Section. These features may require customer-provided compatible terminal equipment.
- .2.5 Access to the exchange network is provided via a residence one-party or a business one-party line.
- .2.6 Directory Listings will be furnished subject to the rates and regulations specified in other Tariffs or Catalogs of the Company.
- .2.7 Service charges as specified in other Tariffs or Catalogs of the Company apply in addition to the charges provided in this Catalog.
- .2.8 Regulations specified in other Tariffs or Catalogs of the Company are applicable to ISDN - Single Line Service unless otherwise specified elsewhere in this Catalog.
- .2.9 A single primary directory number (DN) is included with ISDN - Single Line Service. Secondary directory numbers may be purchased as provided in this Catalog. A shared Primary DN is a primary DN that appears on more than one terminal. A shared Secondary DN is a DN that appears on more than one terminal but is not the primary DN on any of those terminals. A Secondary DN may function as a primary DN on a terminal within a business group.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

- .3 ISDN - Single Line Features
  - .3.1 All features may not be available on all types of central offices switches.
  - .3.2 Basic Service Features: Automatic Identification of Outward Dial (AIOD) Direct Inward Dialing/Direct Outward Dialing (DID/DOD), Distinctive Ringing, Station-to-Station Calling (Intercom), Touch Call, and Incoming Calling Number Identification (within the Business Group).
  - .3.3 Citizens Digital Centrex Feature Package - Series 1000: Provided in Section 13 of this Catalog.
  - .3.4 Citizens Digital Centrex Feature Package - Series 2000: Provided in Section 13 of this Catalog.
  - .3.5 Citizens Digital Centrex Optional System Features: Provided in Section 13 of this Catalog.
  - .3.6 Circuit Switched Data Features:
    - a. Data 1000 Feature Package includes Data Call Forward, Data Multi-Line Hunt Group, Data Speed Call-Short List, and Data Toll Restriction.
    - b. Data 2000 Feature Package includes Data Call Back, Data Circular Hunting, Data Group Speed Calling 30, and Data Speed Call-Long List or any combination of Data 1000/Data 2000 features. A single line may not be equipped for both Data Multi-Line Hunt and Data Circular Hunting.
  - .3.7 Data Optional Features: Data Closed User Group and Data Direct Connect.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.3 ISDN - Single Line Features (Cont'd)

- .3.8 ISDN - Single Line Electronic Key Telephone System Features (EKTS): Analog Shared Directory Number on all SM Configurations, Automatic Callback on Busy, Bridging, Call Forwarding, Call Pickup, Conference Calling, Drop, Feature Function Buttons, Feature Inspect, Hold, Intercom Function, Key System Coverage for Analog Lines, Manual Exclusion, Multiple Directory Number Buttons, Shared Call Appearances of Directory Numbers, Speed Calling, Terminal Management, Time and Date Display, Transfer, and Two-Digit Intercom Dialing.
- .3.9 ISDN - Single Line Electronic Key Telephone System Deluxe Features: All of the ISDN EKTS Features plus the following: Delayed and Abbreviated Ringing, Display for Ringing Call Appearances Only, Initiated Priority Calling, Inspect for ISDN Terminals, Intercom Alerting, Originating Priority Calling, Outgoing Called Line Identification for ISDN Terminals, and Priority Calling Incoming Only.
- .3.10 Packet Switching Features:
  - a. ISDN X.25 Basic Feature Package includes Flow Control Parameter Negotiation, Incoming Calls Barred, Outgoing Calls Barred, Throughput Class Negotiations, and Transmit Delay Selection and Indication.
  - b. ISDN X.25 Enhanced Feature Package includes Closed User Group, Fast Select, Fast Select Acceptance, Hunt Groups, One-Way Outgoing Logical Channels, and Permanent Virtual Circuit.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions

.4.1 Standard definitions:

"B" Channel - A 64 Kbps channel primarily used for information transfer (voice/data) from user to user.

Business System - The combination of Single Line Plus ISDN Access forming a complete communications system for a single business group within a single central office.

"D" Channel - A 16 Kbps channel primarily used for signaling messages and/or packet-switched user data. The bit rate is fixed as a function of the interface used.

ISDN - Single Line Capacity (2B+D) - Two 64 kilobits per second (kbps) "B" channels and one 16 kbps "D" channel (2B+D).

Number Identification - A Basic Service Feature which permits incoming calling number identification between ISDN Service and a Citizens Digital Centrex System in the same business group or between two or more ISDN Single Lines in the same business group.

Primary Directory Number (DN) - The single telephone number provided with each Single Line.

Secondary DN - A telephone number purchased by the customer, which is in addition to the primary DN for an ISDN Single Line.

Terminal - A CPE device connected to an ISDN - Single Line.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

- a. Definitions of the Citizens Digital Centrex Feature Packages and Citizens Digital Centrex Optional System Features are provided in other Tariffs or Catalogs of the Company.

- b. Circuit Switched Data Features: (Cont'd)

b.1 Data 1000 Feature Package:

Data Call Forward - This feature allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. Call Forward consists of three variations as follows: all calls, busy, and no answer.

Data Multi-Line Hunt Group - Only a pilot directory number is associated with this hunt group. Hunting is sequential, i.e., starting at the first line assigned to the pilot directory number and ending at the last line.

Data Speed Call-Short List - The use of the Speed Calling short list is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers.

Data Toll Restriction - Toll calls attempted from Switched Data lines with this feature are denied.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.2 Data 2000 Feature Package:

Data Call Back - This feature allows a calling party upon encountering a busy line to be notified when the line becomes idle. The call is then automatically established.

Data Circular Hunting - Only a pilot directory number is associated with this hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached.

Data Group Speed Calling 30 - This feature provides storage for an abbreviated numbers list which is shared for use by a group of lines. The list may be updated by a service order. A maximum of thirty stored numbers is available.

Data Speed Call-Long List - The use of the Speed Calling Long List is limited to an individual Switched Data line. A long list consists of a maximum of thirty stored numbers.

b.3 Data Optional Features

Data Closed User Group - This feature provides the partitioning of Switched Data lines into a group where calls within such a group are allowed but calls between such groups are denied.

Data Direct Connect - This feature provides an automatic connection between a calling line that goes off-hook and a predetermined location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.4 ISDN - Single Line Electronic Key Telephone System (EKTS) Features:

Analog Shared Directory Number on all SM Configurations - allows analog lines that share directory numbers with ISDN multi-button keysets to be assigned to switching modules that do not contain ISDN software.

Automatic Callback on Busy - allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating EKTS set user. When the set user goes off-hook, the call is placed.

Bridging - allows the EKTS set user to bridge onto a currently active call by pressing the active call appearance button on the EKTS set and going off-hook. This establishes a 3-way call. This is different from standard 3 Calling because the third party initiates the bridge to the active call. Bridging is inhibited if Manual Exclusion is activated at an EKTS set engaged in the active call. Only one additional shared call appearance user may bridge on an active 2-way call. Bridging is not allowed on an active multiway call.

Call Forwarding - allows the EKTS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup - allows the EKTS set user to pick up a call directed to another station in the customer group.

Conference Calling - allows the EKTS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.4 ISDN - Single Line Electronic Key Telephone System (EKTS) Features: (Cont'd)

Drop - feature allows the EKTS set use to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

Feature Function Buttons - on the EKTS set can be assigned to activate certain features (any that can be activated by dialing an activation code). Indicator lights show the activation or deactivation status of the features. The number of function buttons may vary dependent on the EKTS set design. Some of the features that can be assigned to feature function buttons are:

Automatic Callback on Busy - allows the user to activate this feature by pressing the function button assigned to Automatic Callback on Busy when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the originating EKTS set user. When the set user goes off-hook, the call is placed.

Call Forwarding - allows the EKTS set user to activate Call Forwarding functions, then dial the number to which calls are to be forwarded. Buttons can be programmed to activate different variations of Call Forwarding, such as Forward All Calls, Forward When Busy, etc. Call Forwarding is deactivated by pressing the same button a second time.

Call Pickup - allows the EKTS set user to pick up a call directed to another station in the customer group.

Conference Calling - allows the EKTS set user to set up a conference call. The user presses the button and dials the directory number (DN) of the party to be added to the conference. Conference calls can include members of the customer group and parties outside the group. Up to six parties can be connected simultaneously.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.4 ISDN - Single Line Electronic Key Telephone System (EKTS) Features: (Cont'd)

Feature Function Buttons (Cont'd)

Drop - feature allows the EKTS set user to drop the last party added to a conference call. For a two-party call, pressing this button disconnects the EKTS set from the call.

Hold - allows the EKTS set user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

Manual Exclusion - allows a EKTS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons - provide access to more than one directory number (DN) on the EKTS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Speed Calling - allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

Transfer - allows the EKTS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Feature Inspect - provides service providers and end users having display terminals with a method of determining the features and call appearances that are assigned to the buttons on the terminal. This is different from inspect for ISDN terminal feature.

Hold - allows the EKTS set user to place a call on hold by pressing the function button. Any EKTS set with the call appearance for call on hold can pick up the call by pressing the call appearance button.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.4 ISDN - Single Line Electronic Key Telephone System (EKTS) Features: (Cont'd)

Feature Function Buttons (Cont'd)

Intercom Function - allows the station set to emulate a dedicated wire to another station for priority conversations without tying up the station set from active or incoming calls.

Key System Coverage for Analog Lines - allows an analog station set to share calls with the ISDN station set.

Manual Exclusion - allows an EKTS set user to inhibit other stations from picking up a call on hold or bridging onto a call that is active at that station.

Multiple Directory Number Buttons - provide access to more than one directory number (DN) on the EKTS set. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.).

Shared Call Appearances of a Directory Number (DN) - allows several EKTS station sets to share one or more DNs. Originating and terminating events on one station set affect all stations sharing that DN. The shared DNs can have multiple call appearances, multiple calls can exist on one DN, and more than one station sharing the DN can have a call active on that shared DN.

Speed Calling (also known as Abbreviated Dialing) - permits the customer to dial selected numbers using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. One- and two-digit speed calling lists are available. The Speed Calling feature is available to individual lines and members (some or all) of a multiline hunt group. Speed Calling lists assigned to individual lines can be shared by other lines at the customer's request. For the business and residential customer services feature, the service provider can define list sizes and up to three-digit access codes. Speed Calling allows the user to dial a preassigned number by pressing the button assigned to speed calling and dialing one or two digits. This feature operates with the Call Transfer, Conference Calling, and Call Forwarding features.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.4 ISDN - Single Line Electronic Key Telephone System (EKTS) Features: (Cont'd)

Terminal Management - provides a management function for the EKTS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

Adjunct Control - automatically turns on the speakerphone at the station set, if appropriate for the particular feature.

Automatic Hold/Drop Preference - automatically determines how to handle a call active on one call appearance when the user shifts to another appearance. Two types of treatment are provided: auto-drop and auto-hold.

Button Management - provides generic buttons that can be used for features or call appearances.

Call Appearance Selection for Implicit Conference and Transfer - automatically selects an idle appearance for the Implicit Conference and Transfer features.

Display for Ringing Call Appearances Only - will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared backup coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Button Inspection - provides service providers and end users having display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure: (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.4 ISDN - Single Line Electronic Key Telephone System (EKTS) Features: (Cont'd)

Terminal Management (Cont'd)

Idle Call Appearance Preference - automatically selects an idle call appearance, if available, when an EKTS set with multiple call appearances goes off-hook. This selection occurs even if other call appearances are alerting the station set.

Inspect for ISDN Terminals - retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Ringling Call Appearance Preference - automatically selects the call appearance that has been alerting the longest when the user goes off-hook at an EKTS station set with multiple call appearances being alerted.

Time and Date Display - is a subscription feature for ISDN attendants and ISDN station set users.

Transfer - allows the EKTS set user to transfer a call to another directory number (DN) in the customer group by pressing the transfer button, dialing the DN, and pressing the button again.

Two-Digit Intercom Dialing - this feature allows a user to have a shortened dialing sequence (two digits) to reach a group of destination numbers in the business group. The maximum size that can reside in that intercom group cannot exceed 100 members.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.5 ISDN - Single Line Electronic Key Telephone System (EKTS) Deluxe Features:

The features below are in addition to the ISDN - Single Line Electronic Key Telephone System (EKTS) Features described preceding.

Delayed and Abbreviated Ringing - alerts an EKTS set for a predetermined interval before ringing another designated EKTS set.

Display for Ringing Call Appearances Only - will activate displays on a multibutton keypad only for ringing call appearances. This eliminates displays that a call coverage person has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Initiated Priority Calling - provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals - retrieves and displays call-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling directory number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Intercom Alerting - provides a distinctive ring and/or visual indicator to alert the EKTS set user of an intercom call.

Originating Priority Calling - provides an ISDN equivalent to Call Waiting Originating. When assigned to a particular station set, all calls originated from it are priority calls.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.5 ISDN - Single Line Electronic Key Telephone System (EKTS) Deluxe Features:  
(Cont'd)

Outgoing Called Line Identification for ISDN Terminals - provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called Directory Number (DN)
- ISDN Call Identification (ICI)

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only - provides an ISDN equivalent of Call Waiting-Incoming Only. With this feature, calls outside the business group can terminate to a priority call appearance. Terminations to priority appearances use normal intergroup alerting as opposed to priority alerting.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.6 Package Switching Features

(1) ISDN X.25 Basic Feature Package:

X.25 Flow Control Parameter Negotiation - permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Incoming Calls Barred - feature prohibits a data terminal from terminating an incoming call. This feature is activated by a service order.

X.25 Outgoing Calls Barred - feature prohibits a data terminal from originating outgoing virtual calls. This feature is activated by service order.

X.25 Throughput Class Negotiation - feature allows the calling data terminal to request specific throughput classes in the call request package for both directions of data transmission. This feature is activated by service order.

X.25 Transmit Delay Selection and Indication - allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

.4 Definitions (Cont'd)

.4.2 Definition of Features: (Cont'd)

b.6 Package Switching Features (Cont'd)

(2) ISDN X.25 Enhanced Feature Package:

X.25 Closed User Groups - allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. Communication with users who are external to the closed user group is not permitted. The closed user groups are established by a service order. A user can belong to multiple closed user groups.

X.25 Fast Select - allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

X.25 Fast Select Acceptance - allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

X.25 Hunt Groups - allow a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is an available logical channel on any of the access lines within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the switch, but the Hunt Group cannot span switches. A basic rate interface within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel - allows an ISDN subscriber to specify some number of the logical channels to be used only for calls that they originate. This feature is activated by service order.

X.25 Permanent Virtual Circuit - feature allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. The permanent virtual circuit is established by a service order.

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.5 Conversion

- .5.1 A customer with existing Citizens Digital Centrex, or other local exchange service offering may select to convert to ISDN - Single Line Service. When an existing Citizens Digital Centrex® customer orders services in combination, both Single Line Service and Citizens Digital Centrex® may be grouped together if the facilities provided for all the connections terminate in the same facilities terminal in the same telephone company central office.
- .5.2 All applicable installation and service connection charges, plus charges applicable to the establishment of ISDN - Single Line Service will apply.
- .5.3 For the purpose of administering termination liability provision applicable to converting Citizens Digital Centrex, each Single Line Service line will be counted as a Citizens Digital Centrex® service line in determining the total system size. Should the combined business/customer group decline below the existing system size or should the customer discontinue all existing Citizens Digital Centrex® lines any and all appropriate termination liability charges will apply.
- .5.4 A temporary interruption of service will occur.
- .5.5 The conversion may incur a change of service arrangement requiring a telephone number change.

.6 Additional Directory Numbers

- .6.1 One "primary" directory number (DN) is provided for the use of an ISDN-Single Line.
- .6.2 With ISDN Access, a single terminal may choose to order multiple Secondary directory numbers for the ISDN - Single Line.
- .6.3 A maximum of eight (8) terminals belonging to the same customer are permitted per ISDN-Single Line. At a minimum, one secondary directory number is required for each additional terminal.
- .6.4 Secondary directory numbers are available as specified in this Catalog.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE<sup>1</sup> – Grandfathered (Cont'd)

- .7 Payment Schedule
  - .7.1 ISDN - Single Line Service is offered as a month-to-month payment plan.
  - .7.2 ISDN - Single Line Service is subject to a one (1) month minimum service period.
- .8 ISDN Multipoint Access
  - .8.1 ISDN Multipoint Access provides support for connecting a maximum of eight (8) terminals, belonging to the same customer, to one ISDN - Single Line (2B+D).
  - .8.2 A maximum of two (2) terminals will be allowed access to the "B" channels, the remaining terminals on the same ISDN - Single Line will have access to the "D" channel only.
  - .8.3 All eight terminals can share the same "D" channel simultaneously in a "D" channel packet switching arrangement.
  - .8.4 ISDN Multipoint Access includes a "primary" directory number. Secondary directory numbers to be used by the multiple users on the same ISDN - Single Line must be ordered by the customer as specified in this Catalog.
- .9 Rate Structure
  - .9.1 ISDN - Single Line Service consists of six (6) basic elements:
    - "B" Circuit Switched Data Channel (B-CSD)
    - "B" Packet Switched Data Channel
    - "B" Voice Channel
    - "D" Packet Switched Data Channel
    - ISDN Access
    - ISDN - Single Line
  - .9.2 Each ISDN - Single Line Service is comprised of an ISDN-Single Line and ISDN Access element. The channel elements can be arranged to best suit the customers needs, not to exceed the maximum 2B+D per ISDN - Single Line capacity.
  - .9.3 Each ISDN Single Line is allowed only one voice, one data and one packet feature package regardless of the number or mix of desired channels.
  - .9.4 Each ISDN - Single Line within a business group can be individually suited by feature package and channel arrangement.

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**DIGITAL NETWORK SERVICES**

**INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - SINGLE LINE**<sup>1</sup> – Grandfathered (Cont'd)

**.9 Rate Structure (Cont'd)**

- .9.5 The rates and charges for ISDN Access specified in 5. following provide for the access to the basic exchange network and the line termination.
- .9.6 The customer can subscribe to ISDN Access as Voice or Data or a combination of Data and Voice on a single or multi-point service.
- .9.7 The rates and charges for Residence or Business one-party as specified in other Tariffs or Catalogs of the Company are required.
- .9.8 The "B" Voice Channel element assigns voice traffic to one of two available "B" channels on the ISDN - Single Line.
- .9.9 The "B" Circuit Switched Data Channel (B-CSD) assigns circuit switched data traffic to one of two available "B" channels on the ISDN - Single Line. The CSD channel will operate at speeds up to 64 Kbps for intra-business group calling only. When the CSD channel is utilized at the 56 kbps speed, the user is able to place calls within a business group and outside of the business group. Usage rates will only apply for calls to point outside the business group. If the customer desires that both available "B" channels be dedicated to CSD, then two (2) "B"-CSD Channel elements would be required.
- .9.10 The "B" Packet Switched Data Channel dedicates a "B" channel to packet switched data. This channel is available for business group calling only. If the customer desires that both available "B" channels be dedicated to packet switched data service, then two (2) "B" Packet Switched Data Channel elements are applicable.
- .9.11 The "D" Packet Switched Data Channel allows the customer to utilize the "D" channel for packet switched data. This channel is available for business group calling only. A single "D" Packet Switched Data Channel is available independent of the "B" channel configuration.
- .9.12 End User charges as specified in the End User Common Access Service Section of Citizens Communications Telephone Operating Companies Tariff FCC No. 1 apply as appropriate.
- .9.13 Presubscription of a Carrier of Preference is specified in Section 6 of the FCC No. 1 Tariff and, if appropriate, the Intrastate Access Services Tariff. All secondary directory numbers will be presubscribed to the same Carrier of Preference as the customer's "primary" directory number. Access to other service providers will be via the 10XXX access code. Each ISDN - Single Line Service may have one Carrier of Preference for voice and one Carrier of Preference for switched data.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – LOCAL PACKET SWITCHING NETWORKS SERVICES<sup>1</sup> - Grandfathered

.1 General

- .1.1 Local Packet Switching Network Service uses packet switching technology to provide a switched data transport service. This service uses analog and digital facilities to provide usage-sensitive data transport for a variety of interactive (or bursty) data applications between two or more customer designated locations.
- .1.2 Packet switching technology divides data streams into packets. The packet network examines, routes and transports packets individually without maintaining a physical path between bursts of data. This service is based on Consultative Committee on International Telegraph and Telephony (CCITT) X.25 protocol and the X.75 internetworking protocol. Local Packet Switching Network Service and features are available where facilities and conditions permit.

.2 Access Method

- .2.1 Customers may access the Local Packet Switching Network through an ISDN Access.
- .2.2 ISDN Access - End users may obtain X.25 access to the Local Packet Switching Network through ISDN BRI or ISDN BRI/Single Line service available in this catalog. Local Packet Switching Network Service will allow ISDN services to transmit packet traffic outside the serving central office business customer group

.2.3 Explanation of Terms

Authorized User - is a person, firm, corporation or other entity authorized to use this service.

Bit - is a binary digit, the smallest unit of information in the binary system of notation.

Customer - is an end user subscriber to the Local Packet Switching Network Service.

Data Circuit Terminating Equipment - is equipment that connects the customer's access channel to the packet network.

Data Terminal Equipment - is the equipment that comprises the data source, the data sink, or both and provides for the communication control function.

ISDN - Integrated Services Digital Network.

Kilosegment - one thousand segments.

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<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.



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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – LOCAL PACKET SWITCHING NETWORKS SERVICES<sup>1</sup> – Grandfathered (Cont'd)

.2 Access Method (Cont'd)

.2.3 Explanation of Terms

Network Address - is the alphanumeric character string used to specify the destination of each switched connection made within the network.

Octet - a group of eight binary digits operated upon as an entity.

Packet - provides a continuous sequence of binary digits (bits) of information that is switched through the network as an integral unit. A packet consists of a maximum of 4,096 bits (512 octets) of user information plus additional transmission and error control information. The user data is divided into segments for billing purposes. The number of segments contained in a packet is dependent upon the packet size.

Packet Switching Office - is the central office where the packet switching functions are performed and access to the packet network is accomplished.

Permanent Virtual Circuit - allows packet switching to be implemented over a dedicated logical channel without needing call setup or clearing. Will only provide the intranetwork Permanent Virtual Circuit.

Port - is an X.25 communications interface at a Packet Switching office through which the customer or authorized user obtains access to the network.

Protocol - is a set of transmission rules for the exchange of data over a communications channel. The X.25 and X.75 Protocols are international standards developed by the CCITT that provide the foundation for Public Packet Switched Networks.

Segment - is a unit of user information consisting of 64 octets or less. Billing for Local Packet Switching Network Service is based on the number of segments transmitted within the user data field of a packet. The number of segments transmitted within a packet is limited only by the subscribed or negotiated maximum size of the user data field for the customer interface.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – LOCAL PACKET SWITCHING NETWORKS SERVICES<sup>1</sup> – Grandfathered (Cont'd)

.2 Access Method (Cont'd)

.2.3 Explanation of Terms (Cont'd)

Virtual Connection - is a logical channel resulting from call establishment to a network address that exists until the call is terminated by either party.

X.25 Protocol - is the interface between Data Terminal Equipment and Data Circuit Terminating Equipment for terminals operating in the packet mode on public data networks.

X.75 Protocol - is the terminal and transit call control procedures and data transfer system on circuits between packet switched data networks.

.3 Feature Definitions

Call Detail - provides billing detail for each packet call placed through the packet network. Call detail is not available on Permanent Virtual calls.

