FRONTIER TELEPHONE OF ROCHESTER, INC.

RETAIL CATALOG

APPLICABLE IN

ALL TERRITORY SERVED BY THIS COMPANY

IN THE COUNTIES OF:

ALLEGHANY	ORLEANS
GENESEE	STEUBEN
LIVINGSTON	WAYNE
MONROE	WYOMING
ONTARIO	YATES

RETAIL CATALOG

CONTACTING THE COMPANY WITH A COMPLAINT

In the case of a dispute between the Customer and the Company, please contact the Company by phone, email or mail.

- Email: Consumer.affairs@ftr.com or,
- By Phone:

  Customer Service
  1-800-426-6404 Consumer Relations Line or,

- By Mail:

  Frontier Communications
  Attn: Consumer Relations
  P. O. Box 5166
  Tampa, FL 33675

CONTACTING THE PUBLIC SERVICE COMMISSION

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York DPS by phone, online or by mail.

- Online: http://www.dps.ny.gov/complaints or,
- By Phone:

  Helpline (for complaints/inquiries):
  1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00 pm): or,
  1-800-662-1220 for Hearing/Speech Impaired: TDD or,
  518-472-8502 for fax

- By Mail:

  NYS Department of Public Service
  Office of Consumer Services, 4th Floor
  3 Empire State Plaza
  Albany, NY 12223-1350

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EXPLANATION OF SYMBOLS

(C) - To signify changed regulation
(D) - To signify discontinued rate or regulation
(I) - To signify increase
(M) - To signify matter relocated without change
(N) - To signify new rate or regulation
(R) - To signify reduction
(T) - To signify change in text but no change in rate or regulation
(Z) - To signify a correction

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REFERENCES TO P.S.C. NO. 6 - TELEPHONE TARIFF

The following services may be found in the Frontier Telephone of Rochester, Inc. P.S.C. No. 6 – Telephone Tariff on Frontier's website at:
http://carrier.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=local&sctnID=6&stateID=NY

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10	Discounted Toll Service for Customers with Impaired Hearing or Speech
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11	Connecting Company End User IntraLata Toll Service Tariff

RETAIL CATALOG

EXPLANATION OF TERMS

ACCESS LINE

A line that provides connection of customer owned and maintained equipment only to the local exchange and toll network. Access lines are individual line services.

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 telecommunications system.

ADJACENT BUILDING AREAS

Building areas which have a common boundary at any point.

ADJACENT CENTRAL OFFICE DISTRICTS

Central office districts which have a common boundary at any point.

ADJACENT CITY BLOCKS

City blocks which have a common boundary at any point formed by a street, railroad or small natural barrier such as a small creek (blocks separated by parks, large water barriers such as canals or rivers, or by railroad yards, are non-adjacent).

ANSWERING LINES

Individual central office lines or wide area telephone service lines terminating in an answering turret only, with no termination in a subscriber's station.

APARTMENT HOUSE

A building used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

AUXILIARY LINE

See P.S.C. No. 6 Tariff, Section 2.

RETAIL CATALOG

EXPLANATION OF TERMS

BASE RATE AREA

An area within a specific exchange where Tariff rates for local service apply. The local service rates applicable in this area are known as base rates.

BOARDING HOUSE

An establishment offering regular meals to five or more paying guests, not members of the subscriber's domestic establishment.

BRIDGED LINE

A line from a station or other terminal to the point of connection with another line. The point of connection is known as the bridging point.

BUILDING

See Same Building.

BUILDING AREA

All of the territory served from the same central office building.

CABLE CARRYING CHARGES

Charges in lieu of mileage for the availability of a specific number of lines between building.

CENTRAL OFFICE

An operating office of the Telephone Company where connections are made between telephone exchange lines.

CENTRAL OFFICE DISTRICT

The territory served by a central office or by a group of central offices any one of which may serve any part of the district.

RETAIL CATALOG

EXPLANATION OF TERMS

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone, switchboard or order equipment to a central office. Central office lines subject to PBX rate treatment are more specifically referred to as central office trunks.

CITY BLOCK

An area bounded on all sides by streets or highways or by a combination of streets or highways or one or more other barriers, such as a canal, river or railroad.

CLUB

An organization of persons for social purposes maintaining premises with lodging for its members.

COLLEGE

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

COMMUNICATIONS SYSTEMS

Channels and other facilities, which are capable when not connected to exchange and message toll telecommunications service, of 2-way communications between subscriber-provided terminal equipment or Telephone Company stations.

COMPOSITE DATA SERVICE

The term "Composite Data Service" denotes the combined use of terminal and subscriber-provided data switching equipment with the use of communications services of the Telephone Company by a Composite Data Service Vendor to perform data switching for others.

COMPOSITE DATA SERVICE VENDOR

The term "Composite Data Service Vendor" denotes a subscriber that has been certified by the Federal Communications Commission pursuant to Section 214 of the Communications Act of 1934, as amended, and by any other regulatory body from which certification is required, to acquire and operate facilities to perform data switching for others. A subscriber shall be classified as a Composite Data Service Vendor only with respect to use of those exchange, and/or private line, or Wide Area Telephone (WATS) services which are utilized for the provision of composite data service.

EXPLANATION OF TERMS

CONNECTING COMPANY

A corporation, association, firm or individual other than an associated Bell Company owning and operating one or more central offices and interchanging traffic directly or indirectly with the Telephone Company.

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (COAM)

Devices, apparatus and associated wiring and communications systems provided by customer that may be interconnected to the toll and exchange networks of the Telephone Company.

DATA SWITCHING

The term "Data Switching" as used in connection with composite data service denotes the switching of data (non-voice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

DEMARCATION POINT

The demarcation point will be defined as the location where the protector exists or the nearest MDF or internal distribution frame (IDF) nearest the Telephone Company's network. For multi-tenant buildings, there will be a single demarcation point for the building. The Customer will be responsible for maintenance from the demarcation point to point of service.

DIRECT ELECTRICAL CONNECTION

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

DOMESTIC ESTABLISHMENT

The premises occupied by a family as a residence. A family consists of a group of related persons related by blood or law, including their servants and guests, or not more than four unrelated persons, who maintain a common residence and share the use of facilities such as kitchen, dining room and living room, etc.

DROP WIRE

That portion of a circuit between the pole line or cable distributing box and the building in which the station is located.

DUPLEX SERVICE

Simultaneous transmission at one incoming and one outgoing communication.

RETAIL CATALOG

EXPLANATION OF TERMS

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call. A separate local tariff or a separate section of a local tariff is filed for each exchange.

EXCHANGE LINE

A line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

Service providing access to the exchange system for the purpose to making calls.

FLAT RATE SERVICE

A type of exchange service where the monthly rate covers an unlimited number of calls within the local calling area.

FOREIGN CENTRAL OFFICE

A central office which does not serve the subscriber's location, except on a foreign exchange basis.

FOREIGN EQUIPMENT

Equipment, the use of which is not authorized by the Telephone Company in connection with service which it renders.

FOREIGN EXCHANGE LINE MILEAGE

See P.S.C. No. 6 Tariff, Section 3.

HOSPITAL

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

HOTEL

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

RETAIL CATALOG

EXPLANATION OF TERMS

INCOMING SERVICE GROUP

Two or more central office lines arranged so that a call for the first line is completed to a succeeding line in the group when the first line is in use.

INTERCEPT LINE

A line connecting a central office line or a PBX station line or turret line to equipment for answering incoming calls.

INTERCOMPANY FOREIGN EXCHANGE SERVICE

See P.S.C. No. 6 Tariff, Section 3.

INTRALATA PRESUBSCRIPTION PRIMARY INTEREXCHANGE CARRIER (ILP PIC)

The term "IntraLATA Per subscription Primary Interexchange Carrier" (ILP PIC) denotes the carrier selected by an Exchange Service customer as the presubscribed carrier of that customer's intraLATA Toll calls.

LOCAL CALL

A call between telephones within a local calling area.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, in which a subscriber to exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

MARINA

A boating center offering berths or moorings to yachtsmen.

MESSAGE RATE SERVICE

A type of exchange service where there is a charge for each local message (call) after a specified number of calls. (1MR-0, 1MR-50 and 1MR-80). See P.S.C. No. 6 Tariff, Section 2 for Message Rate Service.

EXPLANATION OF TERMS

MOTEL

An establishment offering lodging and parking facilities to motorists.

MOVE

See P.S.C. No. 6 Tariff, Section 6.

MULTI-POINT LINES

Lines which have one originating point and more than one terminating point.

NETWORK CONTROL SIGNALING

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

NEUTRALIZING TRANSFORMER

A device installed on Telephone Corporation facilities at power station locations to protect Telephone Corporation plant against excessive voltages impressed on lines at the time of a power system fault or a lightning surge on the power lines.

NON-PROFIT BUSINESS

An organization, such as religious, educational, political, charitable, social service, civic, patriotic, fraternal and similar types of organizations which are not commercial in nature.

NORMAL CENTRAL OFFICE

The central office which normally serves the subscriber's location.

PREMISES

A term used to denote continuous property (except railroad right-of-way, etc.) occupied by a subscriber either under lease or ownership.

RETAIL CATALOG

EXPLANATION OF TERMS

PRIMARY LOCAL CARRIER (PLC)

The term Primary Local Carrier (PLC) denotes entities that either purchase network services from a network provider or own facilities that provide such services and sell telecommunications services to end-users.

PRIVATE LINE

See Section 8.

RATE CENTER

A point used for determining rates such as mileage. The rate center of a central office district is the location of the central office, except that where the central office is located outside of the central office district a centrally located point in the district is the rate center. The rate center of an exchange is a centrally located point in the exchange.

RESALE

The provision of any portion of the subscriber's telephone service or equipment, leased to the subscriber by the Telephone Company, to others for profit.

REWIRE

See P.S.C. No. 6 Tariff, Section 6.

ROOMING HOUSE

An establishment offering lodging to five or more paying guests, not members of the subscriber's domestic establishment.

SAME BUILDING

Any single building, except that when a building has only one story above ground and is divided into units, such as stores, without access between the units, each unit is considered a building. Abutting buildings, or sections of a structure divided above the basement by building walls, are classed as the same building only when openings, such as doorways, through the walls above the basement are in general use and afford ready access at all times between the abutting buildings or the sections. When the openings through the dividing walls are accessible to one subscriber only, the abutting buildings or sections are classed as the same building for that subscriber only.

RETAIL CATALOG

EXPLANATION OF TERMS

SAME PREMISES

All space in same building in which one subscriber has the right of occupancy to the exclusion of others or shares the right of occupancy with others, and all space in different buildings on continuous property, provided such buildings are occupied solely by one subscriber. Foyers, hallways and other space provided for the common use of all occupants of a building are considered the premises of the operator of the building.

SCHOOL

An establishment for elementary grade of secondary academic instruction where lodging for the students is maintained on the premises.

SEMI-PUBLIC SERVICE

See Section 7.

SERVICE CENTRAL OFFICE

The central office from which local service is furnished.

SHARING

The use of a subscriber's telephone service or equipment on a shared cost (non-profit) basis.

SUBSCRIBER PROVIDED TERMINAL EQUIPMENT

See Customer Owned and Maintained Equipment.

SUSPENSION OF SERVICE

Interruption of service in one or both directions.

TELEPHONE CALL

A connection between two telephone stations through the exchange system.

TELEPHONE GRADE LINES

Lines furnished for voice transmission for certain signaling purposes.

RETAIL CATALOG

EXPLANATION OF TERMS

TELETYPEWRITER GRADE LINES

Lines furnished for operation of teletypewriters or Morse service and for leased channels for certain purposes.

TERMINATION OF SERVICE

Interruption of both incoming and outgoing service.

TIE LINE

A line connecting two switchboards or dial systems.

TIMING

Calls are timed from the point the telephone is answered.

TOLL CALLS

A telephone call to a station outside the subscriber's local calling area for which a specific charge applies.

Toll calls are made to points outside the local calling area. There is a charge for all such calls, and it is based on distance between the calling and called points; day of the week; time of the day; type of call (direct dialed or operator-handled); and length of time of the call.

TRUNK LINE

See Central Office Line.

TWO-POINT LINES

Lines which have one originating and one terminating point.

RETAIL CATALOG

GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES

1. Application Form

Applicants for initial facilities and service may be required to sign an application form requesting the Telephone Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect.

2. Business and Residence Rates

a. Business Rates apply to service furnished:

1) In office buildings, stores, factories and all other places of a business nature.

2) In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the subscriber's domestic establishment and no business listings are provided; colleges, hospitals and other -institutions, except when the station is located in a patient's room; and in churches except when the station is located in the clergyman's study.

3) At any location when the listing indicates a business or a profession except as provided in 2.b.2) following, except for the residential work @home program, which makes all Yellow page products available to any residential participant in the program. The Work at Home Program provides the following features:

- No White Page listings in the business name
- No free semi-bold listing in the yellow pages
- Business name not listed in directory assistance.

4) At any location where the service includes a station which is at a location where business rates apply unless the station is restricted to incoming calls.

5) At any location where the substantial use of the service is occupational rather than domestic.

6) At any location where the service is originating calls on behalf of a third party.

7) At any location where the customer resells or shares service.

GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Cont'd)

2. Business and Residence Rates (Cont'd)

b. Residence rates apply to service furnished:

1) In any part of a customer's home or apartment, unless any of the above conditions requiring business rates is present.

2) In the office of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or practical nurse, provided that:

a) The office is located in a part of the subscriber's domestic establishment.

b) The listings are restricted to individual names of the subscribers and members of his domestic establishment. Such listings may indicate the subscriber's profession but may not include the designation "office".

c) Such service is furnished at one residence only, except that service may be furnished at an additional location for a vacation period.

3) In the study of a clergyman located in the church.

4) In college fraternity or sorority houses, where members lodge and board within the house.

5) In patient's rooms in hospitals or institutions.

c. All semi-public service is classified as business service regardless of the location.

3. Flat Rate Service and Message Rate Service on Same Premises

At a residence location, a customer may have message rated residence service in addition to measured business service. However, a customer may not have flat rated residence service and measured business service on the same premises.

GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Cont'd)

4. Power Supply

The customer must provide the necessary electric power where and when needed. If there is a power failure, the Telephone Company is not responsible for interrupted service.

5. Special Charges

The Telephone Company may charge an extra installation or monthly charge, or both, if special construction, maintenance or expense is required to install or otherwise provide the service.

The customer may also have to pay more for work done after regular working hours at his/her request.

If the Telephone Company provides any service for which a charge has not been specified, the charge to the customer will be based on what it costs the Telephone Company. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

6. Competitive Demonstration Period

a. General

The Competitive Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to induce customers to move from a competitor's service to the Telephone Company's service.

b. Regulations

1) The Telephone Company reserves the right to waive any or all recurring charges, nonrecurring charges or both at any time upon 1 days' notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) Within a promotional period, individual line subscribers may be offered the use of services for (up to) a 90-day trial period. The purpose is to acquaint customers with the Telephone Company's services. If, at the conclusion of the 90-day period, the subscriber elects to retain any or all of the services, appropriate rates will apply from the date the service was permanently established.

GENERAL RULES AND REGULATIONS

B. USE OF SERVICE AND FACILITIES

1. Use of Service

Except as specified in B.2. following:

The use of business service and facilities is restricted to the subscriber, the agents and representatives of the subscriber and joint users except as otherwise provided by this Retail Catalog.

The use of residence service and facilities is restricted to the subscriber, domestic establishment and joint users, except that the subscriber may be a person or firm not occupying the premises where the service is furnished for the use of members of a household and joint users.

The Telephone Company is not required to furnish any service if it would harm the efficiency of the Telephone Company's property or service.

2. Sharing of Service

a. General

The Telephone Company will permit the sharing of certain telephone services subject to the following terms and regulations:

1) "Sharing" is the provision of any portion of the subscriber's telephone service, leased to the subscriber by the Telephone Company, on a shared cost (non-profit) basis.

GENERAL RULES AND REGULATIONS

B. USE OF SERVICE AND FACILITIES (Cont'd)

2. Sharing of Service (Cont'd)

a. General (Cont'd)

2) Sharing of services will be permitted except that flat rate exchange service, Optional Calling Service (OPTA-CALL) and any telephone service offered exclusively to residence subscribers cannot be shared.

3) The Telephone Company's liability in connection with the provision of service which is resold or shared is limited to that contained in D.1. Liability and Section 12. The offer of service by a subscriber who shares service must include the following provision: "The offering of this service is subject to the rules and regulations of the Telephone Company which provides service. The limitations of liability contained in such the Telephone Company's Retail Catalog apply with full force and effect to the provision of service hereunder."