Fast Select - allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets. This feature is available to all customers and is initiated on a call-by-call basis.

Priority - allows a customer to establish a "priority" status to the customer's data as it processes through the network. This feature is available to all customers and is initiated on a call-by-call basis.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – LOCAL PACKET SWITCHING  
NETWORKS SERVICES<sup>1</sup> – Grandfathered (Cont'd)

.4 Rate Regulations

- .4.1 The minimum billing period is one month.
- .4.2 The minimum billable unit for usage is one minute per call. Fractional minutes per call will be rounded up to the next whole minute.
- .4.3 The minimum billable unit per packet is one segment. Fractional segments per transmission will be rounded up to the next segment.
- .4.4 Segments will be accumulated during the month and at billing fractional kilosegments will be billed rounded up to the next whole Kilosegment.
- .4.5 All usage will be billed at the rate schedule in effect when the usage occurred.
- .4.6 All call attempts and completions will be billable except where calls are blocked or terminated because of network failure or congestion.
- .4.7 Rates applicable for ISDN Access are available from this catalog.
- .4.8 Rates for usage of the packet network will apply in addition to the monthly recurring charges for ISDN access.

The customer may select either the Transaction Plan, the Basic Plan, the High Volume Plan, the Permanent Virtual Basic Plan, or the Permanent Virtual High Volume Plan.

Transaction Plan

Usage rates for the Transaction Plan are charged per transaction. A maximum of 15 seconds is allowed for each billable transaction. Usage over 15 seconds will be charged an overtime rate at the rate specified in 15 second increments.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – LOCAL PACKET SWITCHING  
NETWORKS SERVICES<sup>1</sup> – Grandfathered (Cont'd)

.4 Rate Regulations (Cont'd)

- .4.8 Rates for usage of the packet network will apply in addition to the monthly recurring charges for ISDN access. (Cont'd)

Basic Plan

Basic Plan rates are based on both a per minute of use charge and a per kilosegment charge.

Usage will be rated at the day rate (8:00 a.m. to 5:00 p.m.) for that portion of the call in effect during the day rate period and at the night/holiday rate (after 5:00 p.m. and before 8:00 a.m. and all day on Holidays) for that portion of the call in effect during the night/holiday period. When a call begins in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the message occurring within that rate period.

Local Packet Switching Network Service holidays are as stated in other Tariffs or catalogs of the Company.

High Volume Plan

High Volume rates are based on a per minute of use charge and on incremental usage.

Per minute of use charges will be rated at the day rate (8:00 a.m. to 5:00 p.m.) for that portion of the call in effect during the day rate period and at the night/holiday rate (after 5:00 p.m. and before 8:00 a.m. and all day on Holidays) for that portion of the call in effect during the night/holiday period. When a call begins in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the message occurring within that rate period.

Incremental usage charges will apply as noted below. Day/night/holiday rates do not apply to the incremental usage charges.

Kilosegment

0001 - 2000  
2001 - 4000  
4001 - 6000  
6001 and over

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – LOCAL PACKET SWITCHING  
NETWORKS SERVICES<sup>1</sup> – Grandfathered (Cont'd)

.4 Rate Regulations (Cont'd)

- .4.8 Rates for usage of the packet network will apply in addition to the monthly recurring charges for ISDN access. (Cont'd)

Permanent Virtual Circuit Plans

ISDN customers with Permanent Virtual Circuits may select either the Permanent Virtual Basic Plan or the Permanent Virtual High Volume Plan. These rates apply in addition to the monthly recurring charges for Permanent Virtual Circuits in other Tariffs of the Company.

Permanent Virtual Basic Plan rates are based on a per kilosegment charge. No per minute of use charges apply.

Usage will be rated at the day rate (8:00 a.m. to 5:00 p.m.) for that portion of the call-in effect during the day rate period and at the night/holiday rate (after 5:00 p.m. and before 8:00 a.m. and all day on Holidays) for that portion of the call in effect during the night/holiday period. When a call begins in one rate period and ends in another, the rate in effect for each rate period applies to the portion of the message occurring within that rate period. Local Packet Switching Network Service holidays are as stated in other Tariffs or Catalogs of the Company.

Permanent Virtual High Volume Plan rates are based on incremental usage as noted below. No per minute of use charges apply. Day/Night/Holiday rates do not apply.

Kilosegment

0001 - 2000  
2001 - 4000  
4001 - 6000  
6001 and over

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>1</sup> - Grandfathered

.1 Rates and Charges - Basic Rate Interface

.1.1 Nonrecurring Charges

- a. The following nonrecurring charge is in addition to any applicable service charges as described in other Tariffs or Catalogs of the Company, and/or installation provided for in other sections of this Catalog.

	<u>Nonrecurring Charge</u>
b. Data Base Changes*	
b.1 Major Software Additions, per Hour or Fraction Thereof	\$50.00
(1) Add Customized Dialing Plan	
(2) Add Customer Requested Data Base Profile	
b.2 Routine Software Change, *	
per Hour or Fraction Thereof	\$50.00
(1) Change Trunk Group	
(2) Change Non-Data-Link Attendant	
(3) Change Custom Recording	
(4) Change ARS Translations	
(5) Change Translations Tables	

\* DataBase Additions or Changes not listed in this Catalog will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>1</sup> – Grandfathered (Cont'd)

.1 Rates and Charges - Basic Rate Interface (Cont'd)

.1.1 Nonrecurring Charges (Cont'd)

	<u>Nonrecurring Charge</u>
b. Data Base Changes*	
b.3 Minor Software Change	\$50.00
(1) Change Subgroup	
(2) Hunt Groups	
(3) ACD Hunt Group	
(4) Simulated Facility Group	
(5) Queuing Groups	
(6) Night Answer (UNA/PNA)	
(7) Paging/Public Address/Code Calling	
(8) Conference Calling - 8, 16, 24 Ports	
(9) Remote Access Directory Number	
(10) Authorization Code Validation	
(11) Music on Hold Access	
(12) Dictation Link Access	
(13) Standard Recording	
(14) Extended Pick Up Code	
(15) Executive Busy Override	
(16) Multi-Level Restriction	
c. Software Reconfiguration Charge	\$50.00
This charge applies for changes, deletions, additions for the following activities. The rate will apply on a per line, per service order basis regardless of the mix of activities. A Data Base Change Charge and a Software Reconfiguration Charge may be applicable on the same service order.	
c.1 Feature Packages	
c.2 Features Within a Feature Package	
c.3 Programmable Buttons	
c.4 Terminals	

\* DataBase Additions or Changes not listed in this Catalog will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>3</sup> – Grandfathered (Cont'd)

.1 Rates and Charges - Basic Rate Interface (Cont'd)

.1.2 Recurring Charges

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariffs or Catalogs.

ISDN Multi-

	<u>ISDN Access</u> <u>Monthly Rate</u>	<u>point Access</u> <u>Monthly Rate</u>
a.1 Per Access Line - 1		
3 - 5 Lines	\$22.50	\$24.50
6 - 25 Lines	\$22.00	\$24.00
26 - 50 Lines	\$21.50	\$23.50
51 - 100 Lines	\$21.00	\$23.00
101 - 250 Lines	\$20.50	\$22.50
251 - 500 Lines	\$20.00	\$22.00

Monthly Rate

a.2 For an ISDN - Basic Rate Interface Line Capacity (2B+D), the following channel elements apply per each channel so arranged:	
B-CSD Channel, each <sup>2</sup>	\$8.00
B-Voice Only Channel, each	\$2.00
B-Packet Switched Data Channel, each	\$100.00
D-Packet Switched Data Channel, each	\$13.00

<sup>1</sup> May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

<sup>2</sup> Usage charges shown in this catalog for Digital Channel Service will apply.

<sup>3</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.



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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>3</sup> – Grandfathered (Cont'd)

.1 Rates and Charges - Basic Rate Interface (Cont'd)

.1.2 Recurring Charges (Cont'd)

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariffs or Catalogs. (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a.3 The following Feature Series rates apply per Basic Rate Interface Line.		
Feature Series 1000, per line		1
Feature Series 2000, per line		1
Optional System Features		1
EKTS Features, per line	\$25.00	\$ 6.00
EKTS Deluxe Features, per line	\$25.00	\$8.00
X.25 Enhanced Features, per line	\$15.00	\$5.00
Data 1000, per line	\$15.00	\$3.00
Data 2000, per line	\$15.00	\$5.00
a.4 Optional Data Features		
Data Direct Connect, per line		\$1.00
Data Closed User Group, per line		\$1.00
a.5 Secondary Directory Number, per line	-	\$0.50
A.6 ISDN Individual Line <sup>2</sup>		
Loop Extension, per line	\$55.00	\$22.50
.2.1 PRI Access, per C.O. Termination so arranged, with a maximum of twenty-three B and one D channel, per line	\$200.00	\$475.00

<sup>1</sup> Apply appropriate rates and charges as specified in this catalog for Citizens Digital Centrex Feature Series.

<sup>2</sup> The rate and charges for ISDN Individual Line Loop Extension apply in addition to all other rates and charges for ISDN Basic Rate Interface Service.

<sup>3</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>5</sup> – Grandfathered (Cont'd)

.2.2 PRI Facility

	<u>monthly rate</u>	<u>Nonrecurring charge</u>
PRI Digital Access Line		
First Airline Mile <sup>1</sup>	1	
Each Additional 1/4 Airline Mile or Fraction Thereof	1	
PRI Digital Transport		
Each Airline Mile or Fraction Thereof	1	

.2.3 "B" Channel Configurations

DID <sup>2</sup>	
OutWATS/800	3
Switched Data	4
IC Services Channel, per channel	\$20.00
Tie Channel	\$5.00

.2.4 Database Configuration

PRI Access, per Circuit establishment	\$200.00
"B" Channel Attributes, per Service Type	200.00
IXC Channel establishment	1,200.00

<sup>1</sup> The appropriate charges are the nonrecurring and monthly recurring charges for the 1.544 Mbps facility and transport mileage as specified in other Tariffs or catalogs of the Company.

<sup>2</sup> The applicable rates and charges for the DID service are as specified in other Tariffs or catalogs of the Company. The appropriate charges are the Network Access for voice only and the DID number charges.

<sup>3</sup> The applicable rates and charges for the OutWATS/800 accessible service are as specified in other Tariffs or Catalogs of the Company. The appropriate charges are the monthly WATS Access line and the usage charges.

<sup>4</sup> The regulations for the Switched Data accessible service are as specified in this Catalog. The appropriate charges are the monthly usage rates.

<sup>5</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>2</sup> – Grandfathered (Cont'd)

.3 Rates and Charges - Single Line

.3.1 Nonrecurring Charges

- a. The following nonrecurring charge is in addition to any applicable service charges as described in other Tariffs or Catalogs of the Company, and/or installation provided for in other sections of this Catalog.

	<u>Nonrecurring Charge</u>
b. Data Base Changes <sup>1</sup>	
b.1 Major Software Additions	\$50.00
(1) Add Customized Dialing Plan	
(2) Add Customer Requested Data Base Profile	
b.2 Routine Software Change	\$50.00
(1) Change Trunk Group	
(2) Change Non-Data-Link Attendant	
(3) Change Custom Recording	
(4) Change ARS Translations	
(5) Change Translations Tables	
b.3 Minor Software Change	\$50.00
(1) Change Subgroup	
(2) Hunt Groups	
(3) ACD Hunt Group	
(4) Simulated Facility Group	
(5) Queuing Groups	
(6) Night Answer (UNA/PNA)	
(7) Paging/Public Address/Code Calling	
(8) Conference Calling - 8, 16, 24 Ports	
(9) Remote Access Directory Number	
(10) Authorization Code Validation	
(11) Music on Hold Access	
(12) Dictation Link Access	
(13) Standard Recording	
(14) Extended Pick Up Code	
(15) Executive Busy Override	
(16) Multi-Level Restriction	

<sup>1</sup> DataBase Additions or Changes not listed in this Catalog will be charged a rate of \$50.00 per hour, or fraction thereof, plus materials.

<sup>2</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>1</sup> – Grandfathered

.3 Rates and Charges - Single Line (Cont'd)

.3.1 Nonrecurring Charges (Cont'd)

	<u>Nonrecurring Charge</u>
c. Software Reconfiguration Charge	\$50.00

This charge applies for changes, deletions, additions for the following activities. The rate will apply on a per line, per service order basis regardless of the mix of activities. A Data Base Change Charge and a Software Reconfiguration Charge may be applicable on the same service order.

- c.1 Feature Packages
- c.2 Features Within a Feature Package
- c.3 Programmable Buttons
- c.4 Terminals

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>5</sup> – Grandfathered (Cont'd)

.3 Rates and Charges - Single Line (Cont'd)

.3.2 Recurring Charges

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariffs or catalogs.

ISDN Multi-

	ISDN Access <u>Monthly RATE</u>	point Access <u>Monthly RATE</u>
a.1 Per Access Line – <sup>1,2</sup>		
1 or 2 Lines	\$16.50	\$18.50
Residence Single Line, each	<sup>3</sup>	
Business Single Line, each	<sup>3</sup>	
		<u>Monthly Rate</u>
a.2 For an ISDN – Single Line Capacity (2B+D), the following channel elements apply per each channel so arranged:		
B-CSD Channel, each <sup>4</sup>		\$7.75
B-Voice Only Channel, each		1.75
B-Packet Switched Data Channel, each		100.00
D-Packet Switched Data Channel, each		13.00
a.3 The following Feature Series rates apply per Single Line		
Feature Series 1000, per line		<sup>3</sup>
Feature Series 2000, per line		<sup>3</sup>
Optional System		<sup>3</sup>

<sup>1</sup> May be used for Voice or Data or a combination of Data and Voice on a single or multipoint service.

<sup>2</sup> Available to customers requiring no more than two lines.

<sup>3</sup> Apply appropriate rates as specified in other Tariffs or Catalogs of the Company for the main station line charge.

<sup>4</sup> Usage charges shown in Switched Data Service of this catalog apply for B-CSD Channel Services.

<sup>5</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>1</sup> – Grandfathered (Cont'd)

.3 Rates and Charges - Single Line (Cont'd)

.3.2 Recurring Charges (Cont'd)

- a. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariffs or catalogs. (Cont'd)

- a.3 The following Feature Series rates apply per Basic Rate Interface Line. (Cont'd)

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
EKTS Features, per line	\$25.00	\$6.00
EKTS Deluxe Features, per line	\$25.00	\$8.00
X.25 Enhanced Features, per line	\$15.00	\$5.00
Data 1000, per line \$15.00	\$3.00	
Data 2000, per line \$15.00	\$5.00	
a.4 Optional Data Features		
Data Direct Connect, per line	-	\$0.00
Data Closed User Group, per line	-	\$1.00
a.5 Secondary Directory Number, per line	-	\$0.50
a.6 ISDN Individual Line Loop Extension, per line	\$50.00	\$17.50

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>1</sup> – Grandfathered (Cont'd)

.4 Rates and Charges - Local Packet Switching Network Service

.4.1 ISDN X.25 Access

See rates in Paragraph .2 (B-Packet or D-Packet)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<u>Private Line Access</u>	\$80.00	\$30.00

.4.2 Usage Plans

Rate per Transaction

a. Transaction Plan	
- Transaction charge	\$0.010
- Overtime charge	\$0.010

	<u>Rate per Minute</u>	<u>Rate per Kilosegment</u>
b. Basic Plan		
- Day	\$0.015	\$0.300
- Night/Holiday	\$0.005	\$0.200
c. High Volume Plan		
- Day	\$0.015	*
- Night/Holiday	\$0.005	*
<u>Kilosegment</u> *		
0001 - 2000		\$0.300
2001 - 4000		\$0.270
4001 - 6000		\$0.230
6001 and over		\$0.180

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.

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DIGITAL NETWORK SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)<sup>1</sup> – Grandfathered (Cont'd)

.4 Rates and Charges - Local Packet Switching Network Service (Cont'd)

.4.2 Usage Plans (Cont'd)

	<u>Rate per Kilosegment</u>
d. Permanent Virtual Circuit Plans	
d.1 Basic	
- Day	\$0.600
- Night/Holiday	\$0.400
d.2 High Volume Plan	
<u>Kilosegment</u>	
0001 - 2000	\$0.600
2001 - 4000	\$0.500
4001 - 6000	\$0.400
6001 and over	\$0.300

.4.3 Features

	<u>Rate per Monthly Rate</u>	<u>Virtual Connection</u>	<u>Rate per Kilosegment</u>
a. Call Detail			
- 1 to 49 lines	\$25.00	-	-
- Over 49 lines	\$50.00	-	-
b. Fast Select	-	-	\$0.150
c. Priority	-	-	\$0.35

<sup>1</sup> Grandfathered - Existing customers may continue the ISDN Service for the duration of their current contract at the same location.



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RESERVED FOR FUTURE USE

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MESSAGE TOLL TELEPHONE SERVICE

.1 General

- .1.1 Message Toll Telephone Service is the furnishing of facilities in accordance with the regulations and system of charges specified in this Section.
- .1.2 The rates and regulations set forth in this Section apply to IntraMSA Message Toll Telephone Service offered to Citizens Communications subscribers in exchanges equipped with equal access capability. Message Telephone Service is furnished between two or more points within a given Market Service Area (MSA) where the respective rate centers of such points are also located within the MSA within the State of Illinois.
- .1.3 This service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:
- .1.4 The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service.
- .1.5 The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, message toll telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.
- .1.6 The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.
- .1.7 The use of profane or obscene language.
- .1.8 The use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers.
- .1.9 Resale and Sharing of IntraMSA Message Toll Telephone Service is permitted under Resale of Service conditions set forth in this Catalog.

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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service

Calls Between Wire Telephones

.2.1 General

- a. Two-Point Message Toll Telephone Service between local exchange carriers' wire telephones within a given MSA within the State of Illinois is furnished as set forth in .1.2 through .3 following.

.2.2 Airline Distance

- a. Rates for service between points in Illinois are based on the airline distance between rate centers.
- b. In general, each point is designated as an exchange rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes by community of interest.
- c. Airline mileages between rate centers are determined as specified in 4.2 following.
- d. Rates applicable for the distance obtained in c. above are provided in 2.3 following.

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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service (Cont'd)

Calls Between Wire Telephones (Cont'd)

.2.3 Classes of Service

- a. Station-to-Station service is that service where the person originating the call dials the telephone number desired or gives to the Company operator the telephone number of the desired telephone, Miscellaneous Common Carrier (MCC) connecting circuit, branch exchange system, or branch exchange station which is reached directly rather than through a branch exchange attendant, or gives only the name and address under which the number of the desired telephone, MCC connecting circuit or branch exchange system is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through an MCC attendant, nor a particular station, department or office to be reached through a branch exchange attendant.

Two classes of Station-to-Station service are offered as follows:

- a.1 Dial Station-to-Station is that Station-to-Station service where the person originating the call from other than a public or semipublic coin telephone dials the telephone number desired and the call is completed without the assistance of a Company operator or placed with an operator where facilities are not available for dial completion or where, for other service reasons, operator assistance in completion of the call is necessary.
- a.2 Operator Assisted Station-to-Station is that Station-to-Station service originating at a public or semipublic coin telephone and paid for by coin deposit in such originating telephone or that Station-to-Station other than Dial Paid Station-to-Station service.
- b. Operator Assisted Person-to-Person service is that person-to-person service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through an MCC attendant, or a particular station, department or office to be reached through a branch exchange attendant.

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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service (Cont'd)

Calls Between Wire Telephones (Cont'd)

.2.3 Classes of Service (Cont'd)

b. Operator Assisted Person-to-Person (Cont'd)

b.1 When, after the telephone, MCC mobile radio system, or branch exchange system called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile unit to be reached through an MCC attendant, or to any other station, department or office to be reached through a branch exchange attendant, the classification of the call remains person-to-person.

b.2 When the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time (appointment call) the call is classified as person-to-person.

2.4 Initial Period, Additional Minutes and Discounts

Message Service rates are quoted in terms of initial periods and additional minutes.

- a. Initial period rates specified in 2.3 following are for connections of one minute or any fraction thereof.
- b. All additional minute rates specified in 2.3 following are for each additional minute or any fraction thereof that the connection continues beyond the initial period.
- c. Discounts for Peak/Off Peak rate periods specified in 2.3 following are expressed as a percent reduction of the charge calculated at the rates specified in 2.3 following. They are applied to that portion of the messages occurring within the rate discount periods shown. The discount is applied to the sum of the initial period and additional minute charges for the call. The discount is computed separately for charges in each rate period and the results are then totaled. When the application of the discount results in a fractional charge, the amount will be rounded down to the lower cent. Discounts are not applicable to Operator-Assisted Call charges shown in 2.1.8 following.

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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service (Cont'd)

Calls Between Wire Telephones (Cont'd)

2.4 Initial Period, Additional Minutes and Discounts (Cont'd)

- d. The time when the connection is established, as provided in b. through e. following, determined in accordance with the time system (standard or daylight saving) observed at the location of the rate center of the calling station, determines the charges for the call. This rule applies whether the call is sent paid or collect. The charge for the initial period is the initial period rate applicable for the rate period in which the connection is established. The charges for each additional minute of usage is the additional minute rate for the rate period in which the beginning of each additional minute occurs.
- e. On station-to-station calls, chargeable time begins when the connection is established between the calling station and the called station, MCC mobile radio system or branch exchange system.
- f. On person-to-person calls, chargeable time begins when the connection is established between the calling person and the particular person or station specified or an agreed alternate.
- g. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telecommunications network or a company operator.
- h. Chargeable time does not include time lost because of faults or defects in the service.
- i. Adjustments, when appropriate, are applied by reducing the overall chargeable time for the message by adjusting the time at which the message was terminated.

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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service (Cont'd)

Calls Between Wire Telephones (Cont'd)

.2.5 Billing or Collection of Charges

- a. Charges for all classes of calls are generally billed to or collected from the calling station. On request, charges on calls may be:
  - a.1 Billed to or collected from the called station (i.e., charges may be reversed) if the charges are accepted at the called station. In the case of a public or semipublic coin telephone, charges on calls may not be billed to or collected from the called station. Charges must be billed to a calling card or third telephone number, or the call may be re-originated from the called station.
  - a.2 Billed to a calling card account.
  - a.3 Billed to a third telephone number (i.e., billed to a telephone number other than the calling or called number).
- b. The charge for a call collected from a coin telephone is figured to the nearest 5¢.
- c. Charges for a message originated at a coin telephone shall be paid by cash deposit in the coin telephone unless arrangements for billing have been made.
- d. Message Toll Telephone Service charges for station-to-station messages will be billed to the called telephone in the case where the called customer subscribes to a reversed charge service provided by a local exchange carrier.
- e. Where the caller requests a Company operator to verify that a called line is in use a charge applies for each request. Where facilities will permit, the operator will determine if there is conversation on a line where a busy signal has been received. In addition, if the called number is found to be clear and the calling party requests the operator to complete the call, appropriate operator assisted call charges apply. Call verification charges do not apply when call verification is for designated emergency numbers, or where the operator does not determine that there is conversation on the called line.
- f. The Company may issue a special bill for Message Toll Telephone Service at any time.

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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service (Cont'd)

Calls Between Wire Telephones (Cont'd)

.2.6 Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day and Thanksgiving Day the holiday rate applicable is the Off-Peak rate, unless a lower rate would normally apply.