4) Subscribers who share services shall indemnify (i.e., reimburse the Telephone Company for any amount the Telephone Company must pay as a result of), defend and save the Telephone Company harmless against any and all claims which may arise from or in connection with such sharing including, but not limited to, claims for libel, slander, infringement of copyright or patents, claims for injuries to person or property from voltages or currents, arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company or the subscriber, claims for interruption of or deficiencies in service and any consequences thereof and claims arising from mistakes in or omissions of directory listings. Such subscribers shall provide at their expense and keep in full force and effect a policy of adequate insurance covering the indemnification provision above, and such policy shall name the Telephone Company as an additional insured.

5) The Telephone Company will not be responsible for the manner in which the use of service, or the associated charges are allocated to others by a subscriber who shares service. All applicable rates and charges for such service will be billed to and be the responsibility of the subscriber. Only orders placed by the subscriber will be accepted by the Telephone Company.

6) The Telephone Company retains the right to serve the ultimate user directly, if that user so chooses.

GENERAL RULES AND REGULATIONS

B. USE OF SERVICE AND FACILITIES (Cont'd)

2. Sharing of Service (Cont'd)

b. Directory listings for the customers of subscribers who share service will be provided at the rates for business additional listings, and subject to the terms and conditions. Such subscribers will have responsibility for the composition and accuracy of these listings. All listing and related charges will be billed to and be the responsibility of such subscribers.

c. The Telephone Company shall not be required to permit sharing of service provided by the Telephone Company where the proposed use of the service or facilities could injuriously affect the efficiency of the Telephone Company's plant, property or service.

d. The Telephone Company, upon notification of a subscriber's demand for interoffice circuits for sharing, will attempt to provide their requirements within the scope of its normal engineering interval.

e. Maintenance Charges will apply as appropriate.

f. Non-compliance with the rules and regulations stated in this Retail Catalog may cause termination of the subscriber's service.

3. Use and Ownership of Directories

Telephone directories distributed from time to time by the Telephone Company remain its property. They must not be intentionally damaged, and they must be returned to the Telephone Company upon request. No binder, cover, or attachment of any kind may be used with the directory which might damage it, or which might prevent access to important information.

GENERAL RULES AND REGULATIONS

B. USE OF SERVICE AND FACILITIES (Cont'd)

4. Use of Service

The lines and equipment furnished shall be carefully used, and unless otherwise provided for, no equipment, apparatus, circuit or device not furnished by the Telephone Company shall be attached to or connected with or used in connection with the facilities furnished by the Telephone Company, whether physically, by induction or otherwise. Attachment or connection of customer owned and maintained equipment to facilities of the Telephone Company for the purpose of providing coin telephone service or use of facilities in violation of B.1. and B.2. preceding is prohibited.

In case any such unauthorized attachment or connection is made, the Telephone Company may remove or disconnect the same, and may suspend or terminate the service. Equipment furnished by the Telephone Company shall remain its property and be returned to it, whenever requested, in as good condition as reasonable wear will permit.

5. Accessories

Subscriber provided accessories may be used with the facilities furnished by the Telephone Company for exchange and message toll telecommunications service provided that such accessories are used in accordance with the regulations and criteria as specified in this Retail Catalog.

6. Automatic Answering and Recording Equipment

The Telephone Company upon request, when given the telephone number of the line facilities connected to automatic answering and recording equipment or to automatic answering only equipment, will furnish the name and address of the subscriber to the service.

GENERAL RULES AND REGULATIONS

C. OBLIGATION OF THE TELEPHONE COMPANY

In furnishing facilities and service, the Telephone Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for them to transmit their own messages. Its obligation to furnish service depends on being able, at reasonable expense, to construct and maintain the necessary circuits and equipment; and to keep, at no cost to the Telephone Company, space for the necessary facilities in the building where the service is provided.

The services offered in this Retail Catalog enable communication between a customer of Frontier and another customer of Frontier, a customer of another ILEC or a customer of another TSP (Telecommunications Service Provider) provided the TSP has properly executed an interconnection agreement or other appropriate traffic interchange agreement with Frontier. Frontier will not originate calls to a TSPs NXX that is within the local calling scope of the calling party until an interconnection agreement or traffic interexchange agreement with Frontier has been fully executed and proper facilities are in place.

D. LIABILITY

1. Liability of Subscriber for Loss of or Damage to Equipment

The subscriber is required to reimburse the Telephone Company for any loss of, or damage to the telephone instrument, facilities or equipment on the subscriber's premises, through theft, willful injury or any other cause whatsoever, other than by fire or unavoidable accidents (the term "unavoidable accidents" does not include thefts).

Where coin telephone service is furnished, the subscriber is required to reimburse the Telephone Company for any loss, through theft, of money from the coin collecting equipment.

2. Liability of the Telephone Company for Service Interruptions, Errors, etc.

a. Service Interruptions

"Interrupted" service means that equipment malfunction or human error prevent the customer from making or receiving calls. It does not mean delays such as slow dial tones, busy circuits or other network or switching capacity problems. The Telephone Company is not responsible for service interruptions caused by electrical power failure when electrical power is provided by the customer; or for problems caused by the customer; or for service that is interrupted because the customer hasn't paid the telephone bill.

GENERAL RULES AND REGULATIONS

D. LIABILITY (Cont'd)

2. Liability of the Telephone Company for Service Interruptions, Errors, etc. (Cont'd)

a. Service Interruptions (Cont'd)

When service is interrupted, the customer must notify the Telephone Company. When the service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro rata adjustment will be allowed upon a request made by the customer for such adjustment. The credit will be based on the monthly charges for the services and equipment furnished by the Telephone Company which were unusable. The allowance will be as follows:

1) 1/30 of the specified charges for the first 24 hours or part of 24 hours after the Telephone Company has been notified;
2) 2/30 of the specified charges for each additional 24 hours or part of 24 hours before the service is repaired.
3) 2/30 of the specified charges for each 24 hours or part of 24 hours if the service has been repaired and then is out of order again during the same billing period.

Credit will not exceed the total of the specified monthly charges for the billing period. Message unit allowances for customers with message rate service will not change.

If service is interrupted because of fire, flood, storm or similar conditions beyond the Telephone Company's control, the credit will be 1/30 of the specified monthly charge for each 24-hour period of interruption after the Telephone Company has been notified.

In cases where groups of subscribers are affected by interruptions, when it is administratively feasible with a reasonable amount of effort for the Telephone Company to identify such subscribers, the Telephone Company will give credit without notification by the subscriber.

Except for these credits, and unless gross negligence or willful misconduct can be shown, the Telephone Company assumes no liability for damages as a result of interruptions or delays.

When the lines of other companies are used in establishing connection to points not reached by the Telephone Company's lines, the Telephone Company is not liable for any act or omission of the other company or companies, their agents, servants or employees.

GENERAL RULES AND REGULATIONS

D. LIABILITY (Cont'd)

2. Liability of the Telephone Company for Service Interruptions, Errors, etc. (Cont'd)

b. Liability of the Telephone Company for Directory Errors and Omissions

Unless gross negligence or willful misconduct can be shown, the Telephone Company is not responsible for damages that result from errors in or omissions of any listing, but it will provide the following credits: (a) For free published listings, the credit is given two times the monthly rate for a standard additional listing. This credit is given each month until a new directory is published; (b) For an omitted or wrong additional listing, the credit is the monthly rate for such listing, given until a new directory is published; (c) For directory assistance listings, the customer must notify the Telephone Company and allow three working days for the error to be corrected. If the mistake hasn't been corrected in three working days, credit is given at 2/30 of the basic monthly service rate for each additional day the correct number is not available.

Credit will not exceed, on a monthly basis, the total of the charges for each listing plus the basic monthly rate for the line or lines affected.

A listing is considered in error only when it makes it difficult to locate a customer's telephone number. An address is considered in error only when it shows the customer on the wrong street or in the wrong community. The customers must notify the Telephone Company of an error, but if the Telephone Company finds the mistake it will give credit.

c. Exclusivity of allowance in absence of gross negligence or willful misconduct

Apart from the interruption allowance stated above, no liability shall attach to the Telephone Company for damages arising from errors, mistakes, omissions, interruptions, or delays of the Telephone Company, its agents, servants or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the subscribers or users of the service or facilities) in the absence of gross negligence or willful misconduct.

GENERAL RULES AND REGULATIONS

D. LIABILITY (Cont'd)

3. Indemnification by subscriber

The subscriber indemnifies against (i.e., promises to reimburse the Telephone Company for any amounts the Telephone Company must pay as the result of), and saves the Telephone Company harmless against, claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining, or using in connection with, facilities of the Telephone Company, equipment and systems of the subscriber; and against all other claims including but not limited to injuries to persons or property from voltages or currents, arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company or the subscriber.

GENERAL RULES AND REGULATIONS

E. TELEPHONE NUMBER CHANGES

The Telephone Company has all rights to the telephone numbers assigned to customers. It may change them as needed. Customer's may retain their telephone numbers when they change from one local exchange carrier to another. Number portability is allowed in the following circumstances:

1. A customer changing resellers without a change of underlying Rochester switching facilities will retain their current Frontier Telephone of Rochester, Inc. number, and

2. A customer changing networks will retain their Frontier Telephone of Rochester, Inc. number, at the election of the new network carrier, provided that the new carrier subscribes to adequate connections between the former Frontier Telephone of Rochester, Inc. central office serving the customer and the new network.

Service Charges are defined in the P.S.C. No. 6 Tariff, Section 6 for customers changing carriers.

If a new customer takes over the existing telephone service, she/he may keep the old number only if the former customer gives written consent.

F. ACCESS TO CUSTOMER'S PROPERTY

The Telephone Company may have access to a customer's property during normal working hours, or other hours in the event of an emergency, to inspect, remove or repair its equipment or facilities or making collections where coin telephone service is provided.

G. MINIMUM CHARGES

1. General

Unless otherwise stated, the minimum charge for any service is the monthly charge for that service. However, when service is disconnected in the middle of a monthly billing period (except the initial period), the customer will be charged only for the actual period of service.

The minimum charge for listings which have been published in a directory is the charge for the duration of the directory in which the listing is first published, except in cases where the service is terminated, when the charge shall be for the actual period of service.

2. Cancellation or Change of Application Prior to Establishment of Service

If a customer requests service and then cancels the order before the Telephone Company has completed it, the customer must pay any costs the Telephone Company has already incurred in connection with the order. This will be equal to the normal minimum charge plus installation and termination charges.

GENERAL RULES AND REGULATIONS

G. MINIMUM CHARGES (Cont'd)

2. Cancellation or Change of Application Prior to Establishment of Service (Cont'd)

If a customer wants some or all of the telephone equipment moved before the installation is complete, she/he may have to pay a higher charge should additional labor time be expended by the Telephone Company.

If the customer cancels after the installation work has been done but before service is established, the normal minimum and termination charges plus any connection or construction charges must be paid.

3. Service at Season Rates * – Grandfathered as of June 1, 2020

In areas where season rates apply, the minimum charge for service installed during the season is four months of the scheduled rate. When a customer pays this, she/he may keep the service for four months. When a customer keeps the service more than four months, the monthly scheduled rate applies after the minimum period. If the service is used for less than four months and another customer then establishes service at the same location, the first customer will get a refund or credit for the rest of the four-month period. If the new customer has seasonal service, she/he must pay for the rest of the original four-month period. The same rules apply for additional customers who may establish service at the same location during the original four-month period.

4. Charges Based on Period of Actual Service

When service is ended because of customer death or abandonment of property due to fire or similar catastrophe, and where the normal minimum charge is one month, the charge is only for the actual time service was used.

When the minimum is one month and the service is taken over by a new customer, the new customer pays only for the service from the date she/he assumed the service.

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

GENERAL RULES AND REGULATIONS

G. MINIMUM CHARGES (Cont'd)

5. Vacation Get Away Service

a. General

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

b. Conditions

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

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

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.

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.

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)

7) (D)
(D)
(D)

8) Vacation Get Away Service will be available where technically feasible.

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

c. Rates and Charges

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

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION

1. Advance Payments

An applicant for new telephone service or an existing customer may be required to make an advance payment of one month's rental for local service. The advance payments are applied to the customer's charges. When construction charges apply, the customer may be asked to prepay them as well.

Residential customers will be offered an installment payment plan for such charges over a period of up to one year.

2. Deposits

Any applicant or subscriber who requests or is furnished facilities and service for which a minimum charge of more than one month is specified, may, in addition, be required to deposit a sum up to an amount equal to the total of the minimum charge less any installation charge paid by the subscriber.

The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the regulations for advance payments and for the prompt payment of bills on presentation.

Either a new customer or an existing customer may be required to make a deposit. The need for a deposit is based on an existing customer's payment history with the Telephone Company. A deposit may also be required when a new customer requests service on a seasonal or short-term basis.

a. Special Provisions for Residential Customers:

1) Deposits from Existing Customers

Except as provided in 3. following, the Telephone Company may require a deposit from a residential customer if the customer is delinquent in payment, or if the customer's service has been terminated for non-payment once within the preceding six-month period. "Delinquent in payment" means that a customer has received two consecutive telephone bills without making payment of one-half of the total of the two bills. (A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.)

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

2. Deposits (Cont'd)

a. Special Provisions for Residential Customers: (Cont'd)

1) Deposits from Existing Customers (Cont'd)

An existing residential customer is any applicant for service who was a customer of the same telephone company within twelve months of making the request, provided that prior service was not terminated for non-payment, unless service is requested within 10 days of such termination for non-payment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

2) Deposits from New Customers

A new customer is any applicant for service who has not been a customer of the same the Telephone Company within twelve months of making the request. A new residential customer shall not be required to post a security deposit as a condition of receiving telephone service unless such new customer is a seasonal or short-term customer.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals. A short-term customer is an individual who requires telephone service for a specific period of time that does not exceed one year.

3) Deposits from New or Existing Customers 62 Years of Age or Older

All new customers or existing customers who are 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for non-payment during the preceding six months.

Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Telephone Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Telephone Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

2. Deposits (Cont'd)

a. Special Provisions for Residential Customers: (Cont'd)

4) Recent Payment History

Customers who have a recent payment history with the Telephone Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment. A customer who still owes money to the Telephone Company for residential service on a prior account in his or her name shall be offered a deferred payment plan not to exceed three months provided that the customer had service for three months and was not terminated for non-payment during that period. (See also H.7. - Deferred Payment Agreements.)

b. Interest on Deposits

Simple interest at the rate specified by the Public Service Commission shall be credited or paid to the customer while the Telephone Company holds the money. New deposits from residential customers are reviewed after the first three monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to residential customers after one year, unless the customer is delinquent in payment, in which case the Telephone Company continues to hold it. When the service is discontinued, the amount of any deposit is applied against the final bill, and any balance is returned to the subscriber.

c. Inadequate Deposit

If the amount of a deposit is inadequate, the customer shall be required to pay an additional deposit on request.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

2. Deposits (Cont'd)

d. Return of Deposit

When a deposit on existing service is to be returned in whole or in part, the amount to be returned may first be applied to the current amount then payable for telephone service. Return of an amount over and above the current amount then payable for telephone service shall be made by check unless the subscriber requests that the full amount be credited to his bill, or, at the election of the depositor, the full refund shall be made to the depositor.

3. Responsibility for Local and Toll Message Charges

The subscriber is responsible for all messages sent over the subscriber's line and for all messages charged to the subscriber's line where the subscriber, or any person answering the subscriber's line, agrees to accept such charge.

4. Payment of Charges

Monthly charges for facilities and service (other than charges for calls) are payable monthly in advance, and, except where otherwise provided in the P.S.C. No. 6 Tariff and/or Retail Catalog, all other charges are payable upon request of the Telephone Company.

Bills are due on the due date shown on the bill and are payable at any business office of the Telephone Company, or at any other office designated by the Telephone Company. If objection is not received by the Telephone Company within six months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the subscriber; except that where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the subscriber if objection is not received by the Telephone Company within two months after the bill is rendered. Provided, however, a bill will not be deemed correct and binding upon the subscriber by virtue of the preceding sentence if the Telephone Company has records on the basis of which the objection may be considered, or if the customer has in his or her possession such Company records.