2.7 Rate and Charge Applications

a. Rates Applicable for Hearing or Speech-Impaired Persons

a.1 Persons certified in writing by a licensed physician, audiologist, speech pathologist, or appropriate Federal or State agency or its designee as having a hearing or speech impairment which precludes oral communications and who have and use a telecommunications device for visual communications, will receive a Peak/Off-Peak adjustment on Directly Dialed Station-to-Station calls which do not require the intervention of an operator. The adjustment is applied to the Peak/Off-Peak rates shown in 2.3 following and in accordance with the following:

- (1) Messages placed during the Peak rate period will be charged at a 25% reduction from the Peak rate.
- (2) Messages placed during the Off-Peak rate period will be charged at a 40% reduction from the Peak rate.

a.2 The written certification of the speech or hearing impairment must be presented to the Company's Business Office/Phone Mart which serves the residence of the certified person.

The Company's Business Office/Phone Mart, upon request, will provide a certification form for use by the applicant.

a.3 The adjustment is provided for use by the speech or hearing-impaired customer. It is only applicable to Message Toll Telephone Service charges for calls originated from and billed to the telephone exchange service of the residence of the certified hearing or speech impaired person. The adjustment is applicable to only one telephone exchange service for a person or at a residence.



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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service (Cont'd)

Calls Between Wire Telephones (Cont'd)

.2.8 Limitations

- a. The Company reserves the right to limit the duration of connections when necessary because of a shortage of facilities caused by emergency conditions.
- b. Service is furnished subject to the condition it will not be used for unlawful purposes.

.2.9 Liability

- a. The Company's failure to provide Message Toll Telephone Service under this Catalog shall be excused by labor difficulties, governmental order, civil commotions, acts of God and other circumstances beyond the Company's control.
- b. The Company's liability, if any, for its willful misconduct is not limited by this Catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with any aspect of the provision of service (including the failure to reach a called station), the Company's liability, if any, shall not exceed an amount equal to the initial minute charge applicable for such call to the called station. This liability shall be in addition to any billing adjustment. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission of service which are caused or contributed to by the negligence or willful act of the customer or authorized 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.
- c. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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MESSAGE TOLL TELEPHONE SERVICE

.2 Two-Point Service (Cont'd)

.2.10 Rate Components

.2.10.1 Initial Period Charge

.2.10.2 Additional Minute Charge

.2.10.3 Discount (if applicable)

.3 Classes of Service and Rates

.3.1 Dial Station-to-Station - ALL MARKET SERVICE AREAS

a. Initial Period and Additional Minute Rates

<u>Distance</u> <u>Band</u>	<u>Initial Minute Rates</u>	
	<u>Peak</u>	<u>Off-Peak</u>
1 - 10	\$ .0400	\$ .0250
11 - 16	.0500	.0300
17 - 40	.1030	.0590
41 - and over	.1030	.0590

<u>Distance</u> <u>Band</u>	<u>Additional Minute Rates</u>	
	<u>Peak</u>	<u>Off-Peak</u>
1 - 10	\$ .0400	\$ .0250
11 - 16	.0500	.0300
17 - 40	.1030	.0590
41 - and over	.1030	.0590

b. Rate Periods

1. Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday through Friday Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in this catalog.

# For application of initial periods and additional minutes, refer to 2.1.4 preceding.

MESSAGE TOLL TELEPHONE SERVICE

.4      Calls Involving Mobile Telephone Exchange Service

.4.1      General

- a.      Message Toll Telephone Service involving mobile telephones is furnished through land radiotelephone base stations following, between a mobile unit and a wire telephone located outside the mobile service area associated with such base station or between two mobile units served through base stations having different rate centers.
- b.      Airline mileages between rate centers are determined as specified following. The rate centers for the base stations and the V and H coordinates are the same as shown for the corresponding exchange rate centers following.
- c.      For service between a wire telephone and a mobile unit served through a base station following, mileage is measured between the rate center of the wire telephone and the rate center of the base station serving the mobile unit.
- d.      For service between two mobile units, each served by a different base station following, mileage is measured between the rate centers of the base stations.
- e.      Billable time of mobile messages is based on recorded airtime. Recorded airtime for mobile messages begins when the mobile unit goes off-hook and receives dial tone. Recorded airtime ends when the mobile unit goes on-hook, releasing the channel.

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MESSAGE TOLL TELEPHONE SERVICE

.4 Calls Involving Mobile Telephone Exchange Service (Cont'd)

4.2 Rates and Charges

- a. Rates applicable for the distances as provided for two-point service between wire telephones preceding except that the operator rate applies to all station-to-station calls completed through an operator.

.4.3 Land Radiotelephone Base Stations

Aurora	Chicago	Golden	Mazon	Rock Island
Bloomington *	Colchester	Harrisburg *	Mendon	Rossville
Brownstown *	Danville	Jacksonville *	Mt. Vernon	Savanna *
Cairo	Decatur	Joliet	Olney *	Springfield
Canton	De Kalb *	Kankakee	Pana	Sterling
Carbondale *	Dixon	Kewanee *	Pekin	Streator
Carthage *	Effingham	Lincoln *	Peoria	Urbana *
Casey	Elgin	Litchfield	Pontiac *	Utica
Centralia	Freeport *	Louisville	Princeton *	Waterloo
Champaign-	Galesburg	Mattoon	Quincy	Watseka
			Rockford	Waukegan

\* Indicates Land Radiotelephone Base Stations of Citizens Communications

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MESSAGE TOLL TELEPHONE SERVICE

.5 Mileage Measurements

- .5.1 For the purpose of determining airline mileages a Vertical (V) and Horizontal (H) coordinate system is used. The V-H system consists of a series of coordinates which represent a theoretical grid of vertical and horizontal lines covering the State of Illinois. The spacing between these lines is about 1,670 feet and an intersection of any two grid lines represents the center of an area approximately one tenth of a square mile designated by two coordinates.

A vertical (V) and a horizontal (H) coordinate is computed for each rate center in Illinois from its latitude and longitude location by use of appropriate map-projection equations. These coordinates (shown in .3 following) permit calculation of the distance between any two rate centers as explained in .2 following.

.5.2 Determination of Airline Mileages

To determine the rate distance between any two rate centers proceed as follows:

- a. Obtain the "V" and "H" coordinates for each rate center.
- b. Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

NOTE: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

- c. Divide each of the differences obtained in b. by three, rounding each quotient to the nearest integer.
- d. Square these two integers and add the two squares.

If the sum of the squares is greater than 1777, divide the integers obtained in c. by three and repeat step d. Repeat this process until the sum of the squares obtained in d. is less than 1778.

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MESSAGE TOLL TELEPHONE SERVICE

.5 Mileage Measurements (Cont'd)

.5.2 Determination of Airline Mileages (Cont'd)

- g. Multiply final sum of squared integers by factor 8.1  
(corresponding to "N" = 2)
- $$\begin{array}{r} 241 \\ \times 8.1 \\ \hline 1952.1 \end{array}$$

- h. Square root of 1952.1 = 44 and a fraction, which is rounded up to 45 miles (fractional miles being considered full miles). The 45 miles is larger than the minimum of 41 rate miles applicable when "N" = 2 so the message rate mileage is 45 miles.

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Abingdon	17	6399	3722	Ashland	9	6549	3576
Adair	17	6480	3699	Ashley	15	6789	3300
Addieville	15	6799	3351	Ashmore	8	6466	3244
Albany	36196	3791		Ashton	4	6108	3653
Albers	15	6779	3385	Assumption	8	6547	3395
Albion	11	6690	3132	Astoria	17	6508	3661
Aledo	36348	3812		Athens	9	6513	3541
Alexander	10	6583	3564	Atkinson	3	6252	3725
Alexis	36361	3770		Atlanta	5	6419	3497
Algonquin	15981	3549		Atwood	8	6448	3335
Alhambra	15	6721	3437	Auburn	9	6586	3508
Allendale	11	6634	3095	Augusta	10	6550	3749
Alpha	36323	3756		Aurora	1	6062	3511
Altamont	15	6614	3306	Ava	12	6896	3304
Alton	15	6755	3506	Aviston	15	6765	3391
Altona	17	6323	3717	Avon	17	6429	3714
Alvin	76285	3261		Baldwin	12	6866	3386
Amboy	46145	3655		Bardolph	17	6472	3718
Andover	36297	3753		Barrington	1	5972	3525
Anna	12	6960	3224	Barry	10	6663	3713
Annapolis	11	6523	3173	Bartelso	15	6769	3362
Annawan	36250	3707		Bartlett	1	6007	3517
Antioch	15907	3553		Basco	17	6550	3796
Apple River	26050	3842		Batavia	1	6042	3520
Arcola	86458	3301		Batchtown	15	6763	3592
Arenzville	10	6578	3629	Bath	6	6499	3625
Argenta	96440	3408		Baylis	10	6646	3696
Arlington Heights	15973	3497		Beardstown	10	6555	3652
Armstrong	76306	3301		Beason	5	6438	3480
Arrowsmith	56337	3427		Beaverville	1	6165	3335
Arthur	86465	3329		Beckemeyer	15	6753	3365
Ashkum	16203	3370		Beecher	1	6090	3370
				Beecher City	15	6591	3323



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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Belle Prairie	11	6759	3192	Braidwood	1	6149	3447
Belle Rive	11	6772	3222	Breese	15	6759	3379
Belleville	15	6812	3438	Bridgeport	11	6602	3121
Bellflower	5	6350	3400	Brighton	15	6723	3514
Bellmont	11	6677	3111	Brimfield	6	6356	3649
(Wabash Co.)				Broadlands	7	6391	3278
Bellwood	1	6003	3459	Brocton	14	6424	3250
Belvidere	2	6005	3637	Brookfield	1	6014	3450
Bement	7	6432	3365	Brookport	12	6976	3096
Benld	8	6686	3468	Broughton	11	6807	3150
Bensenville	1	5995	3477	Browns	11	6684	3120
Benson	6	6296	3538	Brownstown	15	6641	3329
Benton	12	6829	3226	Brussels	15	6774	3574
Berwyn	1	6004	3445	Buckley	7	6263	3354
Bethalto	15	6742	3486	Buda	6	6247	3667
Bethany	9	6500	3362	Buffalo	9	6511	3482
Bible Grove	11	6626	3240	Bunker Hill	15	6708	3485
Biggsville	17	6424	3796	Bureau	6	6230	3617
Big Rock	1	6077	3545	Burnt Prairie	11	6731	3151
Birds	11	6571	3120	Burton	10	6637	3764
Bishop Hill	17	6302	3719	Bushnell	17	6456	3715
Bismarck	7	6294	3257	Byron	2	6060	3685
Blair	12	6885	3357	Cabery	5	6199	3418
Blairsville	11	6762	3172	Cairo	12	7041	3169
(Hamilton Co.)				Calhoun	11	6636	3159
Blandinsville	17	6482	3768	Calumet City	1	6029	3384
Bloomington	5	6358	3483	Cambridge	3	6287	3740
Blue Island	1	6033	3409	Cameron	17	6392	3748
Blue Mound	9	6518	3425	Camp Grove	6	6291	3636
Bluffs	10	6614	3642	Camp Point	10	6596	3750
Bluford	15	6754	3232	Campus	5	6202	3436
Bondville	7	6382	3353	Canton	6	6420	3644
Bowen	17	6559	3767	Cantrall	9	6515	3531
Bradford	6	6273	3650	Capron	2	5970	3637

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Carbondale	12	6906	3246	Chestnut	9	6454	3469
Carlinville	8	6657	3498	Chicago	1	5986	3426
Carlock	5	6350	3513	Chicago Heights	1	6058	3387
Carlyle	15	6747	3355	Chillicothe	6	6311	3599
Carmi	11	6753	3121	Chrisman	14	6386	3219
Carrier Mills	12	6867	3151	Christopher	12	6846	3245
Carrollton	10	6692	3579	Cicero	1	6002	3439
Carterville	12	6888	3228	Cisco	9	6428	3397
Carthage	17	6529	3795	Cisne	11	6693	3203
Cary	1	5969	3547	Cissna Park	1	6258	3330
Casey	8	6508	3216	Claremont	11	6617	3154
Castleton	6	6288	3651	Clarksville	14	6464	3201
Catlin	7	6339	3251	Clay City	11	6654	3209
Cave In Rock	12	6873	3058	Clayton	10	6590	3732
Cedar Point	1	6218	3580	Clifton	1	6190	3372
Cedarville	2	6040	3762	Clinton	5	6417	3445
Centralia	15	6744	3311	Coal City	1	6150	3459
Cerro Gordo	9	6453	3386	Coatsburg	10	6604	3762
Chadwick	4	6128	3765	Cobden	12	6946	3232
Chambersburg	10	6611	3667	Coffeen	8	6657	3406
Champaign-Urbana	7	6371	3336	Colchester	17	6502	3745
Chandlerville	9	6527	3613	Coleta	4	6143	3741
Chapin	10	6604	3622	Colfax	5	6314	3437
Charleston	8	6485	3262	Collinsville	15	6781	3455
Chatham	9	6567	3509	Collison	7	6316	3282
Chatsworth	5	6253	3408	Columbia	15	6844	3467
Chauncey	11	6587	3150	Columbus	10	6612	3757
Chebanse	1	6175	3376	Colusa	17	6502	3815
Cheneyville	7	6253	3274	Compton	6	6131	3617
Chenoa	5	6288	3469	Concord	10	6589	3624
Cherry Valley	2	6017	3651	Congerville	6	6348	3527
Chester	12	6917	3358	Cooksville	5	6326	3449
Chesterfield	15	6676	3523	Cordova	3	6224	3795

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage Service Area</u>	<u>MSA No.</u>	<u>V</u>	<u>H</u>	<u>Mileage Service Area</u>	<u>MSA No.</u>	<u>V</u>	<u>H</u>
Cornell	5	6240	3495	Dix	15	6747	3273
Coulterville	12	6847	3349	Dixon	4	6133	3691
Cowden	8	6586	3341	Dongola	12	6973	3201
Creal Springs	12	6897	3176	Donnellson	8	6675	3411
Crescent City	1	6216	3345	Donovan	1	6176	3321
Creston	4	6077	3623	Dorchester	15	6695	3479
Crete	1	6071	3381	Dover	6	6204	3636
Crisp	11	6721	3320	Dow	15	6741	3538
Cropsey	5	6294	3420	Downers Grove	1	6031	3469
Crossville	11	6732	3113	Downs	5	6351	3456
Crystal Lake	1	5969	3561	DuBois	15	6810	3294
Cuba	6	6444	3662	Dundas	11	6605	3182
Cullom	5	6227	3416	Dundee	1	5993	3540
Cypress	12	6960	3179	Dunlap	6	6335	3621
Dahlgren	11	6774	3209	Dupo	15	6830	3475
Dakota	2	6030	3748	Du Quoin	12	6852	3276
Dale	11	6798	3161	Durand	2	6006	3725
Dallas City	17	6488	3821	Dwight	1	6196	3460
Dalton City	9	6492	3378	Earlville	1	6139	3584
Danforth	1	6215	3368	East Dubuque	3	6089	3920
Danvers	5	6364	3514	East Lynn	7	6270	3306
Danville	7	6322	3245	East Moline	3	6265	3797
Davis	2	6015	3736	Easton	6	6470	3587
Decatur	9	6478	3413	East St. Louis	15	6805	3477
Deer Creek	6	6355	3547	Eddyville	12	6900	3126
Deerfield	1	5947	3486	Edelstein	6	6317	3623
De Kalb	4	6061	3591	Edgemont	15	6804	3460
De Land	9	6401	3396	Edgewood	15	6634	3279
Delavan	6	6421	3553	Edgington	3	6313	3832
Depue	1	6219	3613	Edinburg	8	6546	3460
De Soto	12	6890	3256	Edwardsville	15	6753	3464
Des Plaines	1	5976	3479	Effingham	8	6586	3281
Dieterich	8	6585	3249	Elburn	1	6047	3548
Divernon	9	6585	3491	Eldorado	12	6827	3136

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Eldred	10	6706	3601	Fairfield	11	6714	3179
Elgin	1	6005	3535	Fairmount	7	6353	3268
Eliza	3	6345	3853	Fairview	6	6415	3671
Elizabeth	2	6094	3842	(Fulton Co.)			
Elizabethtown	12	6888	3078	Farina	15	6658	3286
Elk Grove	1	5985	3491	Farmer City	5	6377	3408
Elkhart	5	6484	3510	Farmersville	8	6608	3478
Elkville	12	6872	3267	Farmington	6	6391	3654
Elliott	7	6306	3375	Fayetteville	15	6824	3397
Elliottstown	8	6605	3252	Ferris	17	6521	3806
Ellis Grove	12	6905	3379	Fiatt	6	6431	3666
Ellisville	6	6427	3691	Fieldon	15	6737	3576
Ellsworth	5	6344	3439	Fillmore	8	6643	3390
Elmhurst	1	6006	3472	Findlay	8	6525	3352
Elmira	6	6286	3676	Fisher	7	6342	3371
Elmwood	6	6374	3655	Fishhook	10	6630	3700
El Paso	5	6311	3512	Fithian	7	6343	3281
Elvaston	17	6541	3810	Flanagan	5	6272	3501
Elwin	9	6492	3411	Flat Rock	11	6559	3127
Elwood	1	6114	3446	Flatville	7	6333	3321
Emden	5	6431	3537	Flora	11	6668	3226
Emington	5	6216	3439	Foosland	7	6339	3387
Enfield	11	6765	3147	Forest	1	6000	3451
Equality	12	6836	3111	(Cook Co.)			
Erie	3	6210	3757	Forest City	6	6442	3595
Eureka	6	6332	3547	Forrest	5	6263	3425
Evanston	1	5959	3450	(Livingston Co.)			
Evansville	12	6891	3391	Forreston	2	6084	3730
Ewing	12	6807	3225	Fountain Green	17	6505	3776
Fairbury	5	6271	3439	Fowler	10	6617	3776
Fairfield	11	6714	3179	Fox Lake	1	5929	3557
Fairmount	7	6353	3268	Frankfort	1	6076	3417
Fairview	6	6415	3671	Franklin	10	6604	3555
(Fulton Co.)							

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Franklin Grove	4	6118	3662	Glenn	12	6920	3307
Franklin Park	1	5994	3465	Glenview	1	5963	3470
Freeburg	15	6825	3419	Golconda	12	6918	3098
Freeport	2	6055	3753	Golden	10	6580	3748
Fulton	4	6175	3790	Goodfield	6	6350	3540
Galena	3	6089	3882	Good Hope	17	6468	3740
Galesburg	17	6369	3732	Goreville	12	6920	3190
Galva	6	6303	3704	Grafton	15	6758	3552
Garden Prairie	2	5997	3620	Grand Detour	4	6116	3685
Gardner	1	6171	3452	Grand Ridge	5	6201	3533
Gays	8	6517	3306	Grand Tower	12	6946	3279
Geff	11	6705	3192	Grandview	14	6451	3219
Geneseo	3	6255	3749	Granite City	15	6789	3483
Geneva	1	6036	3524	Grantfork	15	6727	3422
Genoa	4	6024	3600	Grant Park	1	6109	3362
Georgetown	7	6350	3232	Granville	1	6226	3595
Germantown	15	6771	3376	Graymont	5	6266	3490
Germantown Hills	6	6340	3583	Grays Lake	1	5928	3530
German Valley	2	6059	3724	Grayville	11	6707	3112
Gibson City	7	6314	3389	Greenfield	10	6670	3554
Gifford	7	6318	3321	Green River	3	6263	3775
Gila	8	6566	3236	Greenup	8	6530	3236
Gillespie	8	6681	3473	Green Valley	6	6421	3572
Gilman	1	6227	3364	Greenville	9	6491	3555
Gilson	17	6374	3698	Greenville	15	6697	3388
Girard	9	6617	3498	Gridley	5	6299	3492
Glasford	6	6401	3613	Griggsville	10	6636	3666
Glen Carbon	15	6767	3461	Groveland	6	6377	3574
Glencoe	1	5947	3470	Gulfport	17	6448	3825
Glen Ellyn	1	6020	3487	Half Day	1	5950	3504
				Hamburg	15	6730	3620

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Hamel	15	6730	3454	Hillsboro	8	6651	3427
Hamilton	17	6548	3824	Hillsdale	3	6226	3767
Hammond	9	6459	3354	Hillview	10	6673	3614
Hampshire	1	6012	3576	Hinckley	4	6084	3559
Hampton	3	6253	3793	Hinsdale	1	6023	3461
Hanna City	6	6377	3622	Hoffman	15	6753	3332
Hanover	2	6110	3845	Homer	7	6364	3286
Hardin	15	6737	3599	Homewood	1	6050	3397
Harding	1	6149	3564	Hoopeston	7	6259	3287
Hardinville	11	6570	3154	Hooppole	4	6225	3720
Harmon	4	6161	3687	Hopedale	6	6401	3539
Harmony	15	6741	3247	Hoyleton	15	6772	3323
(Jefferson Co.)				Hudson	5	6333	3495
Harrisburg	12	6851	3142	Hull	10	6673	3739
Harristown	9	6485	3434	Humboldt	8	6475	3295
Hartsburg	5	6436	3526	Huntley	1	5991	3569
Harvard	1	5956	3620	Hurst	12	6880	3245
Harvey	1	6038	3400	Hutsonville	11	6518	3147
Havana	6	6473	3623	Illinois City	3	6321	3853
Hebron	1	5934	3600	Illiopoli	9	6498	3457
Hecker	15	6854	3422	Ina	15	6800	3239
Hennepin	6	6236	3610	Indianola	7	6368	3242
Henning	7	6292	3274	Industry	17	6507	3708
Henry	6	6263	3599	Ipava	6	6481	3668
Herrick	15	6600	3356	Irving	8	6636	3418
Herrin	12	6877	3224	Irvington	15	6764	3307
Herscher	1	6181	3408	Itasca	1	5998	3490
Hersman	10	6591	3693	Iuka	15	6701	3267
Hettick	15	6654	3529	Ivesdale	7	6421	3350
Heyworth	5	6388	3464	Jacksonville	10	6595	3593
Hicks	12	6875	3098	Jerseyville	15	6721	3550
Highland	15	6745	3415	Johnston City	12	6865	3209
Highland Park	1	5940	3480	Joliet	1	6088	3454

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Joppa	12	6978	3137	La Moille	6	6177	3629
Joy	3	6358	3831	Lanark	4	6107	3765
Kampsville	15	6708	3610	Lansing	1	6040	3381
Kaneville	1	6062	3549	La Place	9	6468	3373
Kankakee	1	6149	3381	La Rose	6	6280	3569
Kansas	8	6455	3234	La Salle	1	6202	3582
Karnak	12	6971	3165	Latham	9	6469	3457
Kaskaskia	15	6923	3372	Lawrenceville	11	6593	3111
Keithsburg	3	6381	3830	Leaf River	4	6072	3705
Kell	15	6735	3273	Leamington	12	6851	3096
Kempton	5	6213	3416	Lebanon	15	6781	3422
Kenney	5	6348	3459	Leland	1	6125	3568
Kewanee	6	6281	3694	Lemont	1	6054	3455
Keyesport	15	6715	3354	Lena	2	6053	3790
Kilbourne	6	6497	3602	Leonore	5	6221	3552
Kincaid	8	6562	3458	Le Roy	5	6366	3435
Kinmundy	15	6676	3292	Lewistown	6	6460	3647
Kinsman	1	6190	3492	Lexington	5	6311	3467
Kirkland	4	6037	3621	Liberty	10	6631	3741
Kirksville	8	6509	3344	Libertyville	1	5933	3512
Kirkwood	17	6413	3781	Lima	10	6593	3809
Knoxville	17	6371	3715	Lincoln	5	6450	3505
Lacon	6	6285	3597	Lisbon	1	6127	3508
Ladd	6	6202	3605	Litchfield	8	6659	3453
La Fayette	17	6310	3689	Literberry	10	6570	3601
La Grange	1	6017	3453	Littleton	17	6527	3700
La Harpe	17	6484	3786	Little York	3	6385	3794
Lake Forest	1	5930	3493	Livingston	15	6708	3450
Lake Villa	1	5917	3544	Loami	9	6578	3530
Lake Zurich	1	5961	3524	Lockport	1	6074	3456

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Loda	7	6281	3351	Marissa	12	6849	3379
Lomax	17	6473	3811	Maroa	9	6440	3433
Lombard	1	6015	3481	Marseilles	1	6173	3525
London Mills	17	6408	3694	Marshall	14	6467	3181
Long Point	5	6249	3520	Martinsville	8	6493	3203
Loraine	10	6585	3783	Martinton	1	6178	3341
Lostant	5	6236	3558	Mascoutah	15	6803	3408
Louisville	11	6649	3240	Mason City	9	6465	3559
Lovington	9	6478	3353	Massbach	2	6102	3821
Low Point	6	6307	3569	Matherville	3	6326	3796
Ludlow	7	6311	3346	Mattoon	8	6502	3291
Lyndon	4	6189	3741	Maunie	11	6755	3097
Macedonia	11	6803	3198	Maywood	1	6001	3455
Mackinaw	6	6375	3541	Mazon	1	6169	3474
Macomb	17	6487	3729	McClure	15	7002	3238
Macon	9	6507	3407	McConnell	2	6036	3783
Magnolia	5	6251	3575	McHenry	1	5946	3564
Mahomet	7	6369	3368	McLean	5	6403	3494
Malta	4	6069	3608	McLeansboro	11	6782	3177
Manchester	10	6640	3590	McNabb	1	6240	3583
Manhattan	1	6101	3429	Medora	15	6697	3527
Manito	6	6428	3593	Melvin	7	6285	3382
Manlius	6	6220	3678	Mendon	10	6603	3786
Mansfield	7	6373	3384	Mendota	6	6162	3607
Manteno	1	6122	3390	Meredosia	10	6601	3652
Maple Park	4	6054	3567	Metamora	6	6326	3567
Maquon	17	6383	3686	Metcalf	14	6398	3239
Marengo	1	5988	3603	Metropolis	12	6978	3114
Marietta	6	6457	3693	Meyer	10	6606	3825
Marine	15	6743	3435	Middletown-	5	6468	3536
Marion	12	6882	3202	New Holland			



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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Milford	1	6230	3307	Mount Olive	8	6685	3454
Milledgeville	4	6129	3743	Mount Pulaski	9	6471	3480
Millstadt	15	6833	3452	Mount Sterling	10	6585	3699
Milton	10	6659	3641	Mount Vernon	15	6769	3255
Mindale	10	6560	3725	Mount Zion	9	6486	3395
Mineral	6	6248	3695	Moweaqua	9	6524	3402
Minier- Armington	5	6391	3525	Mulberry Grove	15	6679	3370
Minonk	6	6280	3531	Mundelein	1	5940	3518
Minooka	1	6115	3473	Murphysboro	12	6908	3268
Modesto	9	6626	3531	Murrayville	10	6626	3583
Mokena	1	6072	3426	Naperville	1	6046	3489
Moline	3	6272	3807	Nashville	15	6799	3331
Momence	1	6124	3357	Nauvoo	17	6520	3845
Monee	1	6084	3395	Nelson	4	6149	3701
Monmouth	17	6397	3769	Neoga	8	6540	3287
Monroe Center	4	6047	3645	Neponset	6	6259	3681
Monticello	7	6413	3375	Newark	1	6123	3527
Montrose	8	6564	3260	New Athens	15	6841	3405
Morris	1	6146	3488	New Baden	15	6788	3398
Morrison	4	6174	3756	New Berlin	9	6573	3545
Morrisonville	8	6597	3448	New Boston	3	6372	3846
Morton	6	6368	3565	New Canton	10	6678	3716
Mossville	6	6336	3601	New Douglas	8	6699	3436
Mound City	12	7025	3174	New Haven	11	6786	3095
Mounds	12	7023	3183	New Lenox	1	6081	3436
Mount Auburn	9	6517	3451	Newman	7	6411	3266
Mount Carmel	11	6660	3092	New Milford	2	6035	3663
Mount Carroll	4	6119	3785	New Minden	15	6781	3338
Mount Erie	11	6677	3174	Newton	11	6580	3210
Mount Morris	4	6088	3702	New Windsor	3	6326	3767
				Niantic	9	6492	3446

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Niota	17	6501	3836	Orchardville	11	6710	3226
Noble	11	6641	3190	Oreana	9	6453	3409
Nokomis	8	6608	3409	Oregon	4	6088	3684
Norris City	11	6787	3134	Orion	3	6292	3772
Northbrook	1	5954	3479	Orland	1	6051	3432
North Henderson	3	6350	3761	Osco	3	6285	3757
North Pekin	6	6378	3589	Oswego	1	6079	3509
Oakdale	15	6824	3340	Ottawa	1	6180	3547
Oakford	9	6504	3590	Owaneco	8	6566	3413
Oak Forest	1	6045	3412	Palatine	1	5973	3509
South				Palestine	11	6535	3129
Oakland	8	6442	3258	Palmyra	9	6635	3530
Oak Lawn	1	6026	3426	Palos Park	1	6042	3432
Oak Park	1	5998	3450	Pana	8	6574	3387
Oakwood	7	6335	3267	Paris	14	6425	3203
Oblong	11	6558	3173	Parkersburg	11	6649	3153
Oconee	8	6597	3381	Park Ridge	1	5978	3467
Odell	5	6221	3466	Patoka	15	6698	3327
Odin	15	6721	3308	Patterson	10	6663	3609
O'Fallon	15	6792	3435	Paulton	12	6867	3188
Ogden	7	6350	3294	Pawnee	9	6573	3483
Oglesby	1	6206	3574	Paw Paw	1	6124	3601
Ohio	6	6185	3658	Paxton	7	6294	3349
Okawville	15	6795	3366	Payson	10	6653	3755
Olive Branch	12	7024	3212	Pearl	10	6678	3628
Olney	11	6623	3172	Pearl City	2	6075	3780
Omaha	11	6803	3121	Pecatonica	2	6033	3717
Onarga	1	6238	3361	Pekin	6	6391	3587
Oneida	17	6335	3723	Penfield	7	6313	3311
Oquawka	3	6414	3816	Peoria	6	6362	3592
Orangeville	2	6024	3774	Peotone	1	6104	3392

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Percy	12	6881	3335	Princeton	6	6222	3640
Perry	10	6624	3676	Princeville	6	6328	3640
Pesotum	7	6412	3319	Prophetstown	4	6199	3738
Petersburg	9	6513	3564	Putnam	6	6253	3612
Philo	7	6385	3312	Quincy	10	6642	3790
Pinckneyville	12	6851	3305	Raleigh-Galatia	12	6833	3149
Piper City	5	6244	3392	Ramsey	15	6626	3367
Pistakee	1	5929	3562	Rankin	7	6277	3320
Highlands				Ransom	5	6203	3500
Pittsburg	15	6686	3356	Rantoul	7	6327	3342
(Fayette Co.)				Raritan	17	6451	3776
Pittsfield	10	6662	3670	Raymond	8	6626	3454
Plainfield	1	6081	3480	Red Bud	15	6873	3413
Plano	1	6096	3534	Reddick	5	6183	3435
Plato Center	1	6018	3555	Redmon	14	6431	3231
Plattville	1	6110	3498	Renault	15	6896	3429
Pleasant Hill	10	6699	3663	Renshaw	12	6930	3129
Pleasant Plains	9	6545	3560	Reynolds	3	6317	3813
Plymouth	17	6538	3751	Rice	15	6827	3316
Pocahontas	15	6718	3403	Richmond	1	5923	3583
Polo	4	6112	3717	Ridge Farm	7	6367	3226
Pontiac	5	6254	3468	Ridgway	12	6817	3105
Poplar Grove	2	5982	3645	Rio	3	6341	3751
Port Byron	3	6239	3789	Riverdale	1	6030	3399
Potomac	7	6301	3289	River Grove	1	5993	3459
Prairie City	17	6439	3715				
Prairie-du- Rocher	15	6906	3417				
Prairietown	15	6721	3473				
Preemption	3	6314	3798				

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Riverside	1	6010	3447	Sailor Springs	11	6639	3217
Riverton	9	6521	3502	St. Anne	1	6157	3351
Roanoke	6	6312	3545	St. Charles	1	6032	3527
Roberts	7	6271	3377	St. Elmo	15	6627	3317
Robinson	11	6544	3147	St. Francis-	11	6616	3093
Rochelle	4	6086	3638	ville			
Rochester	9	6540	3491	St. Jacob	15	6757	3426
Rockbridge	15	6683	3546	St. Joseph	7	6355	3305
Rock Cut	2	5996	3662	St. Libory	15	6821	3384
Rockford	2	6022	3675	St. Peter	15	6658	3302
Rock Island	3	6276	3816	Salem	15	6711	3292
Rockport	10	6691	3693	Sandoval	15	6727	3318
Rockton	2	5984	3690	Sandwich	1	6105	3545
Roodhouse	10	6655	3592	San Jose	6	6439	3556
Roscoe	2	5986	3677	Saunemin	5	6234	3438
Rose Hill	11	6558	3220	Savanna	4	6132	3809
Roselle	1	6001	3501	Saybrook	5	6333	3409
Roseville	17	6433	3755	Scales Mound	2	6065	3862
Rosiclare	12	6896	3082	Scottville	9	6635	3551
Rossville	7	6276	3277	Seaton	3	6371	3810
Round Lake	1	5929	3537	Secor	6	6319	3530
Royal	7	6334	3303	Sefton	15	6627	3336
Royalton	12	6869	3244	Seneca	1	6169	3509
Rushville	10	6544	3681	Sesser	12	6823	3255
Rutland	5	6264	3540	Seward	2	6046	3709
Sadorus	7	6408	3334	Seymour	7	6386	3362

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Shabbona	4	6101	3593	Spring Grove	1	5925	3569
Shannon	4	6090	3756	Spring Valley	6	6211	3598
Shattuc	15	6734	3328	Stanford	5	6384	3512
Shawneetown	12	6826	3077	Staunton	15	6701	3457
Sheffield	6	6245	3679	Steeleville	12	6886	3341
Shelbyville	8	6550	3347	Stelle	1	6204	3406
Sheldon	1	6193	3302	Sterling	4	6157	3715
Sheridan	1	6133	3541	Steward	4	6097	3623
Sherman	9	6517	3515	Stewardson	8	6564	3308
Sherrard	3	6307	3787	Stillman	2	6058	3671
Shipman	15	6701	3507	Valley			
Shirland	2	5996	3707	Stockland	1	6228	3289
Shobonier	15	6676	3337	Stockton	2	6072	3814
Shumway	8	6581	3303	Stonefort	12	6887	3156
Sibley	7	6291	3403	Stonington	8	6536	3428
Sidell	7	6378	3253	Strasburg	8	6547	3315
Sidney	7	6375	3301	Strawn	5	6280	3413
Sigel	8	6561	3284	Streator	5	6222	3522
Simpson	12	6921	3150	Stronghurst	17	6446	3792
Skokie	1	5968	3458	Sublette	4	6151	3632
Smithfield	6	6456	3675	Sugar Grove	1	6071	3531
Smithshire	17	6430	3778	Sullivan	9	6498	3338
Somonauk	1	6112	3552	Summerfield	15	6779	3412
Sorento	8	6688	3424	Summit	1	6020	3440
South Beloit	13	6972	3690	Summum	6	6495	3653
South Bergen	18	5961	3663	Sumner	11	6609	3137
South Pekin	6	6405	3582	Sunnyland	6	6353	3575
South Sharon	18	5952	3644	Sutter	17	6570	3813
Sparland	6	6286	3603	Swan Creek	17	6445	3748
Sparta	12	6867	3359	Sycamore	4	6045	3589
Spring Bay	6	6331	3595	Table Grove	6	6486	3684
Springfield	9	6539	3513	Talbott	6	6412	3603

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Tallula	9	6532	3570	Ullin	12	6991	3197
Tamaroa	15	6828	3287	Union	1	5987	3592
Tamms	12	7005	3205	Ursa	10	6611	3798
Tampico	4	6195	3712	Utica	1	6193	3570
Taylorville	8	6561	3435	Valmeyer	15	6881	3469
Teutopolis	8	6578	3272	Vandalia	15	6659	3348
Thawville	7	6253	3373	Varna	6	6268	3573
Thebes	12	7023	3233	Venedy	15	6810	3377
Thomas	4	6221	3706	Vermilion	14	6422	3183
(Bureau Co.)				Vermont	17	6500	3678
Thomasboro	7	6342	3340	Verona	1	6180	3484
Thompsonville	12	6834	3192	Versailles	10	6597	3673
Thomson	4	6153	3790	Victoria	17	6333	3699
Thornton	1	6044	3391	Vienna	12	6941	3166
Tilden	12	6848	3365	Villa Grove	7	6416	3297
Tinley Park	1	6056	3416	Villa Ridge	12	7014	3186
Tiskilwa	6	6240	3638	Viola	3	6336	3788
Toledo	8	6534	3251	Virden	9	6606	3502
Tolono	7	6397	3324	Virginia	9	6552	3612
Toluca	5	6268	3555	Walnut	6	6195	3676
Tonica	1	6222	3567	Waltonville	15	6799	3266
Topeka	6	6458	3607	Warren	2	6043	3826
Toulon	6	6304	3672	Warrensburg	9	6469	3438
Towanda	5	6335	3477	Warrenville	1	6039	3497
Tower Hill	8	6566	3370	Warsaw	17	6561	3834
Tremont	6	6387	3561	Washburn	6	6295	3570
Trenton	15	6773	3402	Washington	6	6346	3565
Trivoli	6	6384	3637	Wataga	17	6348	3725
Troy	15	6763	3445	Waterloo	15	6861	3448
Tuscola	7	6435	3308	Waterman	4	6094	3579
				Watseka	1	6206	3327

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.5 Mileage Measurements (Cont'd)

.5.3 V and H Coordinates and Market Service Area (MSA) of Exchange Rate Centers (Cont'd)

<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>	<u>Mileage</u> <u>Service Area</u>	<u>MSA</u> <u>No.</u>	<u>V</u>	<u>H</u>
Watson	8	6607	3275	Wilmington	1	6135	3441
Wauconda	1	5953	3536	Winchester	10	6631	3619
Waukegan	1	5909	3503	Windsor	8	6529	3319
Waverly	9	6602	3538	Winnebago	2	6033	3696
Wayne City	11	6738	3209	Winnetka	1	5951	3462
Waynesville	5	6413	3479	Winslow	2	6029	3797
Weldon	5	6410	3411	Witt	8	6621	3415
Wellington	1	6246	3296	Wonder Lake	1	5942	3578
Wendelin	11	6620	3211	Woodburn	15	6712	3495
Wenona	5	6252	3548	Woodhull	3	6321	3745
West Brooklyn	6	6136	3626	Woodland	1	6217	3321
West Chicago	1	6030	3507	Woodlawn	15	6776	3276
West Dana	16	6375	3199	Wood River	15	6754	3490
Western Springs	1	6020	3456	Woodson	10	6615	3582
Westervelt	8	6541	3364	Woodstock	1	5964	3587
Westfield	8	6477	3232	Worden	15	6721	3458
West Frankfort	12	6849	3217	Wyandot	6	6233	3656
Westport	11	6588	3086	Wyoming	6	6304	3655
West Salem	11	6658	3139	Xenia	11	6685	3246
West Union	14	6497	3158	Yates City	6	6376	3662
Westview	15	6827	3458	Yorkville	1	6094	3519
Westville	7	6338	3239	Zeigler	12	6859	3237
Wheaton	1	6025	3492	Zion	1	5893	3513
Wheeling	1	5958	3492				
White Hall	10	6665	3592				
Williamsfield	17	6349	3676				
Williamsville	9	6502	3513				
Willow Hill	11	6569	3189				
Willow Springs	1	6033	3445				
Wilmette	1	5955	3457				

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BUNDLED SERVICES

CITIZENS SELECT – Grandfathered as of June 28, 2019

(C)

.1 General

- .1.1 Citizens Select plans provide 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.

.1.2 Citizens Select

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

- Basic Call Forward
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Caller ID w/Number <sup>1</sup>
- Caller ID with Name and Number <sup>1</sup>
- Distinctive Ring
- Speed Call 8 <sup>2</sup>
- 3 Way Calling
- \*69 Call Return
- \*66 Busy Number Redial

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.



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**BUNDLED SERVICES**

**CITIZENS SELECT** – Grandfathered as of June 28, 2019 (Cont'd)

(C)

.1 General (Cont'd)

.1.3 Citizens Select Plus

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

- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Caller ID w/Number <sup>1</sup>
- Caller ID with Name and Number <sup>1</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Forward
- Speed Call 8 <sup>2,3</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial

.1.4 All rules, regulations and limitations as specified elsewhere in this Catalog for the respective services/features requested in a Citizens Select plan shall apply.

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**CITIZENS SELECT** – Grandfathered as of June 28, 2019 (Cont'd)

**.2 Rates and Charges**

- .2.1 The Company will waive the Service Order - Nonrecurring Charge as specified in Section 3 for a period of ninety (90) days from November 12, 2001. The waiver applies to the initial request for a Citizens Select plan(s) in association with an existing, additional or move from one location to another for a residential individual line. After the waiver period the applicable service order charge mentioned above will apply to a request for a Citizens Select plan.
- .2.2 Service Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation for a residence individual line service.
- .2.3 Service Charges as specified in Section 3 of this Catalog do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- .2.4 Existing Citizens Select customers cannot take advantage of promotions for any of the individual services/features specified in Section 22 unless specifically allowed by the terms and conditions of the promotion.
- .2.5 When a Citizens Select plan is provided at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.
- .2.6 Citizens Select plans are provided at the following rates.

	<u>Monthly Rate</u>	
Citizens Select		
Per individual residence line – Includes choice of up to 7 services/features as specified in this Section.	\$34.95	(I)
Citizens Select Plus		
Per individual residence line – May select any or all services/features as specified in this Section.	\$38.95	(I)

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**BUNDLED SERVICES**

**FRONTIER CHOICES TIER BUNDLES** – Grandfathered as of June 28, 2019

(C)

.1 General

- .1.1 Frontier Choices Tier Bundles offer residential customers a combination of local services and features. The bundles include either one or two residential network access lines, a combination of calling features plus ten free local directory assistance calls.

.1.2 Frontier Choices – Enhanced Line

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

- One Residential Network Access Line
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Caller ID w/Number <sup>1</sup>
- Caller ID with Name and Number <sup>1</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Forward
- Speed Call 8 <sup>2, 3</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial
- Call Block
- Allowance for 10 free local directory assistance calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER CHOICES TIER BUNDLES** – Grandfathered as of June 28, 2019 (Cont'd)

(C)

.1 General (Cont'd)

.1.3 Frontier Choices – Enhanced Line with Second Line

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

- Two Residential Network Access Lines
- Federal non-primary End User Common Line (“EUCL”) charge
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Caller ID w/Number <sup>1</sup>
- Caller ID with Name and Number <sup>1</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Forward
- Speed Call 8 <sup>2, 3</sup>
- Speed Call 30 <sup>2</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Busy Number Redial
- Call Block
- Allowance for 10 free local directory assistance calls

<sup>1</sup> May select only one Caller ID feature.

<sup>2</sup> May select only one Speed Call feature.

<sup>3</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER CHOICES TIER BUNDLES** – Grandfathered as of June 28, 2019 (Cont'd)

(C)

**.2 Regulations**

- .2.1** A Tier Bundle is available only to customers who are served from a central office in which all services in the Tier Bundle are offered and can be provided by the Company to the customer.
- .2.2** Each Tier Bundle package includes an allowance of ten free Local Directory Assistance calls per month. This allowance applies only to calls to the Local Directory Assistance Service described in Section 7 and does not include directory assistance calls to other carriers. The allowance is per package, not per line for multiple line packages. Unused free calls from one month may not be carried over to subsequent months.
- .2.3** With the exception of the Interstate End User Common Line Charge associated with the additional line within the Enhanced Line with Second Line package and unless otherwise stated in this section, all Interstate End User Common Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the rates for the Tier Bundles.

**.3 Rates and Charges**

- .3.1** Unless otherwise stated in this section, Service Charges as specified in Section 3 apply to the installation of the Tier Bundles.
- .3.2** The customer may subsequently add or delete services or features, as listed for the Tier Bundle, at no additional charge. Service Charges do not apply to such changes.
- .3.3** The otherwise applicable Service Ordering Charge does not apply when the customer switches to another Tier Bundle.
- .3.4** When a customer orders a Frontier Choices Tier Bundle concurrently with the installation or move of Residence Local Exchange Service, the customer will receive a one-time credit of \$10.00.
- .3.5** The Company will waive the service ordering charges and give a \$10 credit for customers ordering Frontier Choices Tier Bundles during an introductory period that ends on September 15, 2003.

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**BUNDLED SERVICES**

**FRONTIER CHOICES TIER BUNDLES** – Grandfathered as of June 28, 2019 (Cont'd)

**.3 Rates and Charges (Cont'd)**

**.3.6** Monthly rates shown below do not include any charges associated with Extended Area Service calls.

**.3.7 One-Year Term Rate Plan**

- a. Customers may subscribe to a Frontier Choices - Enhanced Line under a one-year term contract, with a \$5 discount from the normal monthly charge.
- b. Early termination liability charges shall apply if the customer cancels the Frontier Choices - Enhanced Line before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Frontier Choices - Enhanced Line, a rate differential shall be determined, equal to the difference between the Frontier Choices - Enhanced Line rate under the contract and the Frontier Choices - Enhanced Line rate under month-to-month subscription. 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 Frontier Choices - Enhanced Line under contract before cancellation. The result shall be the early termination liability charge for the cancelled Frontier Choices - Enhanced Line.
- c. The monthly rate with a one-year commitment will continue to apply to the Tier I bundle after the end of the one-year period and until the customer or the company notifies the other that the one-year term will not be renewed in which case the normal monthly rate will apply on a month-to-month basis. The Company will notify the customer of this provision before renewal of the one-year term.

	Monthly Rate	
Frontier Choices - Enhanced Line	\$37.00	(I)
Frontier Choices – Enhanced Line with Second Line	\$74.00	(I)

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**BUNDLED SERVICES**

**FRONTIER SMALL BUSINESS ADVANTAGE**

**.1 General**

Frontier Small Business Advantage is a package offering available to Business customers on Business lines. This package includes Two Business lines, Call Forwarding –Busy Line/No Answer (Variable), Caller ID - Number, 3 Way Calling, and certain designated non-regulated and price listed services

**.1.1 Bundle 1**

Two Business Lines  
Call Forward Busy/No Answer  
Caller ID - Number  
3 Way Calling  
Abbreviated Dialing (where available)  
Hunting (where available)  
Three hundred (300) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

**.1.2 Bundle 2**

Two Business Lines  
Call Forward Busy/No Answer  
Caller ID - Number  
3 Way Calling  
Abbreviated Dialing (where available)  
Hunting (where available)  
Six hundred (600) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle

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**BUNDLED SERVICES**

**FRONTIER SMALL BUSINESS ADVANTAGE** (Cont'd)

.1 General (Cont'd)

.1.3 Bundle 3

Two Business Lines  
Call Forward Busy/No Answer  
Caller ID - Number  
3 Way Calling  
Abbreviated Dialing (where available)  
Hunting (where available)  
Nine hundred (900) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle.