The Telephone Company shall offer any residential customer, 62 years of age or older, a plan for payment on a quarterly basis of charges for services rendered, provided that such customer's average annual billing is not more than $200.00.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

4. Payment of Charges (Cont'd)

The Telephone Company reserves the right to refuse an application for service made by a present or former subscriber who is indebted to the Telephone Company for telephone service previously furnished, until the indebtedness is satisfied. In the event that service is connected for a subscriber who is indebted to the Telephone Company for telephone service previously furnished such subscriber, the service may be terminated by the Telephone Company unless the subscriber satisfies the indebtedness within 20 days after written notification.

a. Customer Overpayment

The Telephone Company shall provide interest on customer overpayments. A customer overpayment is defined as payment by the customer in excess of the correct charges which was caused by erroneous billing by the Telephone Company.

The customer shall be credited for the overpayment, plus interest. The rate of interest to be paid shall be the greater of the unadjusted customer deposit rate or the applicable late payment rate. Interest shall be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment was refunded. Interest will only be paid on overpayments that are not refunded within 30 days of the date of overpayment.

5. Installment Billing

Residence customers may elect to pay their service connection, initial, installation, move, substitution and other nonrecurring charges associated with service orders including restoral charges and maintenance charges in monthly installments for up to a 12-month period. When installment billing is requested, it will be applied to all nonrecurring charges associated with a given service order, subject to the following:

a. Installment billing may be used only by residence customers.

b. Charges will be billed in 12 monthly installments unless the customer chooses a shorter payment period.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

5. Installment Billing (Cont'd)

c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges.

d. More than one installment plan may be in effect for the same customer at the same time.

e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.

f. Installment billing payments will continue even though an account is temporarily suspended.

g. No interest or carrying charges will be applied.

6. Suspension or Termination of Service for Non-Payment of Bills

Suspension of service means the Telephone Company temporarily discontinues service in an outgoing direction. If service is suspended for non-payment, the customer will be required to pay a restoral charge as well as payment due and any applicable deposit before service will be restored. If service is terminated for non-payment, the customer's service is deferred in both directions and his/her account is canceled. She/he must apply for service again, paying the amounts due, any applicable deposit and installation or connection charge.

Telephone service can be suspended for non-payment at least: 5 days after the customer has been personally handed written notice; or 8 days after the customer has been notified by mail; or 5 days after the customer has signed for or refused a registered letter containing written notice.

Telephone service can be terminated for non-payment at least: 10 days after the customer has been personally handed written notice; or 13 days after the customer has been notified by mail; or 10 days after the customer has signed for or refused a registered letter containing written notice.

When service is terminated after being suspended, at least five days must elapse between the two events unless the customer agrees to earlier termination.

Message toll service may be refused, however, if, upon request of the Telephone Company, the subscriber fails to make a reasonable deposit to guarantee payment for said service or pay the toll charge in advance.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

6. Suspension or Termination of Service for Non-Payment of Bills (Cont'd)

No Suspension on Weekends or Certain Holidays

Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit on:

Weekends; or the following public holidays:

New Year's Day	Election Day
Lincoln's Birthday	Columbus Day
Washington's Birthday	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas
Labor Day	

OR

Other federal or state holidays proclaimed by the President or the Governor

OR

Days on which the main business office of the Telephone Company is not open for business.

a. Special Provisions for Residence Customers

1) Suspension/termination notices may not be issued until at least 25 days after the date of the bill unless exceptional circumstances exist and then only in accordance with Commission approved procedures. Bills must be mailed to customers no later than six business days after the date of the bill. The 25-day period shall be extended one day for each day beyond the sixth business day when bills are mailed late.

2) Suspension shall not be made until at least eight days (20 days for termination) after written notification has been issued.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

6. Suspension or Termination of Service for Non-Payment of Bills (Cont'd)

a. Special Provisions for Residence Customers (Cont'd)

3) Suspension/termination may occur only between the hours of 8AM and 4PM Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected on December 23, 26, 30 and January 2. At least one attempt shall be made during non-working hours to contact the residential customer by telephone before the date of suspension/termination.

b. Dishonored Checks

If a subscriber who has received a notice of discontinuance pays his bill with a check that is subsequently dishonored, his account remains unpaid and the Telephone Company is not required to issue any additional notice before discontinuing service. However, when a check received from a residence customer is dishonored, the Telephone Company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer previously has not submitted a dishonored check within the past 12 months.

c. Exceptions to Suspension and Termination

The monthly rental charge does not apply during the period of suspension or termination for non-payment.

Telephone service shall not be suspended or terminated for:

1) Non-payment of bills rendered other than for telephone service or deposits requested in connection with telephone service;

2) Non-payment for services for which a bill has not been rendered;

3) Non-payment for services which have not been rendered, except the initial advance payment of new subscribers.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

6. Suspension or Termination of Service for Non-Payment of Bills (Cont'd)

d. Suspension or Termination - Medical Emergencies

For medical emergencies an additional 30 days will be allowed for residential customers before suspension or termination, provided a medical certificate is supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the pendency of the emergency, customers will be able to defer payment of monthly charges in an amount set by the Commission until the emergency ceases or it is determined that customers have the ability to pay the charges.

e. Suspension or Termination - Elderly, Blind or Disabled

Where a residential customer is known to or identified to the Telephone Company as being blind, disabled or 62 years of age or older and all other occupants are under 18 years of age, 62 years of age or older, blind or disabled, an additional 20 days will be allowed before suspension or termination may occur. The Telephone Company shall make a diligent effort to contact by phone or in person an adult resident at the location for purposes of devising a payment plan eight days before the date of suspension or termination.

7. Deferred Payment Agreements

Existing residential customers with three or more months service and for whom service has not been terminated in the initial three months shall be offered a deferred payment agreement prior to suspension/ termination. Customers with medical emergencies and customers who are elderly, blind or disabled shall be exempt from such eligibility criteria.

Service will not be suspended or terminated unless a deferred payment plan is offered.

Final notices of suspension/termination will advise customers of deferred payment arrangements and no less than six days before termination of total service, a deferred payment plan will be offered which will include in bold print a notice that assistance may be obtained from the Commission.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

7. Deferred Payment Agreements (Cont'd)

Deferred payment agreements will be for a period of no less than 10 months unless otherwise agreed to by customers and for amounts of up to $450.00 unless greater amounts are agreed to by the Telephone Company.

Down payments shall not exceed the lesser of one-fifth of the amount deferred or three months of a customer's average billing.

8. Adjusted Payment Schedule

Customers on fixed incomes (e.g., pensions and public assistance) shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

9. Verification of Non-Payment

Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit unless:

a. The Telephone Company shall have verified in a manner approved by the Public Service Commission that payment has not been received at any office of the Telephone Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and

b. The Telephone Company shall have checked the subscriber's account, on the day suspension or termination occurs, to determine whether payment has been posted to the subscriber's account as of the opening of business on that day.

10. Disputed Bills

Telephone service shall not be suspended or terminated for non-payment of any billed charge which is in dispute or for the non-payment of a deposit which is in dispute during the period before a determination of the dispute is made by the Telephone Company in accordance with Company complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules contained in Subchapter C, Chapter VI, Title 16 of the New York Code of Rules and Regulations, Part 631 - Notice of Discontinuance and Complaint Procedures, Section 531.9 and 631.10, and the Telephone Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission Rules.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

10. Disputed Bills (Cont'd)

Telephone service may be suspended or terminated for non-payment of the undisputed portion of a disputed bill or deposit if the subscriber, having been asked to pay such undisputed portion, does not do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment absent circumstances beyond the Telephone Company's control. When circumstances beyond the Telephone Company's control exist, the service will be connected within 24 hours after the cessation of such circumstances.

The Commission or its authorized designee may direct reconnection of service which may be within less than 24 hours.

11. Other Reasons for Terminating Service

a. The Telephone Company, after notice in writing to the subscriber and after having given the subscriber an opportunity, appropriate to the circumstances involved, to respond to such notice, may, under the following conditions, forthwith terminate the service, and sever the connection and remove its equipment from the subscriber's premises:

1) In the event of prohibited, unlawful or improper use of the facilities or service, abuse of the facilities, or any other violation by the subscriber of the rules and regulations governing the facilities and service furnished, or

2) If, in the judgment of the Telephone Company, any use of the facilities or service by the subscriber tends to injuriously affect the efficiency of the Telephone Company's personnel, plant, property or service.

The Telephone Company, however, shall have the right to take immediate action, including termination of the service and severing of the connection without notice to the subscriber when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

11. Other Reasons for Terminating Service (Cont'd)

b. Prohibited, unlawful or improper use of the facilities or service includes, for example:

1) The use of facilities or service of the Telephone Company to transmit a message or locate a person or otherwise to give or obtain information, without payment of charges,

2) Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons,

3) The use of profane or obscene language,

4) The use of the service in such a manner as to interfere with the service of one or more other subscribers or to prevent others from making or receiving calls,

5) The use of a mechanical dialing device or recorded announcement equipment to seize a subscriber's line, thereby interfering with the subscriber's use of the service,

6) The obtaining of telephone service by any fraudulent means whatsoever, with the intent of avoiding payment for the service.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

11. Other Reasons for Terminating Service (Cont'd)

c. Where coin telephone service is furnished, the service may also be terminated by the Telephone Company after 10 days have elapsed following written notification to the subscriber, for any of the following reasons:

1) In the event the subscriber fails to redeem upon demand, slugs, and spurious, mutilated, or foreign coins deposited in the collecting device at the value for which they were deposited therein.

2) In cases of apparent fraudulent use of the service as evidenced by shortage in receipts for messages recorded during any given collection period, unless the subscriber agrees in writing to recompense the Telephone Company upon demand, for all subsequent shortages in receipts for messages. Where service has been terminated because of shortages in receipts for messages, the execution of a like agreement shall be a condition precedent to the re-establishment of the service.

3) In the event that the subscriber fails to provide access to his premises for the purpose of making collections during regular business hours.

d. Abandonment or unauthorized use may also result in termination of telephone service.

1) In the event of abandonment of facilities or use by unauthorized persons, the Telephone Company may terminate telephone service if it is determined by an inspection of the premises, or such other means as are necessary, that such facilities have in fact been abandoned or are being used by unauthorized persons.

Suspension/termination of residential service for abandonment or unauthorized use may occur only after such means are used which are reasonably calculated to determine occupancy or authorized use and a notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or a new customer advises that he or she moved into the location.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

11. Other Reasons for Terminating Service (Cont'd)

d. Abandonment or unauthorized use may also result in termination of telephone service. (Cont'd)

2) In the event that telephone service is terminated for abandonment of facilities or unauthorized use and that service is subsequently restored to the same subscriber at the same location:

a) No charge shall apply for the period during which service had been terminated and

b) No charge shall be made for reconnection of the service if the termination was in error.

12. Back Billing

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than twenty-four months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will also be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the back billing period.

13. Termination by Notice

Subject to the rules and regulations from time to time in force and effect, facilities and service may be terminated by the subscriber or the Telephone Company by giving ten days' notice in writing.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

14. Variable Term Payment Plan

Payment of nonrecurring charges for business services may be deferred over the length of the customer's contract period or a shorter period subject to the conditions specified in this paragraph, upon execution by the customer and the Telephone Company of a Variable Term Payment Plan Agreement.

a. The charges to be deferred must be among the following types:

1) Installation
2) Service Establishment

b. The total amount of nonrecurring charges as defined in 14.a. above may be deferred.

c. The minimum amount deferrable per Variable Term Payment Plan Agreement is $1,000.00.

d. This variable term payment plan option can only be elected by the customer by execution of a Variable Term Payment Plan Agreement indicating the willingness of the customer to pay all deferred charges over a specified payment schedule and additional interest charges based upon the applicable deferred payment interest rate. The deferred payment interest rate to be applicable to a customer on the date the Variable Term Payment Plan Agreement is executed and will be unchanged by subsequent rate revisions. The variable term payment interest rate may be revised periodically by the Telephone Company.

e. The total of all deferred charges (including service charges and charges owing pursuant to the Variable Term Payment Plan interest rate) will be prorated, in equal monthly payments, over the selected deferral period length.

GENERAL RULES AND REGULATIONS

H. PAYMENTS, DEPOSITS, TERMINATION (Cont'd)

14. Variable Term Payment Plan (Cont'd)

f. All deferred charges must be paid in full when the customer:

1) Upgrades, downgrades or converts the system for which the charges were deferred.

2) Selects a payment period for the service, with an expiration date prior to the expiration date of the deferral period.

3) Moves equipment/software, for which charges had been deferred, between jurisdictions.

4) Disconnects service, for the system, prior to expiration of the selected deferral period.

5) Fails to pay a monthly amount hereunder within 30 days of its due date.

g. Customers may prepay only the total outstanding deferred charges at any time during the selected deferral period.

Customers will be given a credit for the amount of charges owing due to the variable term payment plan interest rate for the unexpired term of the deferred period.

Customers may not prepay less than the total of the outstanding deferred charges.

h. Rates and Charges

1) Deferred Payment Interest Rate, annually 16%

I. ORDER OF PRECEDENCE DURING PERIOD OF FACILITY SHORTAGES

See Section 5 - Telecommunications Service Priority (TSP).

GENERAL RULES AND REGULATIONS

J. SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

1. General

Persons who are blind or whose disability causes difficulty with hand and finger coordination and use of a telephone qualify for a Special Credit Card.

2. Regulations

a. Usage

1) Within the Telephone Company territory:

The card may be used from any phone within the territory. Special Credit Card charges will apply for all station-to-station Long Distance calls made to places within and outside New York State. The user will be entitled to the same lower rate as customers who complete toll calls without operator assistance. Local calls cannot be charged. Person-to-person calls charged to the card will be billed at a higher operator handled rate.

2) Outside the Telephone Company territory but within New York State:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

b. Qualification

Those qualifying for the Special Credit Card are persons whose disabling condition is such that competent authority would certify them as having limitations in the use of a telephone.

The following criteria will be used in determining eligibility for the Special Credit Card Nos. (1) and (2) are taken from the Federal Register, Vol. 25 #126, dated Tuesday, June 30, 1970:

1) "Legally Blind" - those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

2) "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

GENERAL RULES AND REGULATIONS

J. SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (Cont'd)

2. Regulations (Cont'd)

b. Qualification (Cont'd)

3) Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone.

Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or representative of either the Association for the Blind of Rochester, Inc., or the Rochester Rehabilitation Center.

c. Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

1) The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Telephone Company's operating territory, but he or she does not need to have service from the Telephone Company.

2) Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. Where this option is chosen, the person accepting this responsibility must be 18 years of age or older but does not need to reside within the Telephone Company territory.

In either case, the applicant is the <u>only</u> authorized user of the Special Credit Card. If the person accepting payment responsibility has service within the Telephone Company territory, charges will be billed on the regular monthly bill; otherwise a separate bill will be sent.

GENERAL RULES AND REGULATIONS

K. INTEREXCHANGE CARRIER SALES AGENT SERVICE

1. General

The Sales Agent Service is an optional service available to Primary Local Carriers (PLCs) who use Frontier Telephone of Rochester's network services and Interexchange Carrier (ICXs) and mobile carriers who participate in Equal Access pre-subscription. This service allows the Telephone Company to either refer customer service requests to subscriber companies or negotiate and arrange for sales of services to customers, if they so desire. The Carriers may subscribe to only Referral Service, or both Referral and Sales Completion Service subject to contracted agreement between the Telephone Company and the Carrier.

The Telephone Company will provide sales completion or referral services through the Telephone Company's Business and Residence Accounts Offices.

2. Types of Services

a. Sales Completion Services

The Telephone Company will negotiate and establish agreed upon service offerings for Carriers.

The Telephone Company will receive commission payment based on the percentages of revenue of agreed upon service offering revenue less any agreed upon reductions, such as discounts, uncollectibles, etc. The commission percentage schedule is as follows:

Net Revenue Amount	Commission Percentage
All net revenues starting with the effective date of the contract, for the duration of the contract.	5%

b. Referral Service

The Telephone Company will refer any Business or Residential customer's inquiry, subject to contract agreement between the Telephone Company and the Carrier. For each such referral which results in a sale, the Telephone Company will bill the customer a referral charge as follows:

	Each Referral resulting in a Sale
Referral Charge	$5.00

GENERAL RULES AND REGULATIONS

K. INTEREXCHANGE CARRIER SALES AGENT SERVICE (Cont'd)

3. Regulations

The Telephone Company representatives in the Business and Residence Accounts Office shall provide customers ordering new service and choosing local and Long Distance carriers the following information:

a. The choices available for either PLCs or ICXs that are participating in the Referral Service or have supplied the Telephone Company with service offering information.

b. Information for all carriers subscribing to this service, if such information is requested by the end-user. The Carrier shall provide to the Telephone Company such support by way of information, advice and assistance as the Telephone Company deems necessary. The script information provided shall be reasonable in length and may be edited by the Telephone Company as deemed necessary to provide customers with quality service.