.1.4 Bundle 4

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

\*66 Busy Number Redial  
\*69 Call Return  
Speed Call 30  
Distinctive Ring  
Call Waiting/Cancel Call Waiting



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**BUNDLED SERVICES**

**FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)**

**.2 Regulations**

- .2.1** 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. Some services may not be available in all exchanges.
- .2.2** The bundles are offered only on a two-year term contract.
- a. If the rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.
  - b. 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.
  - c. To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.
  - d. 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.

The early termination liability charges shall be calculated as follows: A maximum termination liability will be no greater than \$500 for a two year term and will be specified 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.

The early termination liability charges described in the paragraph above does not apply within 30 days of activation.

Customer contract will automatically renew at the current rate for the two years if no cancellation notification is received.

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**BUNDLED SERVICES**

**FRONTIER SMALL BUSINESS ADVANTAGE (Cont'd)**

**.2 Regulations (Continued)**

- .2.3** The bundle rate will appear as a single line item on the customer's bill.
- .2.4** The bundle rate includes Touch Calling Telephone Service. EAS is billed separately and not included in the bundle price.
- .2.5** 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.
- .2.6** The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.

**.3 Rates and Charges**

- .3.1** Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- .3.2** Service Charges apply if the customer switches from a bundle to an unbundled service.
- .3.3** The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

**.3.4 Monthly Rates**

**Two Year Term**

Bundle 1	\$64.99
Bundle 2	\$74.99
Bundle 3	\$84.99
Additional Features	\$1.99 per feature

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE SERVICE** – Grandfathered as of June 28, 2019

(C)

**.1 General**

- .1.1** The Frontier Digital Phone Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Call Forward Busy/No Answer  
Caller ID - Number  
Call Waiting/Cancel Call Waiting

Frontier Communications of America's, - Frontier Digital Phone Service Calling Plan  
(Federally Price listed)

**.1.2 Digital Phone Enhanced Feature Pack**

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

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8<sup>1</sup> or 30  
Basic Call Forward

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE SERVICE** – Grandfathered as of June 28, 2019 (Cont'd)

.2 Regulations (Cont'd)

- .2.1 The Frontier Digital Phone Service is available where technically feasible.
- .2.2 The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
- .2.3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
- .2.4 Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply. Customers may add or delete any features offered in the bundle without a service order charge.
- .2.5 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. Extended Area Service calling rates will not apply. Other surcharges, and taxes will apply.
- .2.6 New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

.3 Rates and Charges

Monthly Rate

Frontier Digital Phone Service	\$51.99
Digital Phone Enhanced Feature Pack	\$7.49

(I)

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**BUNDLED SERVICES**

**FRONTIER BUSINESS UNLIMITED SERVICE**

1. General

Frontier Business Unlimited Service 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, Extended Area Service (where available), and Custom Calling Features.

Features and Services

Single Party Flat Rate Access Line  
Call Forward Busy/No Answer  
Caller ID with Name  
Two features from the feature package listed below

Frontier Business All in Feature Package

*69 Call Return	Basic Call Forward
*66 Busy Number Redial	Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID	Distinctive Ring
Speed Call 8 <sup>1</sup> or 30	Priority Call
Anonymous Call Rejection	3 Way Calling
Call Forward No Answer	Call Forward Busy
Call Transfer	

2. Regulations

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in this catalog.
- .2.3 Usage charges for extended area service (where available) do not apply. Therefore, call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER BUSINESS UNLIMITED SERVICE**

2. Regulations (Continued)

- .2.4 Frontier Business Unlimited Service 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 basic local service.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- .2.6 If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual cataloged monthly rates.
- .2.7 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.

3. Rates and Charges

- .3.1 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.
- .3.2 Unless otherwise stated elsewhere in this section, Service Charges as defined elsewhere in the catalog apply to the installation of individual components of the bundle.
- .3.3 Frontier Business Unlimited Service is provided at the following rate:

Monthly Rate

Frontier Business Unlimited Service	\$58.00	(I)
Frontier Business All in Feature Package	\$4.99	

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE 100** – Grandfathered as of June 28, 2019

(C)

1. General

Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Area Service and Speed Call 8.

2. Regulations

- .2.1 The Frontier Digital Phone 100 is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in this catalog.
- .2.3 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 catalog rules.
- .2.4 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- .2.5 The bundles are offered on a month to month basis.
- .2.6 The bundle will appear as a single line item on the bill.
- .2.7 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.
- .2.8 Extended Area Service Calling rate do not apply.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE 100** – Grandfathered as of June 28, 2019 (Cont'd)

2. Regulations (Continued)

.2.9 The following features are available to subscriber of this bundle:

Call Forward Busy  
Basic Call Forward  
Call Waiting  
Caller ID  
Caller ID with Name  
Call Waiting ID  
\*69 Call Return  
\*66 Busy Number Redial  
3 Way Calling  
Speed Call 30  
Anonymous Call Rejection  
Call Tracing Service

3. Rates and Charges

Frontier Digital Phone 100 and associated features are provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Digital Phone 100	\$25.99	(I)
One Feature	\$5.99	
Two Features	\$7.99	
Three Features	\$9.99	
All Listed Features	\$12.99	



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**BUNDLED SERVICES**

**FRONTIER UNLIMITED STATE** – Grandfathered as of June 28, 2019

**(C)**

**1. General**

Frontier Unlimited State is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Extended Area Service and Call Waiting Cancel Call Waiting.

**2. Regulations**

1. The Frontier Unlimited State is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this catalog.
3. 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 catalog rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month basis.
6. The bundle will appear as a single line item on the bill.
7. 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.
8. Extended Area Service Calling rate do not apply.

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**BUNDLED SERVICES**

**FRONTIER UNLIMITED STATE** – Grandfathered as of June 28, 2019 (Cont'd)

2. Regulations (Continued)

.2.9 The following features are available to subscriber of this bundle:

Call Forward Busy  
Basic Call Forward  
Call Waiting/Cancel Call Waiting  
Caller ID  
Caller ID with Name  
Call Waiting ID  
\*69 Call Return  
\*66 Busy Number Redial  
3 Way Calling  
Speed Call 30  
Anonymous Call Rejection  
Call Tracing Service

3. Rates and Charges

Frontier Unlimited State and associated features are provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Unlimited State	\$20.99	(I)
One Feature	\$5.99	
Two Features	\$7.99	
Three Features	\$9.99	
All Listed Features	\$12.99	

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**BUNDLED SERVICES**

**FRONTIER BUSINESS ESSENTIALS**

**1. General**

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

**Features and Services**

**Flat Rate Business Line**

Call Forward Busy/No Answer

Three Features from the Frontier Business All in Feature Package listed below

**Enhanced Feature Pack <sup>1</sup>**

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

Busy Redial

Call Return

3 Way Calling

Speed Call 8 <sup>1</sup> or 30

Call Forwarding

**Frontier Business All in Feature Package**

\*69 Call Return

\*66 Busy Number Redial

Call Waiting/Caller ID

Speed Call 8 <sup>1</sup> or 30

Anonymous Call Rejection

Call Forward No Answer

Call Transfer

Caller ID Name

Basic Call Forward

Call Waiting/Cancel Call Waiting

Distinctive Ring

Priority Call

3 Way Calling

Call Forward Busy

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER BUSINESS ESSENTIALS** (Cont'd)

2. Regulations

- .2.1 The Frontier Business Essentials is available where technically feasible.
- .2.2 The bundles are offered on a month-to-month basis.
- .2.3 The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- .2.4 All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- .2.5 The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.
- .2.6 Customers may select any three of the features in the Frontier Business All in Feature Package for no extra charge.
- .2.7 Customers purchasing the Frontier Business All in Feature Package may select any or all of the Features listed in that package.

3. Rates and Charges

Frontier Business Essentials is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Business Essentials	\$39.99	
Enhanced Feature Pack <sup>1</sup>	\$3.99	(C)
Frontier Business All in Feature Package	\$4.99	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE PLUS SERVICE** – Grandfathered as of June 28, 2019

(C)

1. General

The Frontier Digital Phone Plus Service is a package offering available to residential customers and includes two 1-Party residential access lines, a combination of local features and non-regulated services. Customers may select any or all of the following features for a monthly charge.

Features and Services

Two Residential Access Lines  
Unlimited Local Service  
Caller ID - Number  
Call Waiting/Cancel Call Waiting  
Call Forward Busy/No Answer  
Extended Area Service (where applicable)

Enhanced Feature Pack

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

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8<sup>1</sup> or 30

2. Regulations

- .2.1 The Frontier Digital Phone Plus service is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- .2.4 Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE PLUS SERVICE** – Grandfathered as of June 28, 2019 (Cont'd)

**2. Regulations (Cont'd)**

- .2.5 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 catalog rules.
- .2.6 Customers may add or delete any features offered in the package without a service order charge.
- .2.7 The bundle is offered on a one, two, or three, year term basis.
  - a. If the cataloged rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply
- .2.8 The bundle will appear as a single line item on the bill.
- .2.9 The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.
- .2.10 New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

**3. Rates and Charges**

Frontier Digital Phone Plus Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Plus Service	\$51.99
Enhanced Feature Pack	\$7.49

(C)

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**BUNDLED SERVICES**

**FRONTIER BUSINESS METRO BUNDLE**

**.1 General**

Frontier Business Metro Bundle is a package offering available to Business Customers with 10 business access lines or less. The package includes one Flat Rate Business Line, a combination of enhanced calling features and certain designated non-regulated services.

One Flat Rate Business Line  
Unlimited Local Measured Service  
Basic Call Forward  
Caller ID - Number  
Call Waiting/Cancel Call Waiting

Enhanced Feature Pack

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

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8<sup>1</sup> or 30  
Basic Call Forward

**.2 Regulations**

- .2.1** The Frontier Business Metro Bundle is available where technically feasible.
- .2.2** The Bundles are offered on a month to month basis.
- .2.3** All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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**BUNDLED SERVICES**

**FRONTIER BUSINESS METRO BUNDLE** (Cont'd)

.2 Regulations (Cont'd)

- .2.4 The bundle cannot be used in association with a Residential Line, PBX Service, Centrex or ISDN Service.
- .2.5 The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.

3. Rates and Charges

- .3.1 Unless otherwise states elsewhere in this section, Service Charges apply to the installation of Individual components of the bundles.
- .3.2 Service Charges apply if the customer switches from a bundle to an unbundled service.
- .3.3 The customer may add or delete the services or features of the bundle without incurring a Service Charge.

Monthly Rate

Frontier Business Metro	\$39.99
Enhanced Feature Pack	\$3.99



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**BUNDLED SERVICES**

**STAY CONNECTED SEASONAL OFFERING**<sup>1</sup> – Grandfathered as of May 12, 2020

(C)

.1 General

- .1.1 Stay Connected Seasonal Offering allows residential customers to suspend their Digital Phone Bundled service while they are away, for a minimum of one month or up to nine months in a rolling year for a reduced rate.

.2 Regulations

- .2.1 The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply
- .2.2 A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
- .2.3 During the time of suspension, the line will be available for 911 calls only.
- .2.4 The time that the customer is on the “Stay Connected” Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
- .2.5 Customer will be removed from the Stay Connected discount after the nine-month period if no date is given.
- .2.6 This service does not change any other terms and conditions of the bundle being suspended.
- .2.7 The monthly rate includes the Federal End User Common Line Charge.
- .2.8 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

.3 Rates and Charges

Monthly Rate

Stay Connected Seasonal Service	\$9.99
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<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS\*** - Grandfathered as of January 1, 2025

(C)

.1 General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Basic Bundle

Flat Rate Access Line	Call Waiting ID
Extended Area Calling	Caller ID with Name
Touch Calling	Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	*66 Busy Number Redial
Speed Call 8 <sup>1</sup> or 30	*69 Call Return
Distinctive Ring	Call Waiting/Cancel Call Waiting
Anonymous Call Rejection	Call Forward Busy
Basic Call Forward	Selective Call Rejection
Selective Call Forward	Priority Ring
Selective Call Acceptance	

.2 Regulations

- .2.1 The Frontier Digital Phone Essentials is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually cataloged rates.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

\* This service offering is limited to all existing subscribers at their existing locations

(N)

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE ESSENTIALS\*** (Cont'd) – Grandfathered as of January 1, 2025

(C)

.2 Regulations (Cont'd)

- .2.4 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 catalog rules.
- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.
- .2.8 The bundles are offered on a month to month basis.
- .2.9 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.

.3 Rates and Charges

Monthly Rate

Frontier Digital Phone Essentials	\$21.99
Feature Package	\$7.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

\* This service offering is limited to all existing subscribers at their existing locations

(N)

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED\*** - Grandfathered as of January 1, 2025

(C)

.1 General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

*66 Busy Number Redial	Call Waiting ID
Caller ID - Name and Number	Speed Call 8 <sup>1</sup>
Call Waiting/Cancel Call Waiting	*69 Call Return

Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Rejection
Priority Ring	Selective Call Forward
Call Forward Busy	Selective Call Acceptance
Selective Call Rejection	

.2 Regulations

- .2.1 The Frontier Digital Phone Unlimited Service is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 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 catalog rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

\* This service offering is limited to all existing subscribers at their existing locations

(N)

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED\*** (Cont'd) – Grandfathered as of January 1, 2025

(C)

**.2 Regulations (Cont'd)**

- .2.4** Customers may add or delete any features offered in the bundle without a service order charge.
- .2.5** No discounts will be given to subscribers that do not use all the features or have some features turned off.
- .2.6** Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7** The bundle will appear as a single line item on the bill.
- .2.8** The bundles are offered on a month to month basis.
- .2.9** Nonrecurring Service Order Charges do not apply.
- .2.10** 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.

**.3 Rates and Charges**

**Monthly Rate**

Frontier Digital Phone Unlimited	\$31.99
Feature Pack	\$7.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

\* This service offering is limited to all existing subscribers at their existing locations

(N)

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS\*** - Grandfathered as of January 1, 2025

(C)

.1 General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Basic Bundle

*66 Busy Number Redial	Call Waiting ID
Caller ID - Name and Number	Speed Call 8 <sup>1</sup>
Call Waiting/Cancel Call Waiting	*69 Call Return

Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 30
Distinctive Ring	Anonymous Call Rejection
Priority Ring	Selective Call Forward
Call Forward Busy	Selective Call Acceptance
Selective Call Rejection	

.2 Regulations

- .2.1 The Frontier Digital Phone Unlimited Plus Service is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3 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 catalog rules.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

\* This service offering is limited to all existing subscribers at their existing locations

(N)

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS\*** (Cont'd) – Grandfathered as of January 1, 2025

(C)

**.2 Regulations (Cont'd)**

- .2.4** Customers may add or delete any features offered in the bundle without a service order charge.
- .2.5** The bundles are offered on a month to month basis.
- .2.6** Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7** The bundle will appear as a single line item on the bill.
- .2.8** No discounts will be given to subscribers that do not use all the features or have some features turned off.
- .2.9** Nonrecurring Service Order Charges do not apply.
- .2.10** 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.

**.3 Rates and Charges**

**Monthly Rate**

Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$7.49
Stay Connected Seasonal Offering <sup>1</sup>	\$9.99

(I)

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 12, 2020.

\* This service offering is limited to all existing subscribers at their existing locations

(N)

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**BUNDLED SERVICES**

**FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II**<sup>2</sup> – Grandfathered as of December 20, 2017

**.1 General**

The Frontier Business Nationwide Unlimited Service II is a package offering available to business customers who subscribe to a maximum of twelve one party business flat rate access lines per customer location. Frontier Business Nationwide Unlimited Service II features and services are listed below.

One Business Flat Rate Access Line  
Caller ID – Name and Number  
Call Forward Busy/No Answer  
Extended Area Service (where applicable)

Six features from the Frontier Business All in Feature Package listed below.

**Frontier Business All In Feature Pack**

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Waiting/Caller ID
Speed Call 8 <sup>1</sup> or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Basic Call Forward	Selective Call Acceptance
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	
Selective Call Forward	

**.2 Regulations**

- .2.1** The Frontier Business Nationwide Unlimited Service II is available where technically feasible.
- .2.2** The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.3** Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>2</sup> Effective 12/20/17. This service is limited to current subscribers.

(N)



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**BUNDLED SERVICES**

**FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II**<sup>1</sup> - Grandfathered as of December 20, 2017 (Cont'd)

**.2 Regulations (Cont'd)**

- .2.4 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 catalog rules.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a service charge.
- .2.6 The bundle rate will appear as a single line item on the customer's bill.
- .2.7 The bundles are offered on a month to month basis.
- .2.8 The bundle cannot be used in association with a residential Line, PBX service, Remote Call Forwarding service, ISDN service, Toll Free service, or Foreign Exchange services.
- .2.9 Up to eleven additional bundles can be purchase at the rate specified under Rates and Charges.
- .2.10 Customers may select any six features in the Frontier Business All in Feature Package for no extra charge.
- .2.11 Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

**.3 Rates and Charges**

Federal Subscriber Line Charge will be billed separately from the bundles offering. All other surcharges and taxes will apply.

	<u>Monthly Rate</u>	
First Frontier Business Nationwide Unlimited Service II Line	\$75.99	(I)
Additional Frontier Business Nationwide Unlimited Service II Lines	\$69.99	(I)
Frontier Business All in Feature Package, per line	\$4.99	

<sup>1</sup> Effective 12/20/17. This service is limited to current subscribers.

(N)

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**BUNDLED SERVICES**

**FRONTIER BUSINESS LOCAL UNLIMITED II**<sup>2</sup> – Grandfathered as of December 20, 2017

**.1 General**

The Frontier Business Local Unlimited II is a package offering available to business customers, including the features and services listed below.

One Business Flat Rate Access Line

Extended Area Service (where applicable)

Two features from the Frontier Business All in Feature Package listed below.

Frontier Business All in Feature Pack

Call Waiting/Cancel Call Waiting

3 Way Calling

Speed Call 8<sup>1</sup> or 30

Distinctive Ring

Basic Call Forward

Anonymous Call Rejection

Call Forward No Answer

Selective Call Forward

\*69 Call Return

Caller ID Name and Number

Caller ID Blocking

\*66 Busy Number Redial

Selective Call Acceptance

Call Forward Busy

Call Waiting/Caller ID

**.2 Regulations**

**.2.1** The Frontier Business Local Unlimited II is available where technically feasible.

**.2.2** The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.

**.2.3** Call Detail for Extended Area Service (where applicable) will not be displayed on the Customer's monthly telephone bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>2</sup> Effective 12/20/17. This service is limited to current subscribers.

(N)

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**BUNDLED SERVICES**

**FRONTIER BUSINESS LOCAL UNLIMITED II**<sup>1</sup> - Grandfathered as of December 20, 2017

**.2 Regulations (Cont'd)**

- .2.4 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 catalog rules.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a service charge.
- .2.6 All Applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- .2.7 The bundles are offered on a month to month basis.
- .2.8 The bundle cannot be used in association with a Residential line, PBX service or ISDN service.
- .2.9 Customers may select any two features in the Frontier Business All in Feature Package for no extra charge.
- .2.10 Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

**.3 Rates and Charges**

	<u>Monthly Rate</u>	
Frontier Business Local Unlimited II Line	\$58.99	(I)
Frontier Business All in Feature Package, per line	\$4.99	

<sup>1</sup> Effective 12/20/17. This service is limited to current subscribers.

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**BUNDLED SERVICES**

**ISDN PRIMARY RATE INTERFACE BUSINESS BUNDLE**

**.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**

.2.1 ISDN PRI Bundle Service is available where technically feasible.

.2.2 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.

.2.3 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.

.2.4 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).

.2.5 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.

.2.6 Ports will be provided at the T-1 level only.

.2.7 Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

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**BUNDLED SERVICES**

**ISDN PRIMARY RATE INTERFACE BUSINESS BUNDLE** (Cont'd)

**.2 Regulations (Cont'd)**

- .2.8** 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.
- .2.9** 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.
- .2.10** 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> <sup>1</sup>		
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> <sup>1</sup>		
ISDN-PRI Bundle	\$655.00	(I)
ISDN-PRI Bundle with 20 DID Numbers	670.00	
ISDN-PRI Bundle with 50 DID Numbers	675.00	
ISDN-PRI Bundle with 100 DID Numbers	680.00	(I)
<u>5-Year Term</u> <sup>1</sup>		
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	

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

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**BUNDLED SERVICES**

**FRONTIER SIMPLY UNLIMITED SERVICE**<sup>2</sup> – Grandfathered as of December 20, 2017

.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 Forward Busy/No Answer  
Caller ID - Name and Number  
Touch Calling

Eight Features from the Feature Package listed below

Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling
Multiline Hunt Service	Speed Call 8 <sup>1</sup> or 30
Distinctive Ring	Anonymous Call Block
Priority Call	Call Transfer
Selective Call Acceptance	Caller ID Blocking
*69 Call Return	*66 Busy Number Redial
Basic Call Forward	Call Forward Busy
Call Waiting ID	Selective Call Forward
Call Block	Call Forward No Answer

.2 Regulations

.2.1 The Frontier Simply Unlimited Service is available where technically feasible.

.2.2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the catalog.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

<sup>2</sup> Effective 12/20/17. This service is limited to current subscribers.

(N)

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**BUNDLED SERVICES**

**FRONTIER SIMPLY UNLIMITED SERVICE**<sup>1</sup> – Grandfathered as of December 20, 2017 (Cont'd)

**.2 Regulations (Cont'd)**

- .2.3 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.4 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.
- .2.5 Customers may add or delete any features offered in the package without a service order charge.
- .2.6 The bundle will appear as a single line item on the customer's bill.
- .2.7 The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- .2.8 The bundles are offered on a month-to-month basis.
- .2.9 Bundles four through twelve are given an additional discount.

**.3 Rates and Charges**

- .3.1 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.
- .3.2 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)	\$71.99	(I)
Each Additional Package (Lines 4 to 12)	\$56.99	(I)
Frontier Business All in Feature Package	\$4.99	

<sup>1</sup> Effective 12/20/17. This service is limited to current subscribers.

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**BUNDLED SERVICES**

**FRONTIER ONEVOICE**

**.1 General**

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

**Basic Bundle**

Single Party Flat Rate Access Line  
Call Forward Busy/No Answer  
Unlimited Extended Area Service  
Call Waiting/Cancel Call Waiting  
Caller ID

Anonymous Call Rejection  
Basic Call Forward  
Multi-line Hunting  
3-Way Calling

**Premium Feature Package**

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

**.2 Regulations**

- .2.1** The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2** The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- .2.3** Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.



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**BUNDLED SERVICES**

**FRONTIER ONEVOICE** (Cont'd)

**.2 Regulations (Cont'd)**

- .2.4 Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- .2.5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- .2.6 The bundle rate will appear as a single line item on the customer's bill.
- .2.7 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.
- .2.8 The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- .2.9 The bundle is offered on a month-to-month, one, two or three year term basis.

(D)

(D)

**.3 Rates and Charges**

- .3.1 Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- .3.2 New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection charges.

(C)

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**Monthly Rate**

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

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**BUNDLED SERVICES**

**FRONTIER COMMERCIAL VOICE UNLIMITED**<sup>1</sup> - Grandfathered as of December 20, 2017

**.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 included the Subscriber Line charge and the Access Recovery Charge that is tarified in the appropriate FCC tariff.

Basic Bundle

Single Party Flat Rate Access Line (Touchtone) where applicable	Call Waiting/Cancel Call Waiting
Basic Call Forward	Caller ID
Call Forward Busy	(Call Waiting ID) where applicable
Call Forward No Answer	3 Way Calling
	Hunting

**.2 Regulations**

- .2.1** The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2** The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- .2.3** Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.4** 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.
- .2.5** Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

<sup>1</sup> Effective 12/20/17. This service is limited to current subscribers.

(N)

**BUNDLED SERVICES**

**FRONTIER COMMERCIAL VOICE ULIMITED**<sup>1</sup> - Grandfathered as of December 20, 2017 (Cont'd)

**.3. Regulations (Cont'd)**

- .2.6** The bundle rate will appear as a single line item on the customer's bill.
- .2.7** 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.
- .2.8** 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.
- .2.9** At the end of the one year term, customers will be moved to the month to month pricing.
- .2.10** 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.
- .2.11** Term plans will auto renew unless notification is received from the customer sixty days in advance.

**.4 Rates and Charges**

- .4.1** 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.
- .4.2** 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

<sup>1</sup> Effective 12/20/17. This service is limited to current subscribers.

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)\*** - Grandfathered as of January 1, 2025 (C)

.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 Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy/No Answer
Selective Call Forward	Priority Call
Distinctive Ring	

.2 Regulations

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- .2.3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- .2.4 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.

\* This service offering is limited to all existing subscribers at their existing locations

(N)

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)\*** (Cont'd) – Grandfathered as of January 1, 2025 (C)  
(C)

**.2 Regulations (Cont'd)**

- .2.5 Customers may add or delete any features offered in the bundle without a service order charge.
- .2.6 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- .2.7 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- .2.8 The bundle is offered on a month-to-month basis.
- .2.9 The bundle will appear as a single line item on the bill.
- .2.10 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- .2.11 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.12 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

**.3 Rates and Charges**

- .3.1 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.
- .3.2 Nonrecurring Service Order Charges do not apply.
- .3.3 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	\$7.49	(I)

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\* This service offering is limited to all existing subscribers at their existing locations (N)

Issued: January 1, 2025 Effective: January 1, 2025

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
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1<sup>st</sup> Revised Sheet 47

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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)\*** - Grandfathered as of January 1, 2025 (C)  
(C)

**.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**

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 Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

**.2 Regulations**

- .2.1 The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- .2.2 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.
- .2.3 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.
- .2.4 Customers may add or delete any features offered in the bundle without a service order charge.
- .2.5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

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\* This service offering is limited to all existing subscribers at their existing locations

Issued: January 1, 2025

Effective: January 1, 2025

(N)

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
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**BUNDLED SERVICES**

**FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)\*** (Cont'd) – Grandfathered as of January 1, 2025 (C)  
(C)

.2 Regulations (Cont'd)

- .2.6 The bundle is offered on a month-to-month basis.
- .2.7 The bundle will appear as a single line item on the bill.
- .2.8 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- .2.9 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- .2.10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

.3. Rates and Charges

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

Monthly Rate

Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	\$7.49	(I)

\* This service offering is limited to all existing subscribers at their existing locations (N)

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**BUNDLED SERVICES**

**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**

- .2.1 The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- .2.3 When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- .2.4 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.
- .2.5 Customers may add or delete any features offered in the bundle without a service order charge.
- .2.6 No discounts will be given to subscribers that do not use all the features or have some features turned off.



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**BUNDLED SERVICES**

**FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Cont'd)**

(N)

**.2 Regulations (Cont'd)**

- .2.7** The bundle is offered on a month-to-month basis.
- .2.8** The bundle will appear as a single line item on the bill.
- .2.9** The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- .2.10** Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.11** 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.

**.3 Rates and Charges**

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

**Monthly Rate**

Frontier Residential Unlimited Voice Service	\$20.00
--	---------

(N)

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
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**BUNDLED SERVICES**

**FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE**

(N)

**.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 (Non-regulated)	Directory Listing

**.2 Regulations**

- .2.1** The bundle is available only where facilities and operating systems are available and technically feasible.
- .2.2** The features are provided subject to their individual service regulations as specified in the applicable sections of the Catalog.
- .2.3** Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Catalog rules.
- .2.4** Customers may add or delete any features offered in the bundle without a service order charge.
- .2.5** No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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**BUNDLED SERVICES**

**FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Cont'd)**

(N)

**.2 Regulations (Cont'd)**

- .2.6** The bundle is offered on a month-to-month basis.
- .2.7** The bundle will appear as a single line item on the bill.
- .2.8** The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- .2.9** Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- .2.10** 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.
- .2.11** Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Non-Published and Foreign Listing.
- .2.12** 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**

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

**Monthly Rate**

Frontier Unlimited Voice and Feature Bundle	\$50.00
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(N)

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**SECTION 22**  
Eighteenth Revised Sheet 1

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PROMOTIONS

The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering.

(N)  
|  
(N)

OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 5/22/17 and 8/19/17 with a term commitment of 1,2 or 3 years 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.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/15/17 and 12/19/17 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.

(M)  
|  
(M)

Frontier Digital Phone Unlimited

Effective 7/22/2018 thru 10/22/2018 new Frontier Digital Phone Unlimited customers with qualifying Broadband services will have standard non-recurring charges waived for the initial set up and be given a \$12.00 credit per month for two years.

(M) Material moved to Section 22, Page 2.

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PROMOTIONS

Frontier Digital Phone Unlimited

(M)

Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

Frontier OneVoice

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.

(M)

(M) Moved from Section 22, Page 1.

EXTRA PACKAGE

.1 General

The Extra Package includes a residential access line and flat-rate calling within the home exchange.

.2 Regulations

Federal Subscriber Line Charge will be billed separately. In exchanges where Extended Area Service is available, it will be provided pursuant to Option 2 in section 4, of this catalog. Other surcharges, and taxes will apply.

.3 Rates and Charges

Monthly Rate

Extra Package	\$25.00	(I)
(All North Exchanges)		

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**PLUS PACKAGE**

**.1 General**

The Plus Package is a package offering that consists of a residential access line and flat-rate calling within the home exchange, and the choice of two of the following features:

Call Waiting  
Call Forwarding  
Three-Way Calling  
Caller ID  
Call Trace  
Automatic Call Return  
Automatic Busy Redial

**.2 Regulations**

- .2.1** The Plus Package is available where technically feasible.
- .2.2** The features and services are provided subject to the descriptions and regulations as specified elsewhere in the catalog.
- .2.3** Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing catalog rules.
- .2.4** Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.
- .2.5** Federal Subscriber Line Charge will be billed separately from the Plus Package. In exchanges where Extended Area Service is available, it will be provided pursuant to Option 2 in section 4, of this catalog. Other surcharges, and taxes will apply.

**.3 Rates and Charges**

Monthly Rate

Plus Package	\$32.04
(All North Exchanges)	

(I)

**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS  
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**OPTIONAL CALLING PLANS**

**CITIZENS EASY SAVINGS PLAN FOR BUSINESS**

**.1 General**

- .1.1 Citizens Easy Savings Plan for Business is an optional 1+, 0+ and 0- Intrastate IntraLATA Long Distance Message Telecommunications Service offered to business customers in Citizens North exchanges.

**.2 Regulations**

- .2.1 This Plan provides Discounts on Citizens Telecommunications Service (as provided in Citizens North Catalog) Intrastate IntraLATA calls to exchanges within the customer's LATA. The Discounts apply when the customer meets and/or exceeds the required toll usage dollar amount.

There is no monthly rate or nonrecurring charge associated with the Citizens Easy Savings Plan for Business. The Plan is applicable to all Rate Periods messages (as described in the catalog) below:

Customer Dialed Direct Station-to-Station  
Customer Dialed Calling Card Station-to-Station  
Operator Assisted Calling Card Station-to-Station  
Operator Assisted Station-to-Station  
Person-to-Person

- .2.2 The minimum service period for Citizens Easy Savings Plan for Business is one month.

A customer may only subscribe to one Citizens Discount Calling Plan per main billed account at any given time.

A customer may subscribe to one Citizens Discount Calling Plan per main billed account at any given time.



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Original Sheet 2

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OPTIONAL CALLING PLANS

CITIZENS EASY SAVINGS PLAN FOR BUSINESS (Cont'd)

.3 Application of Discount

- .3.1 Citizens Easy Savings Plan for Business Discount percentage applies to the message toll portion of the call and to the Operator Assisted Services Charges, if applicable.
- .3.2 Discounts shown in Citizens Easy Savings Plan For Business will include monthly usage (including Service Charges and Surcharges) for customer dialed direct station to station, customer dialed calling card station-to-station, operator assisted station-to-station, operator assisted calling card station-to-station and person-to-person calls that are carried and billed by the company. In calculating the usage volume discount, the discount will be applied against the customer's intrastate IntraLATA charges. If the intraLATA offering is part of a joint toll offering, the threshold for the application of the discount will be determined by total gross monthly toll usage associated with the joint offer. In that case, the discount amount will be apportioned by the jurisdiction, by the appropriate company, proportioned to the accumulated usage charges.
- .3.3 The application of usage rates, rates and rate periods are as specified in this catalog. Sub-minute rating will be utilized for the timing and rating of Citizens Easy Savings Plan for Business messages. Sub-minute rating consists of an initial minimum period of 18 seconds rated at 3/10 of the initial minute rate and additional periods of 6 second increments thereafter rated at 1/10 of the additional minute rate.

Each call will be billed as follows:

Distance <u>Band</u>	Initial <u>Peak</u>	18 Second Rates <u>Off-Peak</u>
1 – 10	\$.0120	\$.0075
11 – 16	\$.0150	\$.0090
17 – 40	\$.0309	\$.0177
41 – and over	\$.0309	\$.0177

Distance <u>Band</u>	Additional <u>Peak</u>	6 Second Rates <u>Off-Peak</u>
1 – 10	\$.0400	\$.0025
11 – 16	\$.0500	\$.0300
17 – 40	\$.0103	\$.0059
41 – and over	\$.0103	\$.0059

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OPTIONAL CALLING PLANS

CITIZENS EASY SAVINGS PLAN FOR BUSINESS (Cont'd)

.4 Volume Discounts

Business customers who subscribe to Citizens Easy Savings Plan for Business will receive the following discounts on all toll usage billed for the month when their monthly usage exceeds:

<u>Monthly Usage Volume</u>	<u>Month-to-Month Discount</u>
\$ 0 – 24.99	0%
25.00 – 99.99	10%
100.00 – 199.99	15%
200.00 and Over	20%

.5 Term Periods

A customer may select a term period for Citizens Easy Savings Plan for Business. The term periods allow a customer to take advantage of higher discount percentages on the toll usage volume for a specific term period. The customer must specify the term period at the time the plan is ordered. During a term period, the customer may elect to convert to a new term period of the same or different length. Conversion to a new term period will be allowed without penalty if the new term period is greater than the remainder of the original term period.

In the event the Citizens Easy Savings Plan for Business is terminated by the business customer prior to completion of the term period, the customer shall be liable for the Early Termination Charge as follows:

<u>Term Period</u>	<u>Early Termination Charge</u>
One Year	\$100.00
Two Year	\$200.00
Three Year	\$300.00

.6 Rates

<u>Monthly Usage Volume</u>	<u>One Year Discount</u>	<u>Two Year Discount</u>	<u>Three Year Discount</u>
\$ 0 – \$24.99	10%	15%	20%
\$25.00 – \$99.00	15%	20%	25%
\$100.00 – \$199.99	20%	25%	30%
\$200.00 and Over	25%	30%	35%

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Original Sheet 4

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OPTIONAL CALLING PLANS

CITIZENS ONE EASY PRICE PLAN FOR RESIDENCE

.1 General

- 1.1 Citizens One Easy Price Plan for customers is an optional 1+ Intrastate IntraLata Long Distance Message Telecommunications Service. This Plan offers flat rate pricing, available 24 hours a day, seven days a week to residence customers in Citizens North exchanges.

Customer Dialed Direct Station-to-Station

- 1.2 Calls will be billed in 60 second increments.
- 1.3 The minimum service period for Citizens One Easy Price Plan for Business and Residence is one month.
- 1.4 A customer may only subscribe to one optional calling plan per main billed account at any given time.

.2 Rates

Residential customers who subscribe to the Citizens One Easy Price Plan will be billed the following rates on all Intrastate IntraLata calls qualifying for this Plan.

Each Minute of Use

Month-to Month          \$0.05

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OPTIONAL CALLING PLANS

CITIZENS EASY SAVINGS FLAT RATE PLAN FOR BUSINESS

.1 General

- 1.1 Citizens Easy Savings Flat Rate Plan for Business customers is an optional 1+ Intrastate IntraLata Long Distance Message Telecommunications Service. This Plan offers flat rate pricing, available 24 hours a day, seven days a week to business customers in Citizens North exchanges.

.2 Regulations

- 2.1 This Plan provides discounts on Citizens Long Distance Message Telecommunications Service (Two Point Service as set forth elsewhere in this catalog) Intrastate IntraLata calls to exchanges within the customer's Lata. There is no monthly rate or nonrecurring charge associated with the Plan. The Citizens Easy Savings Flat Rate Plan for Business is applicable to all rate application period messages including:

Customer Dialed Direct Station-to-Station

- 2.2 The minimum service period for Citizens Easy Savings Flat Rate Plan for Business is one month.
- 2.3 A customer may only subscribe to one optional calling plan per main billed account at any given time.

.3 Rates

Business customers who subscribe to the Citizens Easy Savings Flat Rate Plan for Business will be billed the following rates on all Intrastate IntraLata calls qualifying for this Plan.

- a. Sub-minute will be utilized for the timing and rating of Citizens Easy Savings Plan for Business messages. Sub-minute rating consists of a minimum initial period of 18 seconds rated at 3/10 of the initial minute rate and additional periods of 6 second increments thereafter rated at 1/10 of the additional minute rate. Each call will be billed as follows:

	Initial <u>18 Seconds</u>	Six (6) Seconds <u>or fraction</u>
Month-to Month	\$0.015	\$0.005

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GRANDFATHERED SERVICES

TRANSFER SERVICE (X)

.1 Conditions

- .1.1 This Service provides for the automatic transfer of incoming calls from one line to another within the same exchange, through the operation of a key at the customer's location.
- .1.2 This Service is available only with individual line services in central offices where Custom Calling Service is not available.

.2 Rates

		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
.2.1	Transfer Service, including cam-lever key-within same central office	\$4.10	\$3.39
.2.2	Transfer service, with key in telephone base-within same central office	\$5.00	\$3.39 *

\* In addition to the nonrecurring charge shown above, Service Charges apply as appropriate for a station equipped with a key in base.

(X) Equipment associated with this Service located at the customer's premises must be provided by the customer. This service will no longer be provided to new customers. Existing customers may continue the service of Automatic Announcement Services contracted for with the Company on or after June 15, 1974.

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GRANDFATHERED SERVICES

AUTOMATIC ANNOUNCEMENT SERVICE-NETWORK ACCESS (X)

.1 Conditions

- .1.1 The Company will furnish network access via automatic announcement lines, subject to the availability of facilities, to access customer provided automatic announcement equipment.
- .1.2 The customer will contract for as many announcement lines, initially and subsequently, as may be required to adequately handle calls to an Automatic Announcement Service. The Company will determine the required quantity of such lines using traffic probability tables based on one delayed call out of one hundred calling attempts.
- .1.3 Automatic Announcement Service may be used to provide the types of announcements shown under "Rates" herein, subject to the following special conditions:
  - a. That the name of the person or persons subscribing to the service shall be furnished by the Company upon request of any person.
  - b. That for purpose of identification, customers shall include in the recorded message the name and address of the organization or individual responsible for the service, except that announcements for time and temperature and/or weather are excluded from this requirement.
- .1.4 The customer warrants and represents that each of the products or services advertised conforms in every respect to the claims made for them.
- .1.5 The subscriber indemnifies and saves the Company harmless (including costs and reasonable attorney's fees) against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or misleading advertisements, infringement of copyright, or any other claims, and against all claims arising out of any act or omission of the subscriber or of the calling party in connection with facilities provided by the Company.
- .1.6 One directory listing will be furnished without charge with each service, said listing to appear under a caption heading with the name of the customer listed thereunder.
- .1.7 The initial contract period for announcement lines is one month.

(X) This service will no longer be provided to new customers. Existing customers may continue the service of Automatic Announcement Services contracted for with the Company on or after June 15, 1974.

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GRANDFATHERED SERVICES

AUTOMATIC ANNOUNCEMENT SERVICE-NETWORK ACCESS (X) (Cont'd)

.2 Rates

.2.1 Announcement Lines

- a. Each announcement line used in conjunction with an Automatic Announcement Service that has been contracted for with the Company prior to June 15, 1974, is subject to the following monthly rate and Service Charges:
  - a.1 The same monthly rate and Service Charges as for a Business One-Party Service in the exchange where the Automatic Announcement Service is located.
- b. Announcement lines used in conjunction with Automatic Announcement Services that are contracted for with the Company on or after June 15, 1974, will be furnished by the Company. Automatic Announcement Service customers will be charged for usage of such lines as follows:

Monthly Usage Per Hour <u>Or Fraction Thereof</u>	Monthly <u>Rate</u>
--	------------------------

First 100 hours x .05   x B1 Rate =

NOTE: The "B1 Rate" to be used above is the same as for a Business One Party Service in the exchange where the Automatic Announcement Service is located.

- (X) This service will no longer be provided to new customers. Existing customers may continue the service of Automatic Announcement Services contracted for with the Company on or after June 15, 1974.

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GRANDFATHERED SERVICES

EMERGENCY REPORTING SERVICE (X)

.1 Conditions

- .1.1 Emergency Reporting Service may be furnished in communities served by an unattended dial telephone system by dialing the listed fire number and, by means of special equipment located in the central office, the emergency alarm may be announced on several exchange lines simultaneously.
  - a. There are two basic types of equipment applications depending on the operation of the central office equipment:
    - Type I is for step-by-step central offices.
    - Type II is for relay link central offices.
- .1.2 An emergency reporting control station may be located at one or more locations. A key station without a dial is provided at each emergency reporting control station to receive the incoming emergency call and then by manual operation of the key alert the stations which are connected to the emergency reporting network.
- .1.3 A special conference grouping circuit provides for continuous (or distinctive interrupted) ringing until the emergency reporting circuit is released. If any emergency line is busy during an emergency call, a warning tone is sounded over the line to serve notice that an emergency call is waiting. By depressing the hookswitch the station will automatically be connected to the emergency conference circuit.
- .1.4 Standard residential stations may be used as emergency answering phones.
- .1.5 A Siren Operating Control feature may be provided by utilizing pushbuttons or keys located at one or more of the conference grouping locations. The power relay and the siren are to be Customer provided.
- .1.6 A conference grouping arrangement may require amplification. When amplification is provided, the amplification charge applies to all lines connected to the conference circuit.
- .1.7 With Type I equipment and where an emergency reporting location is manned 24 hours a day, a recorder announcer service feature may be furnished to alert the stations of the emergency network. The station answering the emergency call hears only the output of the recorder announcer which can be either of 6 or 12 seconds duration. The recorder continues to repeat the message until disconnected by a manual means. A remote control feature may be provided on an optional basis.



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GRANDFATHERED SERVICES

EMERGENCY REPORTING SERVICE (X) (Cont'd)

.1 Conditions (Cont'd)

.1.8 Emergency Reporting Service installations will be made only for a minimum contract period of five (5) years.

- a. The customer will be required to execute such a contract prior to furnishing the service.
- b. The termination liability in this contract will be based upon the installed cost of the equipment, plus the estimated cost of removal, less the equipment salvage value and any installation charges that the customer may have paid.

The termination charge covered in the contract will be reduced by 1/60th for each month of use.

.1.9 All operating on the customer's premises will be performed by the customer. Suitable commercial power, including outlets, shall be furnished by the customer.

.1.10 The rates quoted below contemplate the use of standard equipment. When equipment of a special type is desired, rates are based on the costs involved to meet the special requirement.

.2 Rates - In addition to all other rates and charges applicable to the services and equipment furnished.

.2.1 Emergency Reporting Control Stations, without dial

- a. The initial reporting station is furnished at the regular business individual line rate as shown in this Catalog.
- b. Rates for mileage charges, if appropriate, apply as specified in this Catalog.
- c. Service Charges are applicable to Emergency Reporting Control Stations as shown in this Catalog.

(X) Emergency Fire Reporting service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

EMERGENCY REPORTING SERVICE (X) (Cont'd)

.2 Rates - In addition to all other rates and charges applicable to the services and equipment furnished.  
(Cont'd)

.2.2	Type I Equipment	Monthly Rate	Nonrecurring Charge
a.	Common equipment, including line equipment for 15 line	\$37.50	\$67.84
b.	Each additional 5 lines of equipment	\$15.00	NONE
c.	Amplifier equipment (capacity 60 lines) per line amplified	\$2.20	\$1.94
d.	Recorder-Announcer		
d.1	Common Equipment	\$87.50	\$96.92
d.2	Remote Control Unit	\$5.95	NONE
e.	Siren Timer		
e.1	Siren timer with capacity of up to three siren control stations	\$5.55	\$72.69
e.2	Auxiliary siren control relay bar (one required for each additional siren control station)	\$7.50	\$14.54
<u>NOTE:</u> A pushbutton (PB) is required for each siren control station.			
.2.3	Type II Equipment		
a.	Common equipment for 8 lines	\$12.50	\$24.23
b.	Each additional 8 lines of equipment	\$12.50	NONE
.2.4	Siren Control		
a.	Control relay, per siren	\$.75	NONE
b.	Push buttons or keys, each, including 50 feet of circuit	\$.65	NONE

X Emergency Fire Reporting service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

EMERGENCY REPORTING SERVICE (FIREBAR) (X)

.1 General

Emergency Reporting Service (Firebar) is provided in the interest of the public safety by means of equipment located in the Company's central office. Through the use of this equipment a customer can make an announcement simultaneously to several exchange stations. Two basic types of equipment are available.

.2 Rates

	Monthly <u>Rate</u> <sup>2</sup>	Nonrecurring <u>Charge</u>
a. Type 1		
a1. Common equipment for:		
1) 15 or less lines	\$53.30	\$561.30 <sup>1</sup>
2) Each additional 5 lines	\$4.85	\$67.80
b. Type 2		
b1. Common equipment for:		
1) 8 or less lines	\$24.20	\$135.65
2) Each additional 8 lines	\$12.10	\$48.45
c. Amplifier (for 10 or more lines)	\$12.10	-
d. Siren Control		
d1. Relay, each	\$1.55	\$48.80
d2. Pushbutton, including 50' circuit wire, each	\$1.00	\$42.65
d3. Circuit	\$2.40	<sup>1</sup>

<sup>1</sup> Service Charges apply.

<sup>2</sup> The monthly rate for the local exchange line is shown in Local Exchange Service Rates.