4. Terms

a. An agreement between the Carrier and the Telephone Company will be signed for an initial twelve (12) month term, with the automatic renewal for a successive year unless either party gives written notice at least ninety (90) days prior to the end of the initial term or any renewal term, that the agreement will terminate at the end of the then-current term.

b. If the Telephone Company changes the rates for either its Referral Service or its Sales Completion Service, then a Carrier may terminate its Sales Agent Service Agreement without Penalty.

5. Rates

a. ICX On-Line Transfer Service

On-Line Transfer Service Charge, per customer call transferred	$1.00

RETAIL CATALOG

GENERAL RULES AND REGULATIONS

L. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

1. General

The Schools and Libraries Discount Program permits eligible schools (Public and Private, grades Kindergarten through 12) and libraries to purchase the Telephone Company services offered in the P.S.C. No. 6 Tariff and/or Retail Catalog and all Intrastate Tariffs at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.)54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public-school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

GENERAL RULES AND REGULATIONS

L. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

2. Regulations

a. Obligation of eligible schools and libraries

1) Requests for service

a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.

b) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.

c) Services requested will be used for educational purposes.

d) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

b. Obligations of the Telephone Company

1) The Telephone Company will offer discounts to eligible schools and libraries on commercially available telecommunications services. Those services which are excluded from the discount program, in accordance with the Rules are included in L.4. following.

2) The Telephone Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).

3) In competitive bidding situations, the Telephone Company may offer flexible pricing or rates other than in the P.S.C. No. 6 Tariff and/or Retail Catalog, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

GENERAL RULES AND REGULATIONS

L. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

3. Discounted Rates for Schools and Libraries

a. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.

b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.

c. The discount rate is based on each school's or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

d. The discount matrix for eligible schools, libraries and consortia is listed below.

e. The Telephone Company reserves the right to change the list of services excluded from the discount program, and to change the discount matrix at any time.

4. Services Ineligible for Schools and Libraries Discount

a. Voice Mail

5. Schools and Libraries Discount Matrix

How Disadvantaged	% Discount Level	
	Urban Discount	Rural Discount
% of students eligible for national school lunch program		
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

GENERAL RULES AND REGULATIONS

M. HEALTH CARE PROVIDERS SUPPORT PROGRAM

1. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services available. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

2. Regulations

a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.

b. Reduced rates are available only to the extent that they are funded by the federal universal service fund.

c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

GENERAL RULES AND REGULATIONS

M. HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

2. Regulations (Cont'd)

d. Responsibility of eligible health care providers

1) Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.

2) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.

3) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

4) A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

5) Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

e. Responsibility of the Telephone Company

1) The Telephone Company shall offer the rates and charges to eligible health care providers to the extent that facilities and services are available and offered.

2) The Telephone Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

3) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Telephone Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

GENERAL RULES AND REGULATIONS

M. HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

3. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except paragraph c., below, which shall be available to all eligible health care providers, regardless of location:

a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest Retail Cataloged or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.

b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

GENERAL RULES AND REGULATIONS

N. GIFT BILLING

1. General

Gift Billing-Allows a customer to pay for certain monthly recurring charges based on services for another customer in an up-front lump sum payment such that it represents a "gift" to the receiver.

Each available gift service may be purchased for a 6 or 12-month term with the costs equal to the number of months times the normal single feature price plus a handling charge.

2. Regulations

a. Gift Billing is available on the following features/services:

Basic Call Forward
Call Forward Busy
Call Forward Busy/No Answer
Call Waiting
Distinctive Ring
3 Way Calling
Call Transfer
Call ID with Name
*69 Call Return
*66 Busy Number Redial

<u>Feature Packages</u>

Frontier Freedom Pack
Frontier Choices

b. At the end of the gift period, the associated charges for the feature/service will begin to be charged.

c. The receiver can choose to take the entire amount and apply it to the Telephone Company bill rather than receiving a feature.

d. The Telephone company reserves the right to waive any or all recurring charges, nonrecurring charges or both at any time upon 1 days' notice to the Commission.

GENERAL RULES AND REGULATIONS

N. GIFT BILLING (Cont'd)

2. Regulations (Cont'd)

e. Individual promotional periods will not exceed 120 days.

f. Within a promotional period, individual line subscribers may be offered the use of services for (up to) a 90-day trial period. The purpose is to acquaint customers with the Telephone Company's services. If, at the conclusion of the 90-day period, the subscriber elects to retain any or all of the services, appropriate rates will apply from the date the service was permanently established.

g. This service is offered where technically feasible.

3. Rates and Charges

	Residence
Gift Billing Handling Charge	$10.00

GENERAL RULES AND REGULATIONS

RESERVED FOR FUTURE USE (T)

(D)

(D)

GENERAL RULES AND REGULATIONS

RESERVED FOR FUTURE USE (T)

(D)

(D)

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES

1. General

The Custom Calling Features listed below are available individually or where allowed as part of a discounted package on individual lines in the Central Offices where technically available.

a. Basic Call Forward (T)

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. (T)

e. Call Hold

Allows customer to put an in progress call on hold and originate a second call. The held call cannot be added to the original call to recreate a conference call.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

1. General (Cont'd)

f. Call Waiting/Cancel Call Waiting (T)

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 switch-hook, 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. (T)

g. Calling Waiting Whisper *

Allows the customers already on the telephone to know that another call is waiting and who the call is from. The name of the calling party is announced to the customer in addition to the calling waiting beep. A customermust subscribe to calling waiting to have this feature. This service is availablewhere technically feasible.

h. Distinctive Ring

Allows customer to have up to two additional directory numbers assigned to a single access line. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringingpatterns.

i. 3 Way Calling (T)

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. (T)

* This service is grandfathered.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

1. General (Cont'd)

j. Speed Call 8 [1] (T)

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.

k. 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. (T)

l. Call Transfer - Allows the customer to receive an incoming call, then transfer the calling party to any other number. This feature also includes the Three-Way Calling feature.

m. Long Distance Alert (LDA) Ring - Allows the customer to have an audible indication of a Long Distance call with a distinctive ring (short, long, short) when the phone is not in use.

Any number which does not come in on the SS7, which includes, cellular calls, as wells as calls initiated in a company with a PBX will also ring with the Long Distance Alert.

Customers can have both Distinctive Ring as well as LDA, however LDA takes first priority. This means no matter which number is dialed, if the call falls into the category of LDA, it will ring with the LDA ring.

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

2. Regulations

a. Three-Way Calling, *69 Call Return (*69), or Busy Number Redial (*66) is available to customers either on a subscription basis or on an alternative per activation basis.

b. The activation charge for Three-Way Calling is not applied when the call is not completed. Non-subscription customers will be charged the activation charge for calls upon completing the call to the second party without any specific prior request for the feature.

c. Upon customer request, Three-Way Calling will be removed from the customer's telephone line without charge. A Record Order Charge will apply to add per activation capability back onto a customer's line after it has been removed.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

3. Rates and Charges (Cont'd)

The following rates and charges are in addition to all other applicable rates and charges for the facilities and service furnished.

a. Custom Calling Feature - rate per line

	Monthly Rates		Per Activation	
	Residence	Business	Residence	Business
Basic Call Forward	$9.25	$10.00 (I)		
Call Forward Busy	$9.00	$10.00 (I)		
Call Forward Busy/No Answer	$9.25	$10.00 (I)		
Call Forward No Answer	$9.25	$10.00 (I)		
Call Hold	$2.37	$3.12		
Call Waiting/Cancel Call Waiting	$9.75	$34.75		
Call Waiting Whisper [1]	$2.20	$2.20		
Distinctive Ring				
- first additional number [1]	$4.70	$11.00 (I)		
- second additional number [1]	$3.75	$4.00		
3 Way Calling	$9.50	$14.00 (I)	$3.50 [2]	$3.00 [2]
Speed Call 8 [3]	$3.15	$3.95		
Speed Call 30	$4.60	$10.00 (I)		
Call Transfer	$5.00	$5.95		
Long Distance Alert Ring	$1.50	$2.00		

[1] This service is grandfathered.
[2] The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
[3] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

3. Rates and Charges (Cont'd)

b. Multiple Custom Calling Feature Discounts *

Individual Custom Calling Feature monthly rates as shown in 3.a. preceding are discounted based upon the number of Custom Calling Features and Custom Calling Local Area Signaling Service (CLASS) (non-usage sensitive) in service on the access line. The appropriate discount percentage is applicable to all Custom Calling Features associated with the access line.

Custom Calling Features and CLASS (non-usage sensitive) in service on each access line.

		Discount Percentage	
		Residence	Business
1)	2 Features	10%	10%
2)	3 or more Features	10%	10%

* This service is grandfathered.

CUSTOM CALLING SERVICE

A. CUSTOM CALLING FEATURES (Cont'd)

4. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Custom Calling Features.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Custom Calling Features at any time upon 1 days' notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) Within a promotional period, individual line subscribers may be offered the use of the custom calling features for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in 3. preceding, will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.

4) Recurring charges for custom calling features may be waived for a 60-day period for new lines. Nonrecurring charges to add custom calling features will be waived for new lines for 30 days following installation.

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

5. Rearrangements and Changes

a.	Changes in the capacity of the speed calling repertoire from 8 to 30 numbers or 30 to 8 numbers. No charge applies for subscriber processed additions, changes or deletions of one or more numbers in the repertoire.	Charges as specified in 3.a. preceding
b.	Changes in the subscriber prespecified number associated with the Call Forward Busy (without Customer Changeable Option) and Call Forward/ No Answer (without Customer Changeable Option) Features.	Charges as specified in 3.a. preceding

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS)

1. General

Custom Calling Local Area Signaling Service (CLASS) are a set of call management features which utilize the network's ability to forward a calling number between the originating and terminating central offices. CLASS may only be used on calls originating and terminating in central offices with the technical capability to provide this service.

The CLASS listed below are available individually or, where allowed, as part of a discounted package on individual lines:

a. *69 Call Return (T)

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.

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.

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (T)

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

1. General (Cont'd)

c. Priority Call (T)

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call.

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.

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. (T)

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

1. General (Cont'd)

g. Selective Call Acceptance (T)

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. Call ID * (T)

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

* As of July 19, 1996, Call ID service is grandfathered. Only customers of record as of 7/19/96 may have this service.

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

1. General (Cont'd)

i. Call ID * (Cont'd) (T)

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

Any customer subscribing to Call ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein. Telephone numbers are not available on operator handled or credit card calls.

j. Caller ID with Name (T)

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.

* As of July 19, 1996, Call ID service is grandfathered. Only customers of record as of 7/19/96 may have this service.

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

1. General (Cont'd)

k. Talking Caller ID *, [1] (C)

Provides the functionality of Caller ID without requiring the Caller ID Box. This service receives the name that was delivered with the call and converts the name into speech to be spoken to the subscriber. If a caller's name is blocked or unavailable, then a phrase such as "name unavailable" or "name Blocked" is spoken to the subscriber. Private numbers are announced as "private". The subscriber has the same choices for handling all incoming calls that Call Screening provides for blocked or unavailable calls.

Customers have the following options.

1) Press a digit to accept the call. The caller will then be connected.

2) Press a digit to reject the call. The service plays a message to the caller that the subscriber is unavailable and disconnects the call.

3) Press a digit to reject the call and request their name to be removed from the caller's phone list. The service plays a message to the caller of this request and disconnects the call.

4) Press a digit to send the call to their voice mail. The service connects the caller to the subscriber's voice mail system. This option is configured and can only be provided to subscribers with voice mail capabilities.

* 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 Call ID, Call ID with Name, *69 Call Return, *66 Busy Number Redial services and other similar services. Some calls may not display name and/or number information and/or *66 Busy Number Redial may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third-party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Call ID, Call ID with Name, *69 Call Return, *66 Busy Number Redial or other similar services identified in this Retail Catalog.

[1] This service is grandfathered as of April 7, 2021. (N)

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

1. General (Cont'd)

l. Anonymous Call Block/Rejection (ACR) (T)

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.

m. Multiple Simultaneous Call Forward

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call 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.

n. Remote Activated Call Forward

Call forward remote activation allows subscribers to activate or deactivate call forward or to change the forward-to destination when they are away from home or office. 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. (T)

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

1. General (Cont'd)

o. Remote Call Forward (RCF) Service (T)

Remote Call Forward (RCF) is a local exchange service that utilized a directory number and local central office facilities to automatically forward all incoming calls to another directory number designated by the customer.

1) Regulations

a) RCF service is offered subject to availability of suitable facilities.

b) RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.

c) All charges for the call to the customer designated number from the RCF central office shall be the responsibility of the customer.

d) Identification of the originating telephone number is not provided.

e) Transmission may not be satisfactory on all RCF calls.

f) RCF is not represented as suitable for the transmission of data.

g) RCF service cannot be terminated on a line equipped with call forwarding.

h) The Minimum service period for RCF service is three months.

i) Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory, which services the RCF office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations apply.

j) A Rewire charge applies each time the customer designated directory number is directed to be changed at the customer's request. A change of directory listing for RCF will incur a Record Order Charge. (T)

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

2. Regulations

a. CLASS are available to one-party residence and business customers where facilities are available and technically feasible. In addition, the customer and the other party involved in the call must either be served by the same central office or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these central offices.

b. CLASS is not available to 911, Hotel/Motel, coin and semi-coin telephone services.

c. The activation charge for *69 Call Return and *66 Busy Number Redial (Busy Redial) is not applied when the call is not completed. Non-subscription customers will be charged the activation charge for completed calls upon dialing the activation code without any specific prior request for the feature.

d. Upon customer request, *69 Call Return and *66 Busy Number Redial (Busy Redial) will be removed from the customer's telephone line without charge. A Record Order Charge will apply to add per activation capability back onto a customer's line after it has been removed.

e. ICW is not compatible with Distinctive Ringing Service and works independently of Call Waiting and Call ID with Name. ICW customers must subscribe to Call Forward Busy or Call Forward Variable. Other applicable charges may apply. The customer is responsible for inside wire and customer premises equipment.

3. Limitations of Liability - The Telephone Company will not be liable for any economic harm, personal injury, invasion of any right of privacy of any person, or any other harm, loss or injury, caused or claimed to be caused, directly or indirectly, by the Telephone Company's delivery or failure to deliver the telephone number of a calling party.

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

4. Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities and service furnished.

a. Custom Calling Local Area Signaling Service (CLASS) - rates per line

	Monthly Rates		Per Activation	
	Residence	Business	Residence	Business
*69 Call Return	$6.50	$12.00 (I)	$3.50 [1]	$3.00 [1]
*66 Busy Number Redial	$6.50	$6.99	$3.50 [1]	$3.00 [1]
Priority Call	$6.50	$6.99		
Distinctive Ring	$5.70	$11.00 (I)		
Selective Call Forward	$6.50	$4.95		
Selective Call Rejection	$6.50	$6.99		
Selective Call Acceptance	$6.50	$6.99		
Call Trace			$6.50 [2]	$7.00 [2]
Call ID [3]	$8.50	$9.50		
Call ID with Name	$13.25	$39.00		
Call ID with Name Discount	$5.00	N/A		
Talking Caller ID [4]	$6.50	$7.50		
Anonymous Call Block/Rejection	$5.00	$6.50		
Multiple Simultaneous Call Forward		$3.21		
Remote Activated Call Forward	$6.00	$6.50		
Remote Call Forward (RCF)	$29.00	$40.00		

Service Charges - see P.S.C. No. 6 Tariff, Section 6, Record Order charge. A single connection charge is applicable per customer order for Busy Number Redial, *69 Call Return, Call ID or Call ID with Name, Call ID with Screening.

[1] The maximum monthly pay per use charge is $15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
[2] The maximum monthly pay per use charge is $32.50 for residential and business customers, regardless of the number of times the service is activated within a month.
[3] As of July 19, 1996, Call ID service is grandfathered. Only customers of record as of July 19, 1996 may have this service.
[4] This service is grandfathered as of April 7, 2021.

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

4. Rates and Charges (Cont'd)

b. Multiple Custom Calling Local Area Signaling Service (CLASS) Discounts *

Individual CLASS monthly rates as shown in 4.a. preceding are discounted based upon the number of CLASS (non-usage sensitive) and Custom Calling Features in service on the access line. The appropriate discount percentage is applicable to all CLASS (non-usage sensitive) associated with the access line.

CLASS (non-usage sensitive) and Custom Calling Features in service on each access line.

		Discount Percentage	
		Residence	Business
1)	2 Features	10%	10%
2)	3 or more Features	10%	10%

* This service is grandfathered.

CUSTOM CALLING SERVICE

B. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

5. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of CLASS.

b. Regulations

1) The company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with CLASS at any time upon 1 days notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) Within a promotional period, individual line subscribers may be offered the use of the CLASS through a free trial program of up to 60 days. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the free trial program, the subscriber elects to retain any or all of the features, rates specified in 4. preceding, will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.

4) Recurring charges for CLASS may be waived for a 60-day period for new customers. Nonrecurring charges to add CLASS will be waived for new lines for 30 days following installation

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

6. Rearrangements and Changes

a.	Changes or substitutions in feature associated with an access line.	Service Charges as specified in P.S.C. No. 6 Tariff, Section 6

RETAIL CATALOG

MILEAGE CHARGES

A. CABLE CARRYING CHARGES

1. General

Cable Carrying charges are charges in lieu of mileage for a specific number of lines between buildings.

2. Regulations

a. The Telephone Company determines the type of facilities to be used.

b. When the number of pairs of wires required to serve different buildings using local facilities is such that the charge for mileage computed in accordance with P.S.C. No. 6 Tariff, Section 7, subsection D.2.a. is more than the charge for cable, the subscriber may, by meeting the requirements for the placing of cable, elect to pay a monthly charge whether or not the cable is actually placed.

c. Ownership of any cable places is vested in the Telephone Company.

d. The subscriber must agree to secure, to bear the cost of securing, any right-of-way privileges necessary for the placement of cable, and agree to provide, or assume the cost of providing and placing poles to support cable placed aerially, or the cost of providing and placing the required conduit where the subscriber specifies that the cable be placed underground.

e. Monthly cable charges will be increased or decreased in accordance with the subscriber's service requirements in a specified building.

NOTE: Installation of new Local Facility Wiring and on-premises cabling is not available on a regulated basis effective January 1, 1987.

MILEAGE CHARGES

A. CABLE CARRYING CHARGES (Cont'd)

3. Options

PLAN A

Monthly cable charges are based on the estimated cost of providing a cable of the required size between specified buildings.

PLAN B

The subscriber has the option of making an initial payment to cover the provision of the cable thereby offsetting in part the monthly cable charges that would otherwise apply. Subsequent replacements or rearrangements of cable made necessary by changes initiated by the subscriber, by changes in the right-of-way privileges, or by damage to the cable caused by the subscriber or his representatives are made at the subscriber's expense.

4. Method of Measurement

For each building served, monthly cable charges are based on the airline measurement between the center of each such building and the center of the building in which the switchboard to main station is located, called the main building; except that when circuits are required to serve buildings to which monthly cable charges are not applied the mileage charge will be based on the airline measurement between the center of the particular building and the center of the main building of the center of the nearest building to which monthly cable charges apply, whichever measurement is most advantageous to the subscriber. When measurement from the center of a building subject to monthly cable charge is used to determine mileage charges to a building not so subject, the monthly cable charge shall reflect the total number of conductor pairs required both within and without the building subject to monthly cable charge.

RETAIL CATALOG

MISCELLANEOUS SERVICES

A. HIGH ELECTRIC VOLTAGES

1. General

The presence of high voltages near telephone facilities, such as electric power generating plants, substations, towers, and certain industrial plants, requires special protective arrangements in excess of those normally provided by the Telephone Company. The furnishing of facilities by the Telephone Company for private lines, exchange and message toll telecommunications service with special protective arrangements are subject to the following regulations.

2. Regulations

a. Full protection, special and/or standard meeting Telephone Company specifications is required on all communication facilities furnished by the Telephone Company.

1) Standard telecommunication protection will be provided and maintained by the Telephone Company.

2) The Telephone Company will determine the need for special protection and will specify the requirements for the techniques and devices to be used based upon data supplied by the customer. The customer shall provide, in writing, data as to the ground potential rise (GPR), station ground resistance, ground grid area, and fault currents used in the calculations of the ground potential rise. Any changes to the site that could impact the GPR will be provided in writing by the customer to the Telephone Company. Failure to provide this data will be considered cause for immediate discontinuance of all service.

3) In the event, inspection or test of the protection equipment subsequent to its installation indicate that the equipment is inadequate because of changes in the ground resistance or fault condition data, or should the equipment be found to be inoperative with regards to its protective capability, the Telephone Company reserves the right to discontinue service as specified in this Retail Catalog.

MISCELLANEOUS SERVICES

A. HIGH ELECTRIC VOLTAGES (Cont'd)

2. Regulations (Cont'd)

b. The Telephone Company reserves the right to determine and modify the technology used to deliver the service.

c. The cost of engineering, installation, and maintenance of the protective equipment or devices required in providing special protection is the responsibility of the customer and may be borne through one of the following options:

1) The Telephone Company will engineer, furnish and maintain the required equipment and will be reimbursed at the rates specified below.

2) The customer will furnish any necessary protective equipment according to Telephone Company standards. The Telephone Company will engineer, install and inspect the equipment and will be reimbursed on an actual cost basis. Any costs incurred by the Telephone Company for installing and maintaining the equipment provided under the above options will be recovered by the Telephone Company as specified in PS.C. No. 6 Tariff, Section 6 and/or this Retail Catalog, Section 11, Construction Charges.

d. The cost of facility work, either installation or alterations, will be done on a time and materials basis. Such costs may include pole line, buried, aerial or underground construction exclusive of these costs that may be recovered through the provisions specified in PS.C. No. 6 Tariff, Section 6 and/or this Retail Catalog, Section 11, Construction Charges.

e. The power company will provide DC power from their existing site power plant whenever possible to eliminate outages to the circuits due to prolonged AC outages.

MISCELLANEOUS SERVICES

A. HIGH ELECTRIC VOLTAGES (Cont'd)

3. Rates and Charges

Facility work and installation work is done on a time and material basis.

HVP Shelves with AC Power, price is on a per slot.

	Monthly Rate per Slot
1 year	$220.00
2 year	$210.00
3 year	$200.00
5 year	$180.00

MISCELLANEOUS SERVICES

B. BLOCKING SERVICE

1. General

Blocking Service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

a. 900, 700 Service Access Code Blocking - Allows an end user to block all calls beginning with the 900 and 700 NPA (i.e. 900-XXX-XXXX) and 333 NXX from being placed.

b. 976 Central Office Code Blocking - allows the subscriber to block placement of all calls to numbers with a 976 central office code (i.e. XXX-976-XXXX).

c. Central Office Code Blocking - Allows an end user to block placement of all calls to a particular central office code.

d. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.

e. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a Long Distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1+800 (Toll Free), and operator assisted toll calls.

f. Toll Restriction Plus - provides subscriber with Toll Restriction and blocking of 411 calls.

g. Toll, Operator and Other Restrictions – Allows an end user to block all calls beginning with 0+, 1+, 800, 877, 866, 888, 500, 700, 900, 971, 411, and 333.

h. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID Service to have Third Party and Collect Call Blocking on the number ranges.

MISCELLANEOUS SERVICES

B. BLOCKING SERVICE (Cont'd)

1. General (Cont'd)

i. Customized Blocking Services - Provides subscribers with the ability to customize their blocking feature by allowing them to specify individual numbers in their blocking schemes. Blocking schemes can either block all calls except to the specified numbers or call allow all calls except to the specified number. The charges are based on the number of lines that are allowed or blocked.

j. Limited Local Service Blocking Option Providers subscribers with toll restriction on their line where they will be limited to having the ability to make: 0-, 911, 311, 8YY or 611 outgoing calls only and have unlimited incoming calls.

2. Regulations

a. The Telephone Company will not be liable for any charge incurred when any Long Distance carrier or alternative operator service provider accepts third number billed or collect calls.

b. Blocking Service is available where equipment and facilities permit.

c. Blocking Service or a telephonic block can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by a request made in person by such customer. The customer of record can provide a personal password to use to remove blocking service at the time blocking service is established.

3. Rates and Charges

a. The following rates and charges are in addition to all other applicable rates and charges for the facilities and services furnished.

		Monthly Rates	
		Residence	Business
1)	Third Number Billed and Collect Call Restriction	$2.20	$2.00
2)	Toll Restriction	$2.20	$2.00
3)	Toll Restriction Plus	$2.20	$2.00
4)	Toll, Operator, Other	$2.20	$2.00
5)	Limited Local Service Blocking Option	$0.47	$0.47

MISCELLANEOUS SERVICES

B. BLOCKING SERVICE (Cont'd)

3. Rates and Charges (Cont'd)

a. The following rates and charges are in addition to all other applicable rates and charges for the facilities and services furnished. (Cont'd)

	Monthly Rates	
	Residence	Business
4) Direct Inward Dialing Blocking (Third Party and Collect Call)		
per port, per month	N/A	$2.00
per DID hundreds group, per month	N/A	$50.00
per DID station number, per month	N/A	$2.00
per hundreds group, per month for over 800 DID stations per central office	N/A	$10.00
5) Customized Blocking Services per port, per month	$2.00	$2.00

b. The nonrecurring charge for the initial request of one and two-line business customers is waived for 90 days from a subscriber's service establishment date.

c. Service Charges - Service Charge applies as specified in P.S.C. No. 6 Tariff, Section 6, Record Order Charge. The Record Order Charge will be applicable on a per line basis.

d. Along with the above recurring charges, the following nonrecurring charges apply to Customized Blocking.

Lines	Nonrecurring Charges
1-10	$200.00
11-25	$250.00
26-50	$300.00
Over 50	$400.00

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. General

Integrated Services Digital Network (ISDN) Service is an exchange service available from digital ISDN equipped central offices. ISDN service allows for the integration of voice and non-voice (data) on a single telephone access line. This service is offered under three separate class of service options: ISDN Individual Message Rate Residence Service, ISDN Message Rate Business Service, ISDN Flat Rate Residence Service.

ISDN service consists of a digital service line which provides digital termination capabilities to the customer's premise and allows for the simultaneous transmission of voice and data traffic. Basic service capabilities, customized features and optional features are available.

The usage charges for Circuit Switched Voice calls will be identified and charged in accordance with Local Service rates as outlined in P.S.C. No. 6 Tariff, Section 2. Usage charges for Circuit Switched Data and Packet Switched Data calls will be applied based on rates listed in C.12.d. following.

2. Service Descriptions

a. Digital Service Line - Provides the digital central office termination, via a Basic Rate Interface, that has the potential to support digital transmission of voice and data to the customer's premise. One digital service line comes standard with any ISDN class of service option and is required for subscribers to any of the other ISDN basic service capabilities, customized features or optional features. Each digital service line comes equipped with the following standard features:

- Drop - Allows the user to drop the last party added to a three-way/conference call.
- Transfer - Allows the user to transfer a call to another terminal.
- Hold - Allows the user to place a call on hold by pressing the function button.
- Three-way Calling - Allows the user to include a third party in the call.
- Touch Calling

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

2. Service Descriptions (Cont'd)

b. Circuit Switched Voice and Data Services - establishes a connection between two terminals where network resources are dedicated throughout the duration of the call.

c. Packet Switching Service - Provides synchronous and asynchronous transport of user data, usually relatively short bursts of data. The data is separated into discrete segments called packets for transmission. All packets are interleaved (statistically multiplexed) as they are transmitted. Routing and control information (packet header) is automatically inserted at the beginning of each packet, and error detection information (packet trailer) is automatically inserted at the end of each packet. Complete with this information, the entire packet is routed to its intended destination over a path that is established at call setup.

With either High Speed Packet Switched Data or Low Speed Packet Switched Data, a logical connection (channel) is established between the calling and called line. This logical connection is called a virtual circuit. This differs from a circuit switched connection in that no physical path or circuit is permanently established between the two lines.

3. Basic Service Capabilities - Are basic voice and data capabilities which can be combined on a single access line. The digital service line provides a combination of up to two B Channels and one D Channel. Each B Channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High-Speed Packet Switched Data. The D Channel is a 16 kbps channel and is used for signaling as well as transmission of packet switched data. Up to three basic service capabilities may be furnished for each digital service line.

The following basic service capabilities are available under all three class of service options:

a. Circuit Switched Voice - up to 64 kbps circuit mode used for voice information calls. Circuit Switched Voice is included over one B Channel at no charge.

b. Circuit Switched Data - up to 64 kbps circuit mode used for data information calls.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

3. Basic Service Capabilities (Cont'd)

c. Alternate Circuit Switched Voice/Circuit Switched Data - Circuit switched voice and circuit switched data used alternately for voice information or data information calls.

d. Low Speed Packet Switched Data (LSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the 16 kbps D Channel.

e. High Speed Packet Switched Data (HSPSD) - X.25 virtual call and permanent virtual circuit bearer service capability on the B Channel at speeds up to 64 kbps.

f. Alternate Circuit Switched Voice/Packet Switched Data - Circuit switched voice and packet switched data used alternately for voice information or data information calls.

g. Multipoint - Multipoint ISDN allows multiple terminals or users access to one ISDN basic rate interface access line. Terminals on the multipoint share the available 2B + D Channels and are defined in part C.9.d.5) of this section. When one terminal is active on a circuit switched B-Channel call, no other terminal may use that B-Channel. When both B-Channels are in use, no other terminal may use them. The D-Channel may be shared among all users, although throughput may be affected with high usage. This service will be available at a standard number of two terminals per ISDN access line.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

4. Customized Features - The following customized features are available with ISDN Service.

a. Enhanced Digital Telephone Service (EDTS) - Is comprised of several features which provide customers with the functionality of a key system, from the central office, thereby eliminating the need for controlling equipment and complex wiring on the customer premises. ISDN terminals must be obtained independent of this service by the customer.

The customized features available with EDTS are:

- Configuration Groups - Allow a number of ISDN terminals to have identical assignment of button functions on the ISDN terminals. Predefined standard configuration groups are provided with an EDTS system. The customer has the option of ordering non-standard configuration groups at an additional charge as specified in the rates and charges following.

- Feature Access - Provides use of optional features via button/key assignments or feature access codes.

- Multiple Directory Numbers - Allows for more than one directory number to be assigned to call appearances on a single ISDN terminal for the exclusive use of that ISDN terminal. One directory number will be specified as the primary directory number.

- Terminal Management - Allows certain functions associated with call appearances to be performed automatically as specified by the customer. A call appearance is the designated button or equivalent on the ISDN terminal where EDTS provides for the termination of directory numbers. The options are:

  - Idle Call Appearance Preference - The switch determines which call appearance, previously indicated by the customer, is to be employed when the user goes off-hook without first manually selecting an appearance.

  - Ringing Call Appearance Preference - If more than one call is alerting (ringing), the switch selects the first call if a specific call appearance is not manually selected.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

4. Customized Features - The following customized features are available with ISDN Service. (Cont'd)

a. Enhanced Digital Telephone Service (EDTS) (Cont'd)

- Terminal Management (Cont'd)

  - Automatic Hold/Drop Preference - The switch will automatically determine, according to the customer's previously indicated preference, how to treat a call-in progress on a call appearance when the user shifts to another appearance without manually placing the call on hold.

  - Call Appearance Selection for Conference/Transfer - The switch automatically selects an idle call appearance after the user has pressed the conference or transfer button.

  - Button Management - The switch follows the customer's definition of which ISDN terminal buttons are used for call appearances and activated features within the limits of the configuration group.

- Expanded ISDN Group Coverage - Includes delayed and abbreviated ringing.

  - Delayed Ringing - Customer selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the user.

  - Abbreviated Ringing - Ringing is provided on incoming calls for a customer specified interval only.

  - Manual Exclusion - Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call-in progress.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

4. Customized Features - The following customized features are available with ISDN Service. (Cont'd)

a. Enhanced Digital Telephone Service (EDTS) (Cont'd)

- Shared Call Appearances - Allows an ISDN group to be established where members of the group may share directory numbers of other terminals in the group.

  - Hold with Shared Call Appearances - Allows an ISDN terminal to place a call appearance on hold permitting the retrieval of the held call by any member of the ISDN group that has that call appearance.

  - Bridging with Shared Call Appearances - This feature allows third party initiated bridging onto a call that is in progress as long as the terminal has an appearance of the directory number, unless manually restricted.

  - Multiple Call Appearances - Allows the assignment of a directory number to more than one call appearance button on a telephone terminal. This allows a customer to handle more than one call on a single directory number.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

4. Customized Features (Cont'd)

b. Flexible Packet Service

The following customized features are available with any of the Basic Packet Switching Service capabilities at no charge.