X Emergency Fire Reporting service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

EMERGENCY REPORTING SERVICE (X) (Cont'd)

.3 Conditions

- .3.1 Individual line telephones will be used for connection to the Emergency Reporting network.
- .3.2 Amplification is required for conference grouping of more than 10 lines on a network.
- .3.3 When a siren control relay is required, the siren and power for its operation will be provided by the customer.
- .3.4 Periodic checks of this system will be performed by the customer, as deemed necessary by the Company, to insure its proper operation.
- .3.5 The rates and charges shown in Rates above contemplate the use of standard equipment. Costs for equipment other than standard may be provided by the Company at cost, depending on the customer's requirement.
- .3.6 Emergency Reporting Service is to be used for dissemination of emergency messages only.
- .3.7 This service will be provided for a minimum contract period of three (3) years to any one customer.
- .3.8 The customer will not permit any electrical or mechanical equipment to be used in connection with this service without the written consent of the Company.
- .3.9 Company's liability in connection with the provision of this service is specified in this Catalog under the General Rules and Regulations.

X Emergency Fire Reporting service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

SPECIAL REVERSE TOLL CHARGE SERVICE - ENTERPRISE SERVICE (X)

.1 Conditions

- .1.1 This service allows customers in one exchange to call a customer in another exchange without charge to the calling customers. Message toll charges are automatically billed to the called customer.
- .1.2 This service may be furnished with business and PBX Services.
- .1.3 This service includes the listing of a special number in both the directory and directory assistance records of the exchange or exchanges from which calls are to be accepted.
  - a. At the option of the customer this number may be non-published to limit the service to certain selected individuals.

.2 Rates

	Monthly <u>Rate</u>
.2.1 Special Reverse Toll Charge Service per exchange	\$8.63

NOTE: Ordering Charges apply as shown in this Catalog.

X Special Reverse Toll Charge Service - Enterprise Service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

SPECIAL PROTECTION AGAINST HAZARDOUS VOLTAGES IN THE VICINITY OF POWER STATIONS (X)

.1 General

- .1.1 Company services provided at electric power generating and distribution locations may require special protection to isolate or neutralize the hazards due to ground rise potential and induction resulting from faults in the electrical power system. The protection objectives at these locations are:
- a. To minimize electrical hazards to personnel engaged in construction, operation, maintenance or use of communications systems.
  - b. To limit electrical damage to communications equipment and cable facilities.
  - c. To provide the required reliability and integrity of communications transmission.

.2 Conditions

- .2.1 The Company shall determine from data furnished by the customer the proper level and method of protection to isolate or neutralize electrical hazards at each location.
- .2.2 When new or additional exchange or special service circuits are requested by a customer, and the Company determines that special protection equipment is required, service connection of the circuit may be delayed until adequate protection equipment is concurrently installed.
- .2.3 A customer may elect to furnish special protection equipment required at the location subject to approval by the Company of the proper levels of protection and the equipment provided by the customer. All special protection equipment at a given location must be provided entirely by either the customer or the Company. In all cases, required equipment cabinets must be provided by the customer. Mounting arrangements will be included with Company provided protection equipment.
- .2.4 When, at a given location, the customer elects to provide his own protection equipment, the customer will indemnify and save harmless the Company, its agents and employees, from and against all loss or exposure (including costs and attorney's fees) by reason of bodily injury including death at any time resulting therefrom, sustained by any person or persons, or on account of damage to property, arising out of or in consequence of the failure to provide or the inadequacy of such protective equipment.

X Special Protection Against Hazardous Voltages in The Vicinity of Power Stations will no longer be provided to new customers. Existing customers may continue the service at the same location.

GRANDFATHERED SERVICES

SPECIAL PROTECTION AGAINST HAZARDOUS VOLTAGES IN THE VICINITY OF POWER STATIONS (X) (Cont'd)

.2 Conditions (Cont'd)

- .2.5 Protective requirements will be applied equally to exchange and private line services and will be determined by the circuit requiring the highest level of protection.
- .2.6 All costs incurred due to customer requested rearrangement of circuits or equipment associated with special protection will be billed to the customer.
- .2.7 Minimum protection standards as specified by the Company will be established in accordance with the objectives stated in .1.1a and .1.1b above. The customer may select a higher degree of protection depending on the need for minimum service interruptions.
- .2.8 Billing of the rates shown below shall begin following an inventory of existing locations by Company personnel on a location-by-location basis.

.3 Rates

- .3.1 The rates shown below apply to all existing installations as well as all future installations where the protective equipment is provided by the Company. The nonrecurring charges are applicable to services installed anew on and after the effective date of this catalog.
- .3.2 Rates and charges for multiple pair transformers will be determined on a "per location" basis in accordance with the Special Assemblies of Equipment provisions shown in this Catalog.

		Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
.3.3	Isolation Transformer, Single-Pair, 4 KV, each	\$6.78	\$96.92
.3.4	Neutralizing Transformer, Single-Pair, 4 KV, each	\$9.69	\$96.92
.3.5	Remote Ground, each	\$6.06	\$96.92

X Special Protection Against Hazardous Voltages in The Vicinity of Power Stations will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

DISTINCTIVE RING (X)

.1 General

- .1.1 A Distinctive Ring permits the turning on or off of an appliance coincidental with station ringing current to signal a user who does not desire or cannot hear an audible signal.

.2 Rates

- .2.1 The following rates and charges apply in addition to all other rates and charges applicable to the services and equipment furnished.

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Distinctive Ring, each	\$2.47	\$14.54

X Distinctive Ring will no longer be provided to new customers. Existing customers may continue the service at the same location and is available only when required by the handicapped.



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GRANDFATHERED SERVICES

CUSTOM CALLING SERVICE (X)

- .1 Rates - in addition to applicable monthly rates for all service or equipment items with which Custom Calling Service is associated:

.1.1 Monthly Rates

		Monthly Rate	
		<u>Business</u>	<u>Residence</u>
a.	When provided as a feature package (each package, per line or trunk arranged):		
a.1	Call Waiting and Speed Calling-8	\$3.60	\$2.75
a.2	Call Waiting and Call Forwarding (refer to <u>NOTE</u> )	\$3.30	\$2.20
a.3	Three Way Calling and Speed Calling-30	\$8.55	-

(X) NOTE: When Call Forwarding is arranged for "fixed" operation, the Billing Code is to be suffixed by the letter "F". When Call Forwarding is arranged for "variable" operation, the Billing Code is to be suffixed by the letter "V".

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GRANDFATHERED SERVICES

WARM LINE SERVICE (X)

.1 General

- .1.1 Warm Line Service enables a user to call a specific destination without dialing any digits.
- 1.2 To activate this feature, the user removes the receiver from the switchhook. When the off-hook indication is received at the digital central office, the directory number or code of the destination is read from memory and the call is automatically routed to its destination.
- 1.3 If the line is also used for regular telephone service, a critical timeout is required after dial tone is returned to the line. If no digits are received within a specified time period, (approximately 10 seconds) the call is routed to the specified destination. Otherwise, it is routed in accordance with the dialed digits.
- 1.4 Calls can be routed to the following destinations:
  - a. To an operator.
  - b. To a telephone number within the same digital central office.
  - c. To a telephone number in another central office.
- 1.5 Warm Line Service will be offered where facilities are available and operating conditions permit.

.2 Rates

- 2.1 Service charges apply, except the Company may waive certain applicable charges during special promotions being conducted from time-to-time to market the service.

	Monthly <u>Rate</u>
2.2 Each equipped line	\$0.95

(X) These Custom Calling Features will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

PHONE NUMBER REFERRAL SERVICE (X)

.1 General

- 1.1 Phone number referral service provides a service to subscribers who have had their phone service discontinued because they have either moved to a new location, requested a change in phone number, or may be away for 30 days or more. Dialing the subscriber's former number results in a prerecorded message which announces the new number.
- 1.2 The rate applies for 30 days of service and will continue in 30 day increments at customer's discretion. If service is to be reestablished a subsequent Service Order charge would apply.
- 1.3 Limited to those exchanges in which facilities are available to provide the service.
- 1.4 If telephone number is listed in directory, it will remain during 30-day increments of phone service discontinuations.
- 1.5 If telephone calling card has been issued to telephone number, it will remain in force during 30-day increments or phone service discontinuations.

.2 Rates

- 2.1. Service charges apply, except the Company may waive certain applicable service charges during special promotions being conducted from time-to-time to market the service.

Monthly  
Rate

Per 30 days of service,  
per phone number

\$4.50

(X) Phone number referral service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

DIRECT INWARD DIALING SERVICE (DID) (X)

.1 General

- 1.1 Direct Inward Dialing (DID) Service permits incoming dialed calls from the exchange network to reach a specific number within a customer system without the assistance of an attendant. This service is offered only where facilities and equipment are available. The central office will outpulse digits to the customer system which can further route the calls as desired.
- 1.2 DID Service will be provided at the rates and charges specified under B. Rates. These rates and charges are in addition to those for PBX trunks as specified in this Catalog, Local Exchange Service.

.2 Rates

		Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
2.1	DID Trunk	\$37.05	\$332.15 (1)
2.2	Each assigned DID Station Number, 100 Minimum in increments of 100	\$0.50	(2)(1)
2.3	Each subsequent addition, deletion, or rearrangement	\$75.00	

.3 Conditions

- 3.1 Outgoing calls may not be placed over PBX exchange trunks arranged for DID Service.
- 3.2 Extended Area Service (EAS) additives do not apply to DID trunks.
- 3.3 DID Service is designed for voice communication and not for the transmission of data. When used for data transmission, adequate transmission quality cannot be assured.

(1) Service Charges also apply.

(2) NRC included in rate for DID trunk.

(X) DIRECT INWARD DIALING SERVICE will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

DIRECT INWARD DIALING SERVICE (DID) (X) (Cont'd)

.3 Conditions (Cont'd)

- 3.4 If a customer's normal serving central office is not equipped to provide DID Service, the service may be provided, where facilities permit, from a Company selected remote central office at the interexchange mileage charges. After the customer's normal serving central office becomes equipped to provide DID Service, the DID Service will then be transferred to the customer's normal serving central office. At that time the customer will be subject to a change in telephone numbers and will also incur initial nonrecurring charges and service charges as appropriate.
- 3.5 The minimum contract period for DID Service is two years. In the event of discontinuance of DID Service, a termination charge equal to 80 percent of the monthly rate for the remainder of the minimum contract period is due.
- 3.6 The customer shall be responsible for providing interception of calls to assigned by unused DID numbers by means of attendant intercept or recorded announcement service.
- 3.7 Additional DID numbers can be reserved for future use by ordering numbers at rates specified in B. Rates, above. The Company does not guarantee to provide reserved numbers in a consecutive manner. The Company will be responsible for interception and administration of these numbers.
- 3.8 All DID calls must be routed over the same PBX trunk group. Trunks arranged for DID Service may not be mixed with trunks not so arranged within the same trunk group.
- 3.9 The Company shall not be responsible to the customer if necessary changes in protection criteria or in any of the facilities operations or procedures of the Company render any facilities provided by a customer obsolete or make modification of customer's equipment necessary.
- 3.10 Directory listings for DID numbers may be provided in accordance with the rates and regulations specified in another Section of the Catalog, General Services.

(X) DIRECT INWARD DIALING SERVICE will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

FOREIGN EXCHANGE SERVICE (FROZEN) (X)

.1 Conditions

.1.1 This is exchange service furnished from an exchange other than the one from which service would normally be furnished.

- a. The normal exchange is the exchange in which the customer is located.
- b. The foreign exchange is an exchange other than the one in which the customer is located.

.1.2 Responsibility for billing and collecting for Foreign Exchange Service may be handled by either the normal or foreign exchange.

.1.3 The Company operating the normal exchange will determine if Foreign Exchange Service will be provided.

Customers subscribing to Foreign Exchange Service must also subscribe to service from their normal exchange.

.1.4 Three categories of Foreign Exchange Service are available for new installation, individual lines (excluding Public and Semi-Public Telephone Services), key trunks, and PBX Trunks. These services are provided subject to a "rate center to rate center" mileage charge as shown under Rates herein.

a. Foreign Exchange Service currently being provided by facilities extended across a common exchange boundary are subject to the following special conditions:

- a.1 Such services will not be provided anew and are frozen in-place to existing customers.
- a.2 Mileage charges apply to all such services as shown under Rates herein.

NOTE: Previous requirement that frozen Foreign Exchange Services be eliminated not later than December 31, 1973, is hereby canceled.

.2 Rates

.2.1 The following mileage rates apply to frozen Foreign Exchange Services.

Monthly Rate

Within the first mile of the common boundary (airline measurement)	\$9.40
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(X) Foreign Exchange Service (Frozen) will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

PICK-A-POINT SERVICE (X)

- .1 MSAs 4 and 17
- .1.1 Pick-A-Point Service (PAPS) is an optional intrastate intraMSA Message Toll Telephone Service offered to exchange service customers of Citizens Communications in exchanges located within MSAs where Citizens Communications has been designated the primary toll carrier.
  - .1.2 The service provides an alternate rate treatment for calls to an exchange selected by a customer of Citizens Communications, from the exchange selection list set forth following. The selected exchanges must be within the same Market Service Area as the customer's exchange. The service is restricted to customer dialed station-to-station calls charged to calling stations.
  - .1.3 The service is bulk billed.
  - .1.4 The service applies a 15% discount to dial station-to-station calls as rated in this Section for each exchange selected by a customer. For each exchange selected by a customer, a minimum monthly charge applies as specified in .1.9 following. The discount does not apply to any operator assisted call.
  - .1.5 The customer may select any combination of exchanges from the exchange selection list set forth following, for the appropriate MSA location of his home exchange. All regulations set forth in .1.4 preceding apply to each exchange selected.
  - .1.6 The minimum contract period for each PAPS plan arrangement is one month.
  - .1.7 The service is not offered in connection with Coin Telephone Service, Hotel Service or the Dormitory portion of Combination Administrative and Dormitory Service.
  - .1.8 All rates set forth in .1.9 following are subject to adjustment within a range. The minimum of the range is 20% below and the maximum is 15% above the rates indicated. The range is subject to rounding down to the next lower cent for rate decreases and rounding up to the next higher cent for rate increases. Adjustments within the range will be made only in response to access charge changes as granted by the Illinois Commerce Commission for Citizens Communications or other exchange carriers in Citizens Communications Market Service Area (4 and 17). Not less than one day prior to the effective date of any rate decrease and not less than 30 days prior to any rate increase, the Company will inform customers of the change. Rate lists containing the currently effective rates as well as any changes that are to become effective, will be available for inspection at the public offices of this Company and at the offices of the Illinois Commerce Commission.

(X) This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

PICK-A-POINT SERVICE (X) (Cont'd)

.1 MSAs 4 and 17

.1.9 RATES AND CHARGES

- a. Service Charges as specified in this catalog are not applicable for establishment of, or changes in, Pick-A-Point Service.
- b. Minimum Monthly Charge, per exchange selected

Per Month

Residence (x)	\$1.94
Business (x)	\$3.88

.2 Exchange Selection

Exchange  
Location

Exchanges Available for Selection

- (x) MSA 4 Chadwick, Coleta, Fulton, Hooppole, Lanark, Lyndon, Milledgeville, Morrison, Polo, Prophetstown, Shannon, Tampico
- (x) MSA 17 Abingdon, Basco, Biggsville, Bowen, Carthage, Dallas City, Elvaston, Ferris, Gulfport, Hamilton, Kirkwood, London Mills, Monmouth, Nauvoo, Niota, Roseville, Stronghurst, Sutter, Warsaw,

(X) This service will no longer be provided to new customers. Existing customers may continue the service at the same location.



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GRANDFATHERED SERVICES

PICK-A-POINT SERVICE (X) (Cont'd)

.3 MSA 8 (x)

.3.1 Pick-A-Point Service is an optional intra-MSA, intrastate long distance telecommunications service offered to customers of the Company in the exchanges listed on sheet 25-26 of this section of the catalog. The service provides an alternate rate treatment of calls to an exchange selected by a customer of the Company from those listed on sheet 25-26 of this section of the catalog. The exchanges that may be selected must be within the same MSA as the customer's exchange and may not be more than 28 airline miles distance from each customer's exchange. The service is restricted to customer dialed station-to-station calls charged to calling stations.

.3.2 The service is bulk billed.

.3.3 The service applies a 30% discount to dial station-to station calls for 1 to 28 miles as rated in this section for each exchange selected by a customer. For each exchange selected by a customer a minimum monthly charge applies as shown following. The discount rate does not apply to any operator assisted calls.

.3.4 The customer may select any number of exchanges as shown following, but the regulations in .3.1 preceding apply to each exchange selected. The minimum contract period for each PAPS plan arrangement is one month. The service is not offered in connection with Coin Telephone Service, Hotel Service or the Dormitory portion of Combination Administrative and Dormitory Service.

.3.5 Rates

a. Minimum Monthly Charge, per exchange selected:

(x)	Residence	\$1.94
(x)	Business	\$3.88

(X) This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

PICK-A-POINT SERVICE (X) (Cont'd)

.3 MSA 8 (x) (Cont'd)

.1 Exchange Selection

EXCHANGE  
LOCATION

EXCHANGES AVAILABLE FOR SELECTION

Benld	Carlinville, Coffeen, Donnellson, Farmersville, Hillsboro, Irving, Litchfield, Mount Olive, New Douglas, Raymond, Sorento, Witt
Carlinville	Benld, Farmersville, Gillespie, Hillsboro, Irving, Litchfield, Morrisonville, Mount Olive, New Douglas, Raymond, Sorento
Coffeen	Benld, Farmersville, Gillespie, Irving, Litchfield, Morrisonville, Mount Olive, New Douglas, Nokomis, Oconee, Pana, Raymond, Sorento, Witt
Donnellson	Benld, Fillmore, Farmersville, Gillespie, Irving, Litchfield, Morrisonville, Mount Olive, New Douglas, Nokomis, Oconee, Raymond, Witt
Fillmore	Cowden, Donnellson, Farmersville, Hillsboro, Irving, Litchfield, Morrisonville, Mount Olive, New Douglas, Nokomis, Oconee, Owaneco, Pana, Raymond, Sorento, Tower Hill, Witt
Gillespie	Carlinville, Coffeen, Donnellson, Farmersville, Hillsboro, Irving, Litchfield, Morrisonville, Mount Olive, New Douglas, Raymond, Sorento, Witt,
Mount Olive	Benld, Carlinville, Coffeen, Donnellson, Farmersville, Fillmore, Gillespie, Hillsboro, Irving, Litchfield, Morrisonville, New Douglas, Raymond, Sorento, Witt
New Douglas	Benld, Carlinville, Coffeen, Donnellson, Farmersville, Fillmore, Gillespie, Hillsboro, Irving, Litchfield, Mount Olive, Raymond, Witt

(X) This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

PICK-A-POINT SERVICE (X) (Cont'd)

.3 MSA 8 (x) (Cont'd)

.1 Exchange Selection (Cont'd)

EXCHANGE  
LOCATION

EXCHANGES AVAILABLE FOR SELECTION

Shumway	Cowden, Deiterich, Elliotstown, Findlay, Gays, Gila, Greenup, Mattoon, Montrose, Neoga, Oconee, Pana, Shelbyville, Sigel, Stewardson, Strasburg, Teutopolis, Toledo, Tower Hill, Watson, Westervelt, Windsor
Sorento	Benld, Carlinville, Coffeen, Farmersville, Fillmore, Gillespie, Hillsboro, Irving, Litchfield, Mount Olive, Nokomis, Raymond, Witt
Teutopolis	Cowden, Dieterich, Gays, Gila, Greenup, Mattoon, Montrose, Neoga, Shelbyville, Shumway, Stewardson, Strasburg, Toledo, Watson, Windsor
Watson	Cowden, Deiterich, Elliotstown, Gila, Greenup, Montrose, Neoga, Shumway, Sigel, Stewardson, Strasburg, Teutopolis, Toledo

(X) This service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE

.1 General

Custom 800 Business/Residence Line Service is the furnishing of dial type telecommunications from stations within a Market Service Area (MSA) to a station associated with an 800 termination point within the same MSA within the State of Illinois. This service is offered to Citizens subscribers.

.1.2 Dial type telecommunications is a call dialed and completed from or to an 800 access line without the assistance of a Company operator, or placed with an operator where facilities are not available for dial completion, or where, for other service reasons, operator assistance in completion of the call is necessary.

.1.3 An 800 termination is a path between the network interface at the customer's premises and the point in a Company Central Office where access to the switched network is obtained for the purpose of completing 800 calls. Custom 800 Business/Residence Line Service access will be arranged for common line termination. Custom 800 Business/Residence Line Service provides termination of calls over nondedicated business and residence lines. One 800 number may be assigned to each existing or newly provided exchange telephone number which allows for the completion of 800 calls in addition to all other usage normally handled on this termination.

a. Variable call destination allows the Business Line 800 customer to have 800 calls to their single 800 number terminate at different locations within the same MSA based on criteria they select. This feature allows the customer to have calls routed to a specific location based on a variety of conditions i.e., time of day, day of week, etc.

.1.4 Custom 800 Business/Residence Line Service is not available in conjunction with Pay Coin Telephone Service, Public Coin Telephone Service, Customer Owned Coin Telephone Service or Foreign Exchange Service.

.1.5 Custom 800 Business/Residence Line Service provides for the termination of 800 calls only.

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**GRANDFATHERED SERVICES**

**CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE (Cont'd)**

- .1 General (Cont'd)
  - .1.6 Customers may retain the same Custom 800 Business/Residence Line Service telephone number when moving to another location within the State of Illinois. Custom 800 Business/Residence Line Service allows the customer to use one 800 number in multiple MSAs for IntraMSA calling. All calls originating within the designated Market Service Area will be terminated within the same MSA.
  - .1.7 Custom 800 Business/Residence Line Service is the furnishing of facilities in accordance with the regulations and schedule of charges specified in this Catalog. Custom 800 Business/Residence Line Service rates set forth herein are in payment for the service furnished between the calling and called stations.
  - .1.8 Custom 800 Business/Residence Line Service is furnished subject to the availability of the appropriate equipment and facilities.
  - .1.9 If Custom 800 Business/Residence Line Service is concurred in by other Local Exchange Carriers, any and all costs and charges to provide such service will be borne by the concurring carrier on an individual case basis.
  - .1.10 The term "Service Terminating Arrangement" denotes company-provided equipment which terminates Custom 800 Business/Residence Line Service at a customer's premises. The service terminating arrangement provides a clearly delineated interface which facilitates the design, isolation and testing of Custom 800 Business/Residence Line Service. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as a part of the protective connecting arrangement.
  - .1.11 All rates and charges quoted in this Catalog provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the service does not warrant the Company assuming the unusual costs of providing the necessary construction, the customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case.
  - .1.12 Directory Listings for Custom 800 Business/Residence Line Service will be provided at applicable additional listing rates as shown elsewhere in this Catalog.

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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE (Cont'd)

.2 Limitations of Service

- .2.1 Dial type telecommunications associated with a Custom 800 Business/Residence Line Service access line are calls dialed and completed without the assistance of a Company operator, except that a Company operator will:
- Re-establish a call which has been interrupted after the called number has been reached, or
  - Reach the called telephone number where facilities are not available for customer dial completion.
- .2.2 The Company does not undertake to transmit messages but offers the use of its facilities for communications between customers. Custom 800 Business/Residence Line Service does not include calling to or from stations not within the same MSA, person-to-person, collect, conference or other calls requiring operator handling except as provided in the preceding.
- .2.3 Connection to Other Services
- a. Custom 800 Business/Residence Line Service is not represented as adapted for connection to other services of the Company, facilities of Other Common Carriers (OCCs), or to customer-provided facilities. Connections of communications systems provided by the customer may be made; however, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections. The service contemplates the provision of satisfactory transmission only between the access line and the called or calling station.
  - b. Regulations, rates and charges for the facilities used to connect customer-provided terminal equipment or customer-provided communications systems are set forth elsewhere in this Catalog.