- Flow Control Parameter Negotiation - Permits negotiation, on a per call basis, of the flow control parameters (window size and packet size).

- Throughput Class Negotiation - Allows negotiation, on a per call basis, of the throughput class (speed or baud rate) for each direction of data transfer associated with a virtual call.

- Calls Barred - Incoming/Outgoing - Prevents the ISDN terminal from receiving or originating data calls on a per virtual circuit basis.

- Fast Select, Fast Select Acceptance - Allows the user to send up to 128 bytes of user data in the call request packet.

- Reverse Charge Request - Permits a user, on a per call basis, to request the Packet Switch to assign billing charges to the called terminal rather than the calling data terminal.

- Reverse Charge Acceptance - Permits a user, on a per call basis, to accept billing charges for a terminating call.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

5. Display Service Optional Features

Display Service - Provides group call related data to ISDN terminals which are equipped with a display screen or which can otherwise utilize this information. The features available are:

a. Basic Display Service

- Outgoing Called Line Identification (OCLID) - Provides the terminal user with information about the originating call.

- Call Status

- Time and Date Information

- Call ID Service - See description in part H of this section.

- Inspect for ISDN Station Sets - Enables the ISDN terminal user to display call related information about calls placed on hold.

6. Packet Switching Service Optional Features - The following optional features are available with any of the Basic Packet Switching Service Capabilities.

a. Permanent Virtual Circuits - Allows the customer to establish a dedicated logical channel between two digital service lines equipped for packet service without needing call setup or clearing.

b. Additional Virtual Circuits - Those circuits that the customer subscribes to that are in addition to the initial virtual circuit (logical channel) provided with the HSPSD or LSPSD basic service capability on one digital subscriber line. Additional virtual circuits are provisioned as switched virtual circuits unless the customer specifies that they are to be permanent virtual circuits, in which case the rates for permanent virtual circuits would apply.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

6. Packet Switching Service Optional Features (Cont'd)

c. Closed User Group - Provides the customer with the capability to form closed sub-networks within the customers' group of ISDN terminals and thus control user access.

d. Single and Multiple Address Hunt Group - Provides a multiline hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.

e. Modem Pool - This capability provides for the setup and clearing of data calls between an ISDN Service customer and a local exchange line utilizing a modem for data transmission. The data connection is established by routing the call through a modem pool (modem and terminal adapter must be obtained independent of this service by the customer) to perform the necessary analog-to-digital or digital-to-analog conversion.

Two switch ports are provided for each member of the modem pool: one ISDN and one analog.

Modem Pooling can be performed in the Telephone Company central office or on the customer premise.

Subscribers who request customer premise modem pooling are required to lease two dedicated modem pool lines for each member of the modem pool.

Each member of the modem pool will support the following features:

- Closed User Group - See description under Packet Switching Service Optional Features above.

- Packet Switched Multiline Hunt Group - Provides ISDN Service users with hunting into the modem pool.

- Station Line Hunting - Provides analog service users with hunting into the modem pool.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

7. Miscellaneous Optional Features

f. Additional Directory Numbers - Per customer request, a second directory number will be provided per ISDN terminal at no charge.

The customer has the option of requesting more than two directory numbers at an additional charge as specified in the rates and charges following.

g. Conference Calling - 6-Way * - Allows the user to include up to six parties in the call. This service is available to Business customers only.

h. Multifrequency Switched Digital Data Access Service - allows for an access connection between a subscriber's premise and a suitably equipped central office that is equipped to transmit digital data at the speed of 56 Kbps per second over the switched network. This service is only available for use in conjunction with a specially provisioned Interexchange Carrier Feature Group D switched access service trunk.

8. Regulations

a. The rates specified for ISDN Service contemplate the availability of existing compatible facilities from the normal serving wire center which must be a digital ISDN equipped central office entity. If such facilities are not available, or if changes to existing facilities are required to provide ISDN Service, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a nonrecurring and/or monthly charge.

b. Up to three types of basic service capabilities may be activated on a digital service line. When three capabilities are selected, one must be Low Speed Packet Switched Data.

c. ISDN Service must include a digital service line and at least one basic service capability.

* As of November 8, 1996, Conference Calling - 6-Way service for residential customers is grandfathered. Only customers of record as of 11/8/96 may have this service.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

8. Regulations (Cont'd)

d. Multipoint

1) In addition to the multipoint charge, all features and usage per terminal will be charged as if the terminal is a single point ISDN line.

2) The following services will not be available with multipoint:

- Attendant Consoles
- Application Processors
- Operator Services
- 911 Operators
- Modem pool members

Other services and features may be excluded from use on a multipoint at the discretion of the Telephone Company.

3) All users in a multipoint will be billed to a single number.

4) All users in a multipoint must be located in the same building. Distance limitations and restrictions will apply.

5) Multipoint service will function only with customer premise equipment that act as fully initializing end point identification terminals and are compatible with the Telephone Company's network. These terminals are necessary in that they can be individually identified by the switch.

e. Once a call has been established on an Alternate Voice/Circuit Switched Data capability, the call type (voice or data) cannot be changed without disconnecting and establishing a new call. For simultaneous voice and circuit switched data capability the Circuit Switched Voice and Circuit Switched Data capabilities must be ordered separately.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

8. Regulations (Cont'd)

f. When using modem pooling, the data speed is limited to 9.6 kbps using the Low Speed Packet Switched Data capability.

g. Each modem pool must contain a minimum of three members.

h. The minimum service period for ISDN Individual Message Rate Residence, ISDN Message Rate Business Service, and ISDN Flat Rate Residence Service is 6 months.

i. Temporary suspension of ISDN service by a customer is not permitted.

j. If the customer requests the disconnection of all or any part of the service prior to the expiration of the minimum rental period, termination charges apply as outlined in this Retail Catalog.

k. Circuit Switched Voice calls will be measured and rated. Circuit Switched Voice Local Service calls under ISDN Flat Rate Residence Service are included in the monthly rate.

l. Usage charges for Circuit Switched Data and Packet Switched Data calls will be applied. These rates will apply to all calls originating and terminating in ISDN equipped central offices in the company's operating territory.

The subscriber will designate, in advance, which rate option will be applied to Night and Holiday Packet Switched Data calls.

m. One packet is defined as 128 bytes of user information. A 256 byte packet that is transmitted will be billed as two packets.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

8. Regulations (Cont'd)

n. Each Packet Switched Data call made by the subscriber will be rounded up to the nearest kilopacket for billing purposes.

o. An individual directory number will be assigned for each digital service line.

p. The customer must provide customer premises equipment (CPE) that complies with the ISDN requirements of the serving company digital central office entity.

q. Subscribers to Circuit Switched Data, Alternate Voice/Circuit Switched Data, High or Low Speed Packet Switched Data and Alternate Circuit Switched Voice/Packet Switched Data must either be served by the same switch or a switch linked by facilities capable of sending Circuit Switched and/or Packet Switched Data in order to send or receive data transmissions with another subscriber.

r. All regulations and descriptions for Call ID, as shown in Section 3, apply when purchased in addition to ISDN service, except for situations in which a direct conflict arises. In those situations, the ISDN Retail Catalog takes precedence.

9. Bundled ISDN Products

a. ISDN Flat Rate Residence/Single Circuit Switched Data Service Bundle *

1) Circuit Switched data usage in excess of 30 hours will be billed per the rates in this Section.

2) The ISDN Flat Rate Residence/Single Circuit Switched Data Bundle is limited to a maximum two point multipoint.

3) The ISDN Flat Rate Residence/Single Circuit Switched Data/Point to Point Bundle is limited to only one Circuit Switched Data telephone number per line.

* As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

9. Bundled ISDN Products (Cont'd)

b. ISDN Flat Rate Residence/Dual Circuit Switched Data Bundle *

1) Circuit Switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. The first 30 hours of cumulative usage will not be billed. The cumulative usage in excess of the first thirty hours will be billed per the rates in this Section. For example, when two B channels are used on a circuit switched data call for two hours, the call will be billed four hours of circuit switched data usage. If only one circuit switched data channel is in use for four hours, the call will be billed four hours.

2) The ISDN Flat Rate Residence/Dual Circuit Switched Data Bundle is limited to a maximum two point multipoint.

3) The ISDN Flat Rate Residence/Dual Circuit Switched Data/Multipoint Bundle is limited to only one Circuit Switched Data telephone number per line.

c. Residential ISDN - Basic

1) ISDN service including (2) B channels and one (1) D channel offered to residential customers in the Urban Rochester and Rural areas. Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month.

* As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

9. Bundled ISDN Products (Cont'd)

c. Residential ISDN - Basic (Cont'd)

2) Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate identified in this Section.

3) An additional surcharge will be added to Rural customer bills to recover FX transport and field repeater costs associated with provisioning ISDN service in the rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Castile-Gainessville-Silver Springs, Cohocton, Dansville, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

4) Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from. This is at the sole discretion of the Telephone Company.

5) Only a one-year term is available.

6) Product limited to only one circuit switched data telephone number per line.

7) Product limited to a maximum two point multipoint.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

9. Bundled ISDN Products (Cont’d)

d. Corporate Work-at-Home

1) ISDN service including two (2) B channels and one (1) D channel offered to business customers to provide their work-at-home employees ISDN service in the Urban Rochester and Rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Caledonia, Castile-Gainesville-Silver Springs, Churchville, Cohocton, Dansville, Geneseo, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

2) Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate.

3) Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of the Telephone Company.

4) Corporate work-at-home package is limited to only one circuit switched data telephone number per line.

5) Corporate work-at-home package is limited to a maximum two point multipoint.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

9. Bundled ISDN Products (Cont'd)

d. Corporate Work-at-Home (Cont'd)

6) Customer must purchase a minimum of 10 ISDN lines.

7) Termination

If a customer terminates Corporate work-at-home service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three-year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two-year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

e. Business ISDN - Basic

1) ISDN service including two (2) B channels and one (1) D channel offered to business customers in Urban Rochester and Rural areas. Rural areas for this product include the exchanges of Atlanta, Avon, Bergen, Brockport, Caledonia, Castile-Gainesville-Silver Springs, Churchville, Cohocton, Dansville, Geneseo, Hamlin, Hemlock, Honeoye Falls-Lima, LeRoy, Liechester, Livonia, Mt. Morris, Naples, Nunda, Pavilion, Perry, Springwater, Warsaw, Wayland and Wyoming and the central offices of Bristol Harbor, Farmington and Stottle Road.

2) Circuit switched data usage will be calculated for each individual B channel in use. The cumulative duration of each circuit switched data channel call will be summed each month. Customers will have five separate product options for the amount of circuit switched data they wish to include in the base rate; options range from 0 to 500 hours. Circuit switched data usage over the specified level included in the base rate will be charged the per minute circuit switched data rate.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

9. Bundled ISDN Products (Cont'd)

e. Business ISDN - Basic (Cont'd)

3) Rates include where applicable, line conditioning, field repeaters, FX transport and FX Mileage charges. Note: FX transport and FX mileage are included only if it is necessary to provision the service. Furthermore, the customer does not have a choice of where the service will be FX'ed from, this is at the sole discretion of the Telephone Company.

4) This bundle is limited to only one circuit switched data telephone number per line.

5) This bundle is limited to a maximum two point multipoint.

6) Termination

If a customer terminates Business ISDN-Basic service prior to the expiration of the minimum service period, the customer will be required to continue paying the applicable charges for the remainder of the first year. In the case of two and three-year contracts, the customer will also be required to pay a penalty of 50% of the balance of the contract amount after the first year. For example, if a customer signs a two-year term and cancels after nine months, the customer would be responsible to pay for the remaining three months of the first year and six months of the second year.

10. Additional ISDN Charges

a. Intra-company Foreign Exchange Service for ISDN.

1) If ISDN service is not available out of the customer’s serving central office, then the Telephone Company will provide foreign exchange service out of the central office of its choice, and foreign exchange **mileage** charges will be waived. Unless included in a bundled ISDN bundle, FX **transport** charges will continue to apply.

2) In the case of company initiated foreign exchange service as outlined above, the customer will be responsible for all outgoing toll charges from the serving foreign exchange central office. Toll charges for incoming calls to company-initiated ISDN FX lines will be charged according to the customer's foreign exchange office.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

10. Additional ISDN Charges (Cont'd)

a. Intra-company Foreign Exchange Service for ISDN (Cont'd)

3) Customers who request ISDN foreign exchange service from a specific central office will continue to pay all foreign exchange transport and mileage charges.

b. Loop Extensions for ISDN Lines

1) In certain circumstances, loop extensions may be necessary in order to provide ISDN service to a customer. The two most common types of loop extensions are:

FX Transport - equipment that allows an interface with a DS1 to extend an ISDN line beyond a central office boundary.

Field Repeater - a device that digitally amplifies the signal in order to provide ISDN service beyond the typical 18,000 feet limit.

2) Loop Extension charges apply for all ISDN Centrex lines where the customer requests to be served from a different central office from the company-designated central office.

3) The Telephone Company will need to determine on an individual basis whether Loop Extension charges will be necessary.

c. Termination Charges

1) If ISDN Individual Metered Rate Residence, ISDN Metered Rate Business Service or Residential ISDN Service is terminated prior to the expiration of the minimum service period, the customer shall be required to continue paying the applicable charges for the remainder of the minimum service period.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

11. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving nonrecurring charges in order to promote the sale of ISDN.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both associated with ISDN at any time upon 1 days' notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

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

12. Rates and Charges

The following rates and charges are applicable to standard installation of ISDN Service.

The Federal Communications Commission's end user charges as specified in the Telephone Company's F.C.C. No. 2 Tariff apply in addition to the specified rates.

a. Class of Service Options

		Monthly Rate
1)	ISDN Individual Metered Rate Residence Service *	$25.40
2)	ISDN Metered Rate Business Service **	$25.40
3)	ISDN Flat Rate Residence Service *	$30.00

* As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

** As of April 1, 1997, this service is grandfathered. Only customers of record as of 4/1/97 may have this service.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

a. Class of Service Options (Cont'd)

		Monthly Rate
4)	ISDN Flat Rate Residence/ Single Circuit Switched Data Service Bundle Includes: - ISDN Flat Rate Residence Service - Multipoint Service - One Alternate Circuit Switched Voice/ Circuit Switched Data Channel - Display Feature - Up to 30 hours of Circuit Switched Data Usage	$39.95
5)	ISDN Flat Rate Residence/Dual Circuit Switched Data Bundle includes: * - ISDN Flat Rate Residence Service - Multipoint Service - Two Alternate Circuit Switched Voice/ Circuit Switched Data Channels - Display Feature - Up to 30 hours of Circuit Switched Data Usage	$49.95

* As of January 27, 1997, this service is grandfathered. Only customers of record as of 1/27/97 may have this service.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

a. Class of Service Options (Cont'd)

6) Residential ISDN - Basic

Bundle includes:

- Flat Rate Voice Calls
- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature

	Monthly Rate	
	Urban	Rural
ISDN Options		
based on Circuit Switched Data (CSD) Usage		
Metered - CSD	$49.95	$110.95
50 Free Hours of CSD	$69.95	$130.95
100 Free Hours of CSD	$89.95	$150.95
250 Free Hours of CSD	$109.95	$170.95
500 Free Hours of CSD	$129.95	$190.95

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

a. Class of Service Options (Cont'd)

7) Corporate Work-at-Home

Bundle includes:

- Flat Rate Voice Calls
- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature

	Monthly Rate		
ISDN Options	3 Year Contract	2 Year Contract	1 Year Contract
based on Circuit Switched Data (CSD) Usage			
Metered - CSD	$39.95	$44.95	$49.95
50 Hours of CSD	$59.95	$64.95	$69.95
100 Free Hours of CSD	$79.95	$84.95	$89.95
250 Free Hours of CSD	$99.95	$104.95	$109.95
500 Free Hours of CSD	$119.95	$124.95	$129.95

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

a. Class of Service Options (Cont'd)

8) Business ISDN - Basic (Urban)

Bundle includes:

- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Voice calls charged at metered rates outlined in C.12.a. preceding.