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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE (Cont'd)

.2 Limitations of Service (Cont'd)

.2.4 Obligation of the Customer

- a. The agents and employees of the Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of installing, inspecting or repairing the services of the Company or upon termination of the service, for the purpose of removing such services.
- b. The Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Company caused by negligence or willful act of the customer or authorized users. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except upon written consent of the Company.
- c. The customer is responsible for providing a suitable supply of commercial power, including outlets, when and where required by the Company for the operation of any equipment on the customer's premises.
- d. The customer is required to reimburse the Company for any loss through theft of the equipment or apparatus on the customer's premises.

- .2.5 Custom 800 Business/Residence Line Service is furnished upon the condition that the customer obtain adequate service to permit its use without creating excessive overflows and incomplections or otherwise interfering with this or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish Custom 800 Business/Residence Line Service to any customer failing to comply with said conditions, subject only to provisions as indicated elsewhere in this Catalog for Termination of Service

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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE (Cont'd)

.2 Limitations of Service (Cont'd)

.2.6 Use of the Service

- a. Custom 800 Business/Residence Line Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Catalog.
- b. Orders, including those installing, rearranging, or discontinuing service, will be accepted by the Company only from the customer.
- c. The customer subscribing to Custom 800 Business/Residence Line Service is responsible for its use and for the payment of all charges in connection therewith and shall exercise such control as may be necessary to ensure that it is not improperly used.

.2.7 Cancellation for Cause

The regulations set forth elsewhere in this Catalog for Termination of Service apply when appropriate.

.3 Liability of the Telephone Company

The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Custom 800 Business/ Residence Line Service. In the event that a customer's basic service is interrupted and remains out of service for more than twelve (12) hours after being reported to or found to be out of service by the Company, appropriate adjustments shall be made to the customer's account upon request with a minimum of credit for twenty-four (24) hours. The adjustment shall be the pro rata part of the month's charge for local exchange service for the period of days service was inoperative and shall be accomplished by a credit on a subsequent bill for service. This provision shall not apply when the service interruption is caused by:

- a. The negligence or willful act of the customer,
- b. Customer provided facilities, or
- c. Electric power failure where the customer furnishes such electric power.



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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE (Cont'd)

.3 Liability of the Telephone Company (Cont'd)

- .3.2 The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Custom 800 Business/Residence Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

.4 Application of Monthly Rates and Charges

.4.1 Timing of Calls

- a. Chargeable time begins when a connection is established between a station associated with the Custom 800 Business/Residence Line Service line and the calling station.
- b. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- c. When Custom 800 Business/Residence Line Service is directly connected at customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the Custom 800 Business/Residence Line Service so that the chargeable time may begin.
- d. All messages completed in one billing period through Custom 800 Business/Residence Line Service will be bulk billed a minimum of 30 seconds per message.

- .4.2 The minimum service period for Custom 800 Business/Residence Line Service is one month.

- .4.3 Usage is subject to a Minimum Average Time Requirement (MATR) of 30 seconds per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE (Cont'd)

.4 Application of Monthly Rates and Charges (Cont'd)

.4.4 The monthly charges for Custom 800 Business/Residence Line Service are determined as follows:

- a. Determine the total number of calls for each Custom 800 Business/Residence Line Service number.
- b. Determine the equivalent hours rounded to the nearest tenth used by applying the MATR.
- c. Determine total actual hours used, rounded to the nearest tenth of one hour.
- d. Determine the chargeable hours which is the greater of b. or c.
- e. Multiply the chargeable hours by the usage charge as specified in 5.5 rounded to the next highest cent.
- f. Determine the charge for each Custom 800 Business/Residence Line Service number by multiplying the monthly rate per Custom 800 Business/Residence Line Service number by the quantity of Custom 800 Business/Residence Line Service numbers in service for that given month.
- g. Determine the total charges by adding the amounts developed in e. and f. preceding.

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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE X (Cont'd)

.4 Application of Monthly Rates and Charges (Cont'd)

.4.5 Optional Contract Periods

Customers may choose to subscribe on a month-by-month (no contract) basis or take advantage of lower intraLATA rates offered to customers who contract to subscribe to the service for longer periods of time. Options include: one year, two years or three years.

- a. Expiration of Contract - If a customer's contract period expires and the customer has not canceled or established a new contract with the Telephone Company, the customer's service will be continued under the month-by-month rates.
- b. Termination Liability - If a customer terminates prior to the expiration date of the contract, the customer's contract period to date usage will be re-rated at the month-by-month (no contract) rate, up to a maximum of twelve months, and the payments made to date shall be deducted from the re-rated total. The customer's termination liability would be the difference between these two figures.
- c. Unique Ringing Feature - A distinctive ringing signal is available as an option to Business/Residence Line 800 Service customers. A distinctive ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800 number or the customer's local exchange number.

A distinctive ringing signal is available only where facilities permit. This feature is not available for use on Citizens Digital Centrex, PBX trunks, or on local exchange facilities arranged for multi-line hunting.

If the customer has the Business/Residence Line 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination, when applying Ring, must be in the Telephone Company's service area.

There is no additional monthly charge for this feature for customers who contract to subscribe to the service for one, two or three years. There is no additional nonrecurring charge if the feature is ordered on the initial installation of service for a one, two or three year contract period.

- X Wide Area Telephone Service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

CUSTOM 800 BUSINESS/RESIDENCE LINE SERVICE X (Cont'd)

.5 Rates and Charges - The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's catalog or Tariffs.

.5.1 Citizens Business Line 800 Service (X)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Subscription Fee - No Contract		
Per Business 800 Number	\$10.00	\$10.00
Per Residence 800 Number	\$10.00	\$10.00
Subscription Fee - With Contracts		
1 Yr Per Bus/Res	\$10.00	\$10.00
2 Yr Per Bus/Res	\$10.00	\$10.00
3 Yr Per Bus/Res	\$10.00	\$10.00

(X) Wide Area Telephone Service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

VALULINE (X)

.1 General

.1.1 Bundled Services provide a business access line and services/features as listed in the specific plans.

.1.2 ValuLine Bundled Service

ValuLine consists of

- Flat rate home exchange business network access line
- Call Transfer
- Hunting

.2 Regulations

.2.1 All rules, regulation and limitation as specified elsewhere in this Catalog or ILL C.C. No. 7 for the respective services/features shall apply.

.2.2 ValuLine is available on a monthly basis or in One, Two or Three year term -contracts.

.2.3 ValuLine is offered in the Jerseyville exchange only.

.2.4 If a customer terminates any of the services prior to fulfillment of its full-term commitment, the customer will pay termination charges determined by the length of the term agreement and the point at which the customer cancels during the term.

.2.5 In addition to rates and charges contained in this section, supplemental charges, taxes, 911 surcharges, subscriber line charges, and other mandated charges may apply.

.2.6 Service ordering charges do not apply

.3 Rates and Charges

	<u>No Term</u>	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
ValuLine monthly Rate	\$20.00	\$19.00	\$18.00	\$17.00

(X) .ValuLine service will no longer be provided to new customers. Existing customers may continue the service at the same location.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X)

.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.

1.1 Bundle 1

- .1.1 One Business Access Line, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .1.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .1.3 Frontier dial-up Internet Service (Non-regulated)
- .1.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

1.2 Bundle 2

- .2.1 One Business Access Line, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .2.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .2.3 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- .2.4 Frontier DSL Max Internet Service (Non-regulated)
- .2.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

.1 General (Cont'd)

1.3 Bundle 3

- .3.1 Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .3.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .3.3 Frontier dial-up Internet Service (Non-regulated)
- .3.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

1.4 Bundle 4

- .4.1 Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .4.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .4.3 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- .4.4 Frontier DSL Max Internet Service (Non-regulated)
- .4.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

.1 General (Cont'd)

1.5 Bundle 5

- .5.1 Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .5.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .5.3 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- .5.4 Frontier 512 Kbps Business DSL Internet Service (Non-regulated)
- .5.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

1.6 Bundle 6

- .6.1 Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .6.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .6.3 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service (Federally Tariffed)
- .6.4 Frontier 1 Mbps Business DSL Internet Service (Non-regulated)
- .6.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(X) This service is limited to existing customers at their existing locations.



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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

.1 General (Cont'd)

1.7 Bundle 7

- .7.1 One Business Access Line, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .7.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .7.3 Frontier new BDSL which features ADSL speeds of 1 Mbps / 128 Kbps, 2 Mbps / 256 Kbps, or 3 Mbps / 384 Kbps (speeds vary by market where available) (Federally Tariffed)
- .7.4 Frontier BDSL Internet Service (Non-regulated)
- .7.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

1.8 Bundle 8

- .8.1 Two Business Access Lines, including Call Forward Busy Line and Call Forward No Answer *[See Endnote 1.]*
- .8.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .8.3 Frontier new BDSL which features ADSL speeds of 1 Mbps / 128 Kbps, 2 Mbps / 256 Kbps, or 3 Mbps / 384 Kbps (speeds vary by market where available) (Federally Tariffed)
- .8.4 Frontier BDSL Internet Service (Non-regulated)
- .8.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

.2 Optional Services

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

.2.1 FrontierWorks Select5

Choice of five of the following:

Caller ID—Name and Number  
Call Forward or Call Forward Variable *[See Endnote 2]*  
Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Three-Way Calling  
Busy Redial  
Call Return  
Hunting *[See Endnote 3]*

.2.2 FrontierWorks Select5 with Voice Mail (Non-regulated)

Voice Mail Service, plus choice of five of the following:

Caller ID—Name and Number  
Call Forward or Call Forward Variable *[See Endnote 2]*  
Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Three-Way Calling  
Busy Redial  
Call Return  
Hunting *[See Endnote 3]*

.2.3 Citizens Conference on Demand (Non-regulated)

.2.4 Citizens Webexchange (Non-regulated)

.2.5 FrontierPages free one-inch Yellow Pages advertisement (Non-regulated)

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

.3 Regulations

- .3.1 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.
- .3.2 The bundles are offered only under one-year, two-year, and three-year term contracts.
  - a. If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. 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.
  - c. 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.
- .3.3 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.

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

.3 Regulations (Cont'd)

.3.3 (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. *[See Endnote 4.]*
- 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.

.3.4 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.

.3.5 The FrontierWorks Select5 package is available only in association with a FrontierWorks Small Business Solutions bundle.

.3.6 The bundle rate will appear as a single line item on the customer's bill.

.3.7 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.

.3.8 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.

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

.4 Rates and Charges

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

a. Bundle Rate

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$56.00	\$52.00	\$50.00
Bundle 2	\$82.00	\$76.00	\$72.00
Bundle 3	\$88.00	\$84.00	\$78.00
Bundle 4	\$114.00	\$108.00	\$102.00
Bundle 5	\$140.00	\$128.00	\$118.00
Bundle 6	\$212.00	\$192.00	\$172.00
Bundle 7	\$122.68	\$115.76	\$108.84
Bundle 8	\$155.36	\$146.52	\$137.68

Monthly Rate

- b. FrontierWorks Select5 \$9.95
- c. FrontierWorks Select5 With Voice Mail \$12.95

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS SMALL BUSINESS SOLUTIONS (X) (Cont'd)

Endnotes

1. The business access line does not include Key lines or PBX trunks or other business lines that are filed separately with different rates from the regular Business One-Party access line.
2. 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.
3. 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 catalog. Call Forward Busy Line cannot be used with Hunting.
4. The provision that termination charges do not apply to cancellations of bundles within 90 days of activation may not apply in all markets.

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X)

.1 General

FrontierWorks<sup>sm</sup> Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name 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.

.1 Bundle 1

- .1.1 One Business Access Line, including Call Forwarding, and Caller ID- Name and Number
- .1.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .1.3 Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non- regulated)
- .1.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- .1.5 White Page Bold Ad (Non-regulated)

.2 Bundle 2

- .2.1 One Business Access Line, including Call Forwarding and Caller ID –Name and Number
- .2.2 Voice Mail (Non-regulated) and Message Waiting Indication
- .2.3 Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (Non-regulated)
- .2.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- .2.5 White Page Bold Ad (Non-regulated)

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

- .1 General (Cont'd)
  - .3 Bundle 3
    - .3.1 Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number
    - .3.2 Voice Mail (Non-regulated) and Message Waiting Indication
    - .3.3 Frontier High Speed Internet Service, A bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 email boxes (Non-regulated)
    - .3.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
    - .3.5 White Page Bold Ad (Non-regulated)
    - .3.6 Two-Line Business Set (Non-regulated)
    - .3.7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)
  - .4 Bundle 4
    - .4.1 Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number
    - .4.2 Voice Mail (Non-regulated) and Message Waiting Indication
    - .4.3 Frontier High Speed Internet Service 10 email boxes (Non-regulated)
    - .4.4 Business Digital Subscriber line (BDSL), A bundle of Federally tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (Non-regulated)
    - .4.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
    - .4.6 White Page Bold Ad (Non-regulated)
    - .4.7 Two-Line Business Set (Non-regulated)
    - .4.8 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

(X) This service is limited to existing customers at their existing locations.



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FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

- .1 General (Cont'd)
  - .5 Bundle 5
    - .5.1 Two Business Access Lines, including Call Forwarding and Caller ID –Name and Number
    - .5.2 Voice Mail (Non-regulated) and Message Waiting Indication
    - .5.3 Frontier High Speed Internet Service 10 email boxes (Non-regulated)
    - .5.4 Business Digital Subscriber line (BDSL), A bundle of Federally tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes plus a Wireless Router. (Non-regulated)
    - .5.5 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
    - .5.6 White Page Bold Ad (Non-regulated)
    - .5.7 Two-Line Business Set (Non-regulated)
    - .5.8 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)
  - .6 Bundle 6
    - .6.1 Two Centrex lines, including the following features:

Call Forward Busy Line/No Answer-Variable	Caller ID Name and Number
Abbreviated Dialing (Where Available)	Three Way Calling
    - .6.2 Voice Mail (Non-regulated) and Message Waiting Indication
    - .6.3 Frontier High Speed Internet Service, a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 10 email boxes (Non-regulated)
    - .6.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
    - .6.5 White Page Bold Ad (Non-regulated)
    - .6.6 Two-Line Business Set (Non-regulated)
    - .6.7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

.1 General (Cont'd)

.7 Bundle 7

.7.1 Two Centrex lines, including the following features:

Call Forward Variable Busy Line/No Answer-Variable  
Caller ID Name and Number  
Three Way Calling  
Abbreviated Dialing (Where Available)

.7.2 Voice Mail (Non-regulated) and Message Waiting Indication

.7.3 Business Digital Subscriber Line (BDSL), a bundle of Federally Tariffed Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 email boxes. (non-regulated)

.7.4 One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed [were State Tariffed])

.7.5 White Page Bold Ad (Non-regulated)

.7.6 Two-Line Business Set (Non-regulated)

.7.7 Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

.1 General (Cont'd)

.8 Optional Services

.8.1 The following services may be added to Bundles 1-5 of the bundles above:

a. FrontierWorks Optional Business Feature Package .

Choice of five of the following:

Call Waiting w/ Cancel Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Three-Way Calling  
Automatic Busy Redial  
Automatic Call Return  
Hunting  
Special Call Forwarding

b. Voice Mail

.8.2 The following features may be added to Bundles 6 and 7. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting w/ Cancel Call Waiting  
Speed Calling 8 Code or Speed Calling 30 Code  
Automatic Busy Redial  
Automatic Call Return

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

.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 only under one-year, two-year, and three-year term commitment and requires a contract.
  - .2.1 If the rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - .2.2 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.
  - .2.3 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.
  - .2.4 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: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. 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 contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
    - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

.2 Regulations (Cont'd)

- .2 The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Cont'd)
  - .2.5 Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
  - .2.6 The Frontier Works Optional Business Feature Package 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.
  - .2.7 The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.
  - .2.8 The bundle rate will appear as a single line item on the customer's bill.
  - .2.9 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.
  - .2.10 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.
  - .2.11 In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
  - .2.12 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.
  - .2.13 FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

.2 Regulations (Cont'd)

.2 The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Cont'd)

.2.14 In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer

.2.15 FrontierWorks is a service mark of Citizens Communications Company.

.3 Rates and Charges

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

.3.2 Service Charges apply if the customer switches from a bundle to an unbundled service.

.3.3 Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.

.3.4 The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

.3.5 Monthly Rates

a. Bundles

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1	\$89.99	\$84.99	\$79.99
Bundle 2	\$134.99	\$126.99	\$118.99
Bundle 3	\$129.99	\$119.99	\$114.99
Bundle 4	\$174.99	\$163.99	\$153.99
Bundle 5	\$189.99	\$179.99	\$169.99
Bundle 6	\$139.99	\$129.99	\$119.99
Bundle 7	\$161.99	\$151.99	\$142.99

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIERWORKS BUSINESS CONNECTIONS (X) (Cont'd)

.3 Rates and Charges (Cont'd)

.3.5 Monthly Rates (Cont'd)

Monthly Rate

b. Optional Services

Bundles 1-5

- a. FrontierWorks Optional Business Feature Package \$9.99 per line

Bundles 6 & 7

- a. Optional Centrex Features  
\$1.99 per feature

(X) This service is limited to existing customers at their existing locations.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE BRONZE \*

.1 General

Frontier Digital Phone Bronze is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Features and Services

Residence One-Party Service  
Caller ID – Name and Number  
Call Waiting/Cancel Call Waiting  
Call Waiting/Caller ID  
Frontier Communications of America's, - Frontier Digital Phone Bronze Calling  
Plan (Federally Price listed)

Digital Phone Enhanced Feature Pack

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

Busy Redial  
Call Return  
Three-Way Calling  
Speed Call 8 or 30  
Call Forwarding

.2 Regulations

- 2.1 The Frontier Digital Phone Bronze is available where technically feasible.
- .2.2 The features are provided subject to their individual service regulations as specified in this catalog.
- .2.3 When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually rate.

\* This Bundle was previously called Frontier Digital Phone Essentials.



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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE BRONZE \* (Cont'd)

.2 Regulations

- .2.4 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 catalog rules.
- .2.5 Customers may add or delete any features offered in the package without a service order charge.
- .2.6 No discounts will be given to subscribers that do not use all the features or have some features turned off.
- .2.7 The bundles are offered on a month to month basis.
- .2.8 The bundle will appear as a single line item on the bill.
- .2.9 Extended Area Service calling rates do not apply.
- .2.10 New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

.3 Rates and Charges

- 3.1 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.
- 3.2 Frontier Digital Phone Bronze is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Digital Phone Bronze	\$24.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

\* This Bundle was previously called Frontier Digital Phone Essentials.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL BASIC BUNDLE

.1 General

Frontier Digital Basic Bundle is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forwarding Busy Line/No Answer (Variable)

Caller ID - Number

Call Waiting/Cancel Call Waiting

Digital Phone Enhanced Feature Pack

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

Busy Redial

Speed Call 8 or 30

Call Return

Call Forwarding

Three-Way Calling

.2 Regulations

2.1 The Frontier Digital Basic Bundle is available where technically feasible.

2.2 The features are provided subject to their individual service regulations as specified in this catalog.

- a. 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 catalog rules.
- b. Customers may add or delete any features offered in the package without a service order charge.
- c. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- d. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL BASIC BUNDLE (Cont'd)

.3 Rates and Charges

- a. Frontier Digital Basic Bundle is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Digital Basic Bundle	\$29.99	
Digital Phone Enhanced Feature Pack	\$7.49	(I)

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GRANDFATHERED SERVICES

FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1

.1 General

Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers. The package includes one Flat Rate Residential Line, Extended Area Service (where applicable), and a combination of enhanced calling.

Call Forwarding  
Caller ID - Number  
Call Waiting/Cancel Call Waiting  
Three-Way Calling  
Automatic Busy Redial  
Automatic Call Return  
Call Waiting/Caller ID  
Speed Calling 8

Additional Features

The following features may be added to the bundle.

Speed Calling 30  
Call Forward Plus  
Anonymous Call Block

.2 Regulations

- .2.1 The Frontier Digital State Unlimited with Essentials 1 is available where technically feasible.
- .2.2 The bundles are offered on a month to month basis.
- .2.3 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.4 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 catalog rules.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 1 (Cont'd)

.2 Regulations (Cont'd)

- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.

.3 Rates and Charges

	<u>Monthly Rate</u>
Frontier Digital State Unlimited with Essentials 1	\$33.99
Additional Features	
One Feature	\$5.99
Two Features	\$7.99
Three Features	\$9.99

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1 - 2010

.1 General

Frontier Digital Phone Nationwide Unlimited with Essentials 1 is a package offering available to residential customers. The package includes one Flat Rate Residential Line, Extended Area Service (where applicable), and a combination of enhanced calling features.

Call Forward Busy/No Answer (Variable)  
Caller ID - Number  
Call Waiting/Cancel Call Waiting  
Three-Way Calling  
Automatic Busy Redial  
Automatic Call Return  
Speed Calling 8  
10 Free DA Calls

Enhanced Feature Pack

The following feature pack may be added to the bundle.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

.2 Regulations

- .2.1 The Frontier Digital Phone Nationwide Unlimited with Essentials 1 is available where technically feasible.
- .2.2 The bundles are offered on a month to month basis.
- .2.3 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.
- .2.4 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 catalog rules.

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 1- 2010 (Cont'd)

.2 Regulations (Cont'd)

- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.

.3 Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited with Essentials 1	\$39.99	
Enhanced Feature Pack	\$7.49	(I)

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1 -2010

.1 General

Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is a package offering available to residential customers. The package includes two Flat Rate Residential Lines, Extended Area Service (where applicable), and a combination of enhanced calling features. Features will be added to the first line.

Call Forward Busy/No Answer (Variable)  
Caller ID - Number  
Call Waiting/Cancel Call Waiting  
Three-Way Calling  
Automatic Busy Redial  
Automatic Call Return  
Speed Calling 8  
10 Free DA Calls

Enhanced Feature Pack

The following feature pack may be added to the bundle.

Speed Calling 30  
Call Forwarding Busy/No Answer (Fixed)  
Call Forwarding Busy Line (Fixed)  
Selective Call Acceptance  
Selective Call Rejection

.2 Regulations

- .2.1 The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 is available where technically feasible.
- .2.2 The bundles are offered on a month to month basis.
- .2.3 The features are provided subject to their individual service regulations as specified in the applicable sections of the catalog.



**CITIZENS TELECOMMUNICATIONS COMPANY OF ILLINOIS**  
**d/b/a FRONTIER CITIZENS COMMUNICATIONS OF ILLINOIS**  
**GENERAL EXCHANGE CATALOG**

**(NORTH)**  
**SECTION 25**  
1<sup>st</sup> Revised Sheet 61

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GRANDFATHERED SERVICES

FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 1-2010  
(Cont'd)

.2 Regulations (Cont'd)

- .2.4 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 catalog rules.
- .2.5 The bundle rate includes Extended Area Service (EAS), where applicable. The call detail for EAS calls will not be displayed on the bill. Usage charges for EAS calling will not apply.
- .2.6 Federal Subscriber Line Charge will be billed separately from the Bundle offering. All other surcharges and taxes will apply.
- .2.7 The bundle will appear as a single line item on the bill.

.3 Rates and Charges

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1	\$39.99	
Enhanced Feature Pack	\$7.49	(I)