	Monthly Rate		
ISDN Options	3 Year Contract	2 Year Contract	1 Year Contract
based on Circuit Switched Data (CSD) Usage			
Metered - CSD	$29.95	$34.95	$39.95
50 Hours of CSD	$49.95	$54.95	$59.95
100 Free Hours of CSD	$69.95	$74.95	$79.95
250 Free Hours of CSD	$89.95	$94.95	$99.95
500 Free Hours of CSD	$109.95	$114.95	$119.95

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

a. Class of Service Options (Cont'd)

9) Business ISDN - Basic (Rural)

Bundle includes:

- Multipoint Service
- Two Alternate Circuit Switched Voice/Circuit Switched Data Channels
- Display Feature
- Voice calls charged at metered rates outlined in C.12.a. preceding.

	Monthly Rate		
ISDN Options	3 Year Contract	2 Year Contract	1 Year Contract
Metered - CSD	$84.95	$89.95	$94.95
50 Hours of CSD	$104.95	$109.95	$114.95
100 Free Hours of CSD	$124.95	$129.95	$134.95
250 Free Hours of CSD	$144.95	$149.95	$154.95
500 Free Hours of CSD	$164.95	$169.95	$174.95

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

b. Basic Service Capabilities

1) ISDN Service

	Monthly Rate ISDN Residence · Individual Metered Rate · Flat Rate	Monthly Rate ISDN Business · Metered Rate
a) Circuit Switched Data only (64 kbps), each	$2.00	$2.00
b) Alternate Circuit Switched Voice/Circuit Switched Data (64 kbps), each	$2.00	$2.00
c) High Speed Packet Switched Data only (64 kbps), each	$75.00	$75.00
d) Low Speed Packet Switched Data only (9.6 kbps), each	$5.00	$5.00
e) Alternate Circuit Switched Voice/Packet Switched Date (64 kbps), each	$75.00	$75.00
f) FX Transport	$44.95	$44.95
g) Field Repeater	$44.95	$44.95

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

c. Optional Features

	Monthly Rate ISDN	
	Residence	Business
	· Individual Metered Rate · Flat Rate	· Metered Rate
1) Enhanced Digital Telephone Service		
EDTS with up to		
10 Call Appearances/Features	$2.00	$2.00
20 Call Appearances/Features	$3.00	$3.00
30 Call Appearances/Features	$3.50	$3.50
40 Call Appearances/Features	$4.00	$4.00
50 Call Appearances/Features	$4.50	$4.50
Each Additional 10 Call Appearances/Features	$0.50	$0.50
2) Display Service Optional Features, per primary directory number		
Basic Display Service	$3.50	$3.50
3) Packet Switching Service Optional Features		
Additional Virtual Circuits, each	$1.50	$1.50
Permanent Virtual Circuit, each	$1.50	$1.50
Closed User Groups, each user	$1.00	$1.00
Single and Multiple Hunt Group, each user	$2.00	$2.00

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

c. Optional Features (Cont'd)

	Monthly Rate ISDN Residence	Monthly Rate ISDN Business
	· Individual Metered Rate · Flat Rate	· Metered Rate
4) Miscellaneous Optional Features		
Additional Directory Numbers, each number above two	$3.00	$3.00
Conference Calling - 6-Way *	N/A	$4.25

d. Usage Charges

1) Circuit Switched Voice — Rate: See Local Service rates as outlined in the P.S.C. No. 6 Tariff, Section 2.

2) Circuit Switched Data

Rate Period	First Minute (or fraction thereof)	Additional Minutes (or fraction thereof)
	ISDN Residence Service ·Individual Metered Rate ·Flat Rate	
Day (Monday-Friday, except Holidays)	$0.03	$0.03
Night and Holidays *	$0.03	$0.03
	ISDN Business Service ·Metered Rate	
Day (Monday-Friday, except Holidays)	$0.03	$0.03
Night and Holidays *	$0.03	$0.03

* As of November 8, 1996, Conference Calling - 6-Way service for residential customers is grandfathered. Only customers of record as of 11/8/96 may have this service.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

d. Usage Charges

3) Packet Switched Data

	Rate Period	ISDN Residence Service ·Individual Metered Rate ·Flat Rate	ISDN Business Service ·Metered Rate
Day (Monday - Friday, except Holidays)	per each kilopacket (or fraction thereof)	$0.10	$0.10
Night and Holidays * Option A	per each kilopacket (or fraction thereof)	$0.085	$0.085
Option B	per month for up to 500 kilopackets	$35.00	$35.00
	each additional kilopacket	$0.07	$0.07
Option C (Residence Only)	per month for up to 50 kilopackets	$1.00	N/A
	each additional kilopacket	$0.085	N/A

* Night and Holiday rates apply:
1. Monday through Friday 5:00 PM - 8:00 AM.
2. Weekends from Friday 5:00 PM through Monday 8:00 AM.
3. Holidays - Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), and Thanksgiving (the fourth Thursday in November). In case Christmas, New Year's Day and Independence Day legal holidays fall on other than December 25, January 1, and July 4, respectively, night rates apply as provided above on such legal holidays.

MISCELLANEOUS SERVICES

C. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

12. Rates and Charges (Cont'd)

		Monthly Rate ISDN	
		Residence	Business
		· Individual Metered Rate · Flat Rate	· Metered Rate
e.	Multipoint Service - per terminal	$4.00	$4.00

f. Nonrecurring Charges - Apply for the engineering of ISDN circuits and the preparation and entry of translations that activate initially, or subsequently change or rearrange features.

	Nonrecurring Charges	
	Residence	Business
Initial Installation	$125.00	$125.00
Subsequent Changes in Line Definition	$37.00	$37.00
Multifrequency Switched Digital Data Access Service, per digital service line	$125.00	$125.00
Non-Standard Configuration, per request	$400.00	$400.00

g. In addition, a Service Charge applies for ISDN Service as specified in P.S.C. No. 6 Tariff, Section 6.

MISCELLANEOUS SERVICES

D. CALL HANDLING

1. General

Call Handling Service provides customers with call distribution of incoming calls.

The following Call Handling options are available to Residential access lines, Metered Business lines, PBX trunks, and Direct Inward Dialed Trunks:

a. Series Completion Hunting - Allows the customer to group up to 13 lines or trunks into a hunt group. When a call is placed to a busy number, the call will hunt to the next available line in the hunt group. Busy tone is returned if the last line is reached without finding an idle line.

b. Multiline Hunting - Provides a search for an idle terminal within a hunt group. The customer can group 14 or more lines or trunks into a hunt group.

1) Regular - The call will hunt in the same manner as series completion hunting described in 1.a. above.

2) Circular Hunting - Hunting starts at the terminal associated with the dialed number and continues through the last terminal in the hunt group, then proceeds to the first terminal in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the called terminal is reached without finding one that is idle.

3) Hunting/Non-Hunting Number - If the lead number of the hunt group is called, the non-hunt number will be part of multiline hunt group. If the non-hunting number is called directly, the call will not hunt to the next terminal if this line is busy.

Uniform Call Distribution is available ISDN customers:

a. Uniform Call Distribution - A multiline hunt service that provides for the uniform distribution of incoming calls, in order of their arrival, among the available members of a hunt group.

MISCELLANEOUS SERVICES

D. CALL HANDLING (Cont'd)

1. General (Cont'd)

b. Call Queuing Options

The following call queuing options are available to Uniform Call Distribution hunt groups. If all lines in the hunt group are busy, the incoming call will be queued. If the number of calls in a queue reaches the maximum number of calls permitted in that queue, subsequent calls to the hunt group will receive a busy signal. Calls will be released from the queue to the available lines in the approximate order of their arrival.

1) Ringing - While in the queue, the calling party will hear the telephone ringing.

2) Generic Announcement - A standard announcement is provided to incoming calls while waiting for an available line.

3) Personalized Announcement - A personalized announcement is provided to incoming calls while waiting for an available line. This feature is offered with either a 12 or 24 second announcement.

4) Personalized Announcement Change - A customer is allowed to change the personalized announcement at any time.

5) Queue Number Change - A customer may change the number of calls allowed in the Queue at any time.

2. Regulations

a. Call Handling Service is available where equipment and facilities permit.

b. Personalized announcement can be either male or female voices.

c. The Telephone Company must be informed 20 working days prior to a personalized announcement change is scheduled to be effective.

d. The Telephone Company will not permit obscene announcements.

MISCELLANEOUS SERVICES

D. CALL HANDLING (Cont'd)

3. Rates and Charges

a. The following rates and charges are in addition to all other applicable rates and charges for the facilities and services furnished.

		Monthly Rates
1)	Series Completion, per line	$1.15
2)	Regular Hunting, per line	$1.15
3)	Circular Hunting, per line	$1.44
4)	Hunting/Non-Hunting Number, per line	$0.58
5)	Uniform Call Distribution, per line	$2.30
6)	Uniform Call Distribution with Ringing, per line	$2.88
7)	Uniform Call Distribution with Generic Announcement, per line	$4.60
8)	Uniform Call Distribution with Personalized Announcement, per 12 second announcement	$115.00
9)	Uniform Call Distribution with Personalized Announcement, per 24 second announcement	$144.00

	Nonrecurring Charge
Personalized Announcement Change, per change	$150.00
Queue Number Change, per change	$50.00

Service Charges - Service Charge applies as specified in P.S.C. No. 6 Tariff, Section 6, Record Order Charge. The Record Order Service Charge will be applicable on a per line basis for rearrangements.

MISCELLANEOUS SERVICES

D. CALL HANDLING (Cont'd)

5. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Call Handling.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Call Handling at any time upon 1-day notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) Within a promotional period, individual line subscribers may be offered the use of Call Handling for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.

4) Recurring charges for Call Handling may be waived for a 60-day period for new customers.

MISCELLANEOUS SERVICES

E. MESSAGE WAITING INDICATION SERVICE

1. General

Message Waiting Indication service allows Rochester central office switch to provide an indication to the subscriber that they have a message waiting to be retrieved. Two types of indicators are available:

a. Audible Message Waiting Indication - the Rochester central office switch provides an indication tone (stutter dial tone) when the customer goes off hook.

b. Visual Message Waiting Indication - the Rochester central office switch activates a message waiting indication lamp on the station set.

Once the subscriber retrieves the messages, the message waiting indication is deactivated.

2. Regulations

a. Subscribers (clients) to Message Waiting Indication must also subscribe to a vendor that provides voice mail service.

b. Subscribers to Message Waiting Indication must convey to the Telephone Company which voice mail vendor they will be utilizing.

c. Message Waiting Indication is offered only from a No. 5ESS central office containing at least one Integrated Services Digital Network (ISDN) Switch Module.

d. Subscribers that wish to utilize the Visual Message Waiting Indication feature must provide the customer premise equipment (lamp) needed to support this feature.

3. Rates and Charges

a. Message Waiting Indication

Quantity	Monthly Rate
1-999	$0.50
1000-2499	$0.45
2500-3999	$0.40
4000 +	$0.35

b. In addition, a Service Charge applies as specified in P.S.C. No. 6 Tariff, Section 6.

MISCELLANEOUS SERVICES

F. HOTLINE SERVICE

1. General

Hotline Service provides a telephone access line to be programmed to automatically establish a pre-designated connection the moment the calling line goes off-hook.

2. Regulations

a. Hotline Service can be used for intra or inter Central Office calls.

b. Calls may be terminated on the line.

c. The Customer cannot override the Hotline feature. The customer must call the Telephone Company to change the pre-designated number.

d. Hotline service is not available to ISDN access lines and coin phones.

3. Rates and Charges

		Monthly Rate	Nonrecurring Charge
a.	Hotline Service	$2.00	$50.00

The monthly recurring charge is in addition to the monthly exchange access line charge.

Service Charges - Service Charge applies as specified in P.S.C. No. 6 Tariff, Section 6, Record Order Charge. The Record Order Service Charge will be applicable on a per line basis for a predesignated number change.

MISCELLANEOUS SERVICES

F. HOTLINE SERVICE (Cont'd)

4. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Hotline Service.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Hotline Service at any time upon 1-day notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) Within a promotional period, individual line subscribers may be offered the use of Hotline Service for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 3, will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.

4) Recurring charges for Hotline Service may be waived for a 60-day period for new customers.

MISCELLANEOUS SERVICES

G. AUDIO TELECONFERENCING SERVICE (ATS)

1. General

Audio Teleconferencing Service (ATS) is the furnishing of telecommunications between two or more stations.

2. Definitions

a. Customer - The entity requesting the Audio Teleconferencing Service

b. Conferee - A participant in an Audio Teleconference call.

3. Description

Audio Teleconferencing Service (ATS) provides the capability to establish a teleconference between multiple voice stations.

A Customer with Touch Calling Service, or its equivalent, can either establish and control the teleconference or elect to have the teleconference established through an operator. After the call is established, control of the teleconference is transferred from the operator to the Customer. A Customer with rotary signaling must use the operator to establish the teleconference and will not have access to the control features of this service. Conferees may have either rotary or touch type telephones.

4. Types of Audio Teleconferencing Service

a. We Call You - Conferees are called by a Conference Coordinator to establish the teleconference.

b. Meet-Me - A Customer may establish a teleconference by having each conferee call a specified telephone number.

c. Combination Calling - Some Conferees may be called by a Conference Coordinator while other conferees may call a specified telephone number to establish the teleconference.

d. Meet-Me-Unattended - A Customer may establish a teleconference by having each conferee call a specified telephone number. A Conference Coordinator is not available to the conferees during the conference.

MISCELLANEOUS SERVICES

G. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

5. ATS Features

The Customer can establish and/or control the teleconference utilizing Touch Calling signaling or its equivalent for ATS features.

ATS features enable Customer to:

- Access operator assistance (for an ATS arrangement ordered on a reservation basis there is no access to an operator during the last four minutes of the teleconference or during an unattended teleconference).

- Add additional stations

- Transfer control of the teleconference to another station

- Restore a station which has been disconnected from the teleconference

- Terminate the teleconference

- Arrange to have an operator provide the capability in which each conferee will call a specified telephone number at a specified time (this feature is called a "meet-me" teleconference). This ATS feature is available only on a reservation basis and must be ordered by the Customer at least 30 minutes prior to the start of the teleconference. In addition, this ATS feature is available only for a voice grade ATS arrangement. Any conferees not able to join the teleconference due to network limitations must be added to the teleconference by the originating conferee.

6. Availability

a. ATS and associated features are furnished subject to the availability of components and billing capability.

b. ATS and associated features are not limited to the Telephone Company local exchange territory.

c. A customer may request an ATS arrangement on a reservation basis up to twelve months in advance. Reservations will be honored in the order received. All reservations are made subject to the availability of the ATS capacity.

d. Collect and Coin Station Sent-Paid Calls are not permitted.

MISCELLANEOUS SERVICES

G. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

7. Regulations

a. All charges incurred for the conference call will be billed to the originating telephone number unless arrangements are made to bill the teleconference to a Bank Credit Card.

b. For Customer dialed calls only, chargeable time for the Usage Charge, for the initially specified ports used in a teleconference, starts when the originating station is connected. During the teleconference, if all initially specified ATS ports are in use and additional ATS ports are added, the chargeable time starts for each additional ATS port when the ATS port is added to the teleconference.

c. Chargeable time for the Usage Charge for the ATS ports ordered on a reservation basis starts at the Customer requested conference start time. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is cancelled at least 30 minutes prior to the scheduled conference time.

d. Chargeable time for ATS arrangements will stop when each conferee hangs up.

e. A fractional minute of use for the Usage Charge is rounded to the next highest whole minute.

f. A reservation or Meet-Me type teleconference other than Operator Assisted calls may be changed or canceled at any time prior to 30 minutes of the start time. If a Customer changes or cancels the order within 30 minutes of the start time, or does not use the teleconference, the Customer will be liable for the Cancellation Fee specified in 8.a.3) following. In addition, for a Meet-Me type teleconference, the Customer is liable for the nonrecurring charge as specified in 8.a.3) following.

g. Chargeable time for an Operator Assisted conference call begins when connection is established for each of the stations on the conference call.

h. Chargeable time for an Operator Assisted call ends on any connection of a conference call when each station hangs up.

MISCELLANEOUS SERVICES

G. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

8. Rates and Charges

General

Rates for Audio Teleconference Service calls may include: 1) Usage charges, 2) Set-up charges. When a teleconference is initiated or ordered on a reservation basis, the Customer must specify the number of ports required. One port is required for each station on the teleconference. The Usage charge will be billed for all ports used by the Customer. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is cancelled at least 30 minutes prior to the scheduled conference time. A Set-Up Charge also applies if the teleconference is established with operator assistance.

a. Rates and Charges

1) Usage Charge - When a teleconference is initiated, the Customer must specify the number of ATS ports (number of stations on the teleconference) required. One port is required for each station on the teleconference. A Usage Charge will be billed for each port specified by the Customer. If scheduled conferences are not convened, a fee will be applied to each unused port unless the conference is cancelled at least 30 minutes prior to the scheduled conference time.

The Usage Charge applies for each port minute of use. To determine the port minutes of use, multiply the number of ports by the duration of the total teleconference. If ports are subsequently added to the teleconference, a Usage Charge will apply for the time that each additional port is connected.

2) Additional services requested such as Conference Recoding, Transcription and Participant Pre-Notification will be priced on an individual case basis.

MISCELLANEOUS SERVICES

G. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

8. Rates and Charges (Cont'd)

a. Rates and Charges (Cont'd)

3) Usage Charge applies for each port minute of use as follows:

a)	Conference Set-Up Charge, per conference		$2.50
b)	Usage Charges, per minute		
	(1)	We Call You (Conference Coordinator Dialed)	$0.45
	(2)	Meet-Me 800	$0.45
	(3)	Meet-Me Toll/Local	$0.35
	(4)	Meet-Me-Unattended Toll/Local	$0.25
	(5)	Meet-Me-Unattended 800	$0.30
c)	Cancellation Fee (per port)		$2.50

Annual contracts requiring minimum usage will be provided on an individual case basis.

MISCELLANEOUS SERVICES

G. AUDIO TELECONFERENCING SERVICE (ATS) (Cont'd)

9. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Audio Teleconferencing Service.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Audio Teleconferencing Service at any time upon 1 days' notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) The Telephone Company reserves the right to provide one free Audio Teleconferencing call to Customers Call to Customers who have never used the service.

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

MISCELLANEOUS SERVICES

H. PAY TELEPHONE SERVICE - COIN ACCESS LINE (CAL) SERVICE

1. Definition

Coin Access Line (CAL) Service is provided for connection of payphone service. A payphone is any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is coin-operated or is activated either by calling collect or using a calling card.

2. Regulations

a. Coin Access Line Service will terminate in Company-provided jacks or interfaces.

b. The Maintenance Charge applies.

c. Coin Access Line Service will be provided only for FCC registered coin operated telephones or through registered protective circuitry.

d. Coin Access Line Service will be provided on a message or measured rate basis only. In exchanges where message or measured rate service is not available, flat rate service will be provided.

e. This service is classified as business service regardless of the type or character of the location at which it is furnished. As such, Coin Access Line Service is subject to the rules and regulations which are applicable to business service as described elsewhere in this Retail Catalog.

f. Providers of payphone service are required to allow coinless emergency calling to 911 and the operator.

g. Payphone Service will include free local and intraLATA directory assistance service.

Payphone providers must provide local and intraLATA directory assistance service to their customers at no charge.

MISCELLANEOUS SERVICES

H. PAY TELEPHONE SERVICE - COIN ACCESS LINE (CAL) SERVICE (Cont'd)

2. Regulations (Cont'd)

h. Payphone providers are required to display, in plain view, clear, specific dialing instructions, rate information for local and Long Distance calls, name and address of the payphone owner, bill and service dispute calling information and a notice of the presence of any extension telephone that might affect privacy of communication.

i. In the event that it becomes apparent that a payphone is attached to a line not authorized for use with such equipment, the Telephone Company reserves the right to disconnect that customer's service.

j. Payphone equipment shall comply with Federal regulations relative to hearing aid compatibility and mounting height requirements for the disabled.

k. Changing to or from Coin Access Line Service may require a telephone number change.

l. A monthly Enforcement Fund Fee per coin access line is imposed. This is remitted by the Telephone Company directly to the Department of Public Service for use in payphone compliance work.

3. Responsibility of the Customer

a. The CAL customer is responsible for the installation, operation and maintenance of any customer owned coin operated telephone used in connection with this service.

b. The CAL Customer shall be responsible for the payment of all charges incurred through the use of the Coin Access Line including local message charges, toll messages and calls to interLATA directory assistance.

c. The CAL customer is responsible for refund of coins lost or collected in error by the payphone.

MISCELLANEOUS SERVICES

H. PAY TELEPHONE SERVICE - COIN ACCESS LINE (CAL) SERVICE (Cont'd)

4. Rates and Charges

Coin Access Line	Monthly Rate	Service Charge
Message and Measured Rate Per Line		
Rate Group 9	$20.41	See P.S.C. No. 6 Tariff, Section 6

Optional Features *

Outward Call Screening is designed to prevent fraudulent use of a payphone by placing calls on an operator assisted basis without depositing coins.

Outgoing Only Service will prevent the completion of incoming calls to payphone equipment.

Outward Call Screening and Outgoing Only Service are available on coin and non-coin lines.

Billed Number Screening disallows collect and third number calls to a payphone access line.

Coin Functionality, a central office coin transmission service, will be offered by the Telephone Company, where available. Pay telephones subscribing to coin functionality service must be technically compatible with the companies coin functionality and CAL service.

Outward Call Screening, per line	$4.89
Outgoing Only Service, per line	$1.22
Billed Number Screening, per line	No Charge
Coin Functionality	$2.09

Message unit or measured time charges are as specified in P.S.C. No. 6 Tariff, Section 2.

Service Charges as specified in P.S.C. No. 6 Tariff, Section 6 apply.

* Available subject to Central Office equipment capabilities.

MISCELLANEOUS SERVICES

I. DIRECTORY LISTINGS

1. Non-Listed

A listing that is available in directory assistance but not printed in the telephone directory.

2. Foreign

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

3. Rates and Charges

a. General

There is a monthly charge for additional listings. This charge takes effect as soon as the listing is shown on the Telephone Company's Directory Assistance Records. The monthly rate for each individual listing is as follows:

	Monthly Rate		
	Residence	Business	
Non-listed	$4.50	$4.50	
Foreign Listing	$3.60	$8.60	(I)

MISCELLANEOUS SERVICES

J. PREFERENTIAL TELEPHONE NUMBER SERVICE

1. General

Preferential Telephone Number Service is provided to customers who request a telephone number other than the telephone number randomly offered by the Telephone Company.

2. Regulations

a. Customers can request a specific telephone number when ordering new service or changing existing service.

b. Preferential Telephone Numbers are furnished subject to the availability of facilities and the requirements of local exchange service as defined by the Telephone Company.

c. The Telephone Company will not be responsible for the manner in which the Preferential Telephone Number is used for marketing purposes by the customer.

d. The Telephone Company reserves all rights to the Preferential Telephone Numbers assigned to customers and may, therefore, change them if required.

e. If a new customer takes over the existing service, she/he may keep the old number only if the former customer gives written consent.

3. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Preferential Telephone Number Service.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Preferential Telephone Number Service at any time upon 1 days' notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

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

MISCELLANEOUS SERVICES

J. PREFERENTIAL TELEPHONE NUMBER SERVICE (Cont'd)

4. Rates and Charges

a. The following rates and charges are in addition to all other applicable rates and charges for the facilities and services furnished.

	Initial Charge	Monthly Rate
Preferential Telephone Number Service, each number		
Residence	$51.00	$4.35
Business	$101.75	$12.45

MISCELLANEOUS SERVICES

K. JOINT USER SERVICE

1. General

Joint User Service is an arrangement whereby a person, firm or corporation sharing the premises of a subscriber, not engaged in the subscriber's business or a member of the subscriber's domestic establishment, is permitted to use the telephone service of the subscriber.

Joint User Service will not be furnished where the subscriber performs services primarily of a secretarial nature or is in the business of renting space to tenants.

2. Regulations

a. The Joint User Service is furnished where the user's telephone needs do not warrant provision of separate subscriber service.

b. Joint User Service is provided only in connection line service, PBX service (other than that furnished hotels, clubs and apartment houses, hospitals, colleges and schools), or semi-public service.

c. The joint user for business service must be in the same office, or suite of offices as the subscriber, or, in the case of residence service, must be located in the same domestic establishment as the subscriber.

d. The telephone station or stations to be used must be readily accessible to the joint user.

e. The number of joint users is limited to two per individual line or PBX system.

f. Applications for Joint User Service and for additional service for facilities in connection therewith must be made by subscriber, who is responsible for the payment of all charges incurred.

g. The telephone number in the listing of the joint user must be the subscriber's listed telephone number.

3. Rates and Charges

For each joint user, including one listing in the alphabetical section of the directory or information records:

	Monthly Rate
Message and Measured Rate Service	
Individual Line, Semi-Public, PBX	$3.91
Flat Rate Service	
Individual Line	1/3 Base Rate Charge for Individual Line
PBX	1/3 Base Rate Charge for Initial Trunk

MISCELLANEOUS SERVICES

L. TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

1. General

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

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

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

b. The TSP program has two components: restoration and provisioning.

1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.

2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

MISCELLANEOUS SERVICES

L. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

2. TSP Request Process

a. TSP Request Process - Restoration

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

1. Determine that its telecommunications service supports an NS/EP function under one of the following four TSP categories.

   a. National Security Leadership
   b. National Security Posture and U.S. Population Attack Warning
   c. Public Health, Safety, and Maintenance of Law and Order
   d. Public Welfare and Maintenance of National Economic Posture

2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category (see 2a. above) and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.

3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (http://tsp.ncs.gov/).

4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT at the NCS website (http://tsp.ncs.gov/) for information on identifying a sponsor for TSP requests.

5. Submit the SF 315 to the OPT.

6. Notify the Company, upon receipt of the TSP Authorization Code from the OPT and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

MISCELLANEOUS SERVICES

L. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

2. TSP Request Process (Cont'd)

b. TSP Request Process – Provisioning

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

1. Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.a.1. preceding and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

2. Verify that the Company cannot meet the service due date without a TSP assignment.

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

3. Responsibilities of the End-User

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

a. Identify telecommunications services requiring priority.

b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years and must be done before expiration of the end-user's TSP Authorization Code(s).

c. Submit the TSP Authorization Code along with a service request to the Company. The TSP assignment is signified by the TSP Authorization Code.

d. Accept TSP services by the service due dates.

MISCELLANEOUS SERVICES

L. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

3. Responsibilities of the End-User (Cont'd)

e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.

f. Pay the Company any authorized costs associated with priority services.

g. Report to the Company any failed or unusable services with priority levels.

h. Designate a 24-hour point of contact for each TSP request and appraise the OPT.

i. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

j. During certain emergencies, make TSP service requests verbally, but follow up with a written service order within two working days.

4. Responsibilities of the Company

The Company will perform the following:

a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).

b. Revoke TSP services at the direction of the end-user or OPT.

c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).

d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.

e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.

MISCELLANEOUS SERVICES

L. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

4. Responsibilities of the Company (Cont'd)

f. Confirm completion of TSP service order activity to the OPT.

g. Participate in reconciliation of TSP information at the request of the OPT.

h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.

i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.

j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.

k. Disclose content of the NS/EP TSP database only as may be required by law.

l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

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

5. Preemption

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

Non-TSP Services

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

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

MISCELLANEOUS SERVICES

L. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) (Cont'd)

6. Rates and Charges

Initial Service Charge, per Line	$79.00
Change in TSP Priority Code	Record Order Charge

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

b. A one-time charge, based on cost, for the initial establishment of change in TSP status by the Company will be billed to the customer. In addition, normal Service Charges will apply.

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

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

MISCELLANEOUS SERVICES

M. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)

1. General

a. Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits. If the Company is acting as the Prime Contractor, the company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

2. Responsibilities of the Customer

a. Customers' circuits must be federally registered as TSP circuits.

b. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."

c. Customers must pay the appropriate Tariff and/or Retail Catalog charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.

Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential.

d. Customers must comply with the Company's security procedures established in support of CFAS. This may include but will not be limited to provision of appropriate passwords prior to forwarding of CFAS information.

e. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.

MISCELLANEOUS SERVICES

M. CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS) (Cont'd)

3. Responsibilities of the Company

a. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.

b. The Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.

c. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.

d. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.

e. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

4. Rates and Charges

a. The rates contained inhere reflect the hourly rate that will be charged to the CFAS customer per circuit subscribed. If the Company is acting as the Prime Contractor, the customer will be billed the Company's current charges, in addition to those charges established by any connecting carrier for the service. The Company will give the customer a good faith estimate of the time needed to perform the requested service, including the time that may be needed to obtain information from connecting carriers, if applicable. A record order charge will also apply if the customer orders CFAS after the establishment of its TSP Service.

Hourly Rate, per circuit $47.61

MISCELLANEOUS SERVICES

N. COMPETITIVE/DISCRETIONARY SERVICES

1. General

a. Rules and Regulations

Although not all inclusive, the following services are classified as Monopoly, Competitive, or Discretionary services:

Monopoly

Exchange Access
Service Charges
Touch Calling
Coin Service
Private Line
Non-Published Service

Competitive

Interoffice Mileage for Private Lines
Advanced Private Line Service (APLUS)
Automatic Route Selection
Low Speed Digital Service
ISDN Service
Maintenance Charges for Competitive Services
Maintenance Charges for Inside Wire

Discretionary

Custom Calling Features
Recorded Announcement Service
Interactive Information Network Services
Custom Calling Local Area Signaling Service
Variable Term Payment Plan
Directory Assistance Call Completion
Blocking Service
Call Handling Service
Message Waiting Indication Service

MISCELLANEOUS SERVICES

O. MAINTENANCE SERVICE INCENTIVE AND REBATE PLAN

1. Each utility shall provide a rebate with respect to local exchange service to customers of business and/or residence access lines in the amount and under the conditions set forth below, in accordance with Subchapter C, Chapter VI, Title 16 of New York State Codes, Rules and Regulations, Part 603, Service Standards for Telephone Companies.

   a. Effective with the first service report month after September 1, 1990, in the event that:

      1) a central office entity having more than 3,000 access lines has a Customer Trouble Report Rate of 9.4 or more of three consecutive months (three-month triggering period); or

      2) a central office entity having 3,000 or fewer access lines has a Customer Trouble Report Rate of 9.4 or more for five consecutive months (five-month triggering period); and

   b. Effective with the first service report month after September 1, 1991, in the event that:

      1) a central office entity having more than 3,000 access lines has a Customer Trouble Report Rate of 8.4 or more for three consecutive months (three-month triggering period), or

      2) a central office entity having 3,000 or fewer access lines has a Customer Trouble Report of 8.4 or more for five consecutive months (five-month triggering period);

      than a rebate shall be made to each consumer of record of one or more residence and/or business access lines in the central office entity in the month subsequent to any three or five-month triggering period, whichever is applicable, in an amount equal to 20% of the basic local service charges of the utility (as defined in O.2 following).

   c. The first triggering period with respect to which rebates become payable begins with the first service report month after September 1, 1990.

MISCELLANEOUS SERVICES

O. MAINTENANCE SERVICE INCENTIVE AND REBATE PLAN (Cont'd)

1. (Cont'd)

d. As of the third service report month after September 1, 1992, rebates will be payable in a central office entity of 3,000 or fewer access lines if the entity has a Customer Trouble Report Rate of 8.4 or more for three consecutive months unless the utility can establish, based on its experience, that the five-month triggering period continues to be appropriate.

e. Any rebate amounts paid pursuant to this plan are recoverable in the utility's rates for access lines without any additional justification except quantification of the amount of rebates made.

f. The costs of administration of the Maintenance Service Incentive and Rebate Plan shall be treated as normal operating expenses which may be recovered by the utility upon appropriate justification and quantification.

2. Local service charges are equal to the total of the utility's basic exchange access line charge, excluding:

(i) charges for units of usage;
(ii) other federal, state and local charges or surcharges; and
(iii) charges for any discretionary features for services (including but not limited to Touch Calling).

3. Any utility may petition for an exemption from paying rebates where the qualifying service performance in any month in the triggering period is caused by events specified in Sub-Section 503.1(b) of the Service Standards.

4. For any particular service report month to contribute to a triggering period, the Customer Trouble Report Rate for the Service report month must have been at the Customer Trouble Report Rate rebate level in effect for the service report month under O.1.a. and b. preceding.

MISCELLANEOUS SERVICES

P. INSTALLATION SERVICE INCENTIVE AND REBATE PLAN

1. The Installation Service Incentive and Rebate Plan will provide residential and small business consumers with rebates for certain premise visit installation appointments missed under the terms and conditions set forth below, in accordance with Subchapter C, Chapter VI, Title 16 of New York State Codes, Rules and Regulations, Part 603, Service Standards for Telephone Companies.

   a. For purposes of the Rebate Plan, a Missed Installation Appointment is considered to have occurred when the Telephone Company has made a commitment to a residential or small business consumer (one or two lines) to install or connect a PSC regulated service (other than special services) at the consumer's premises and when, due to the Telephone Company's fault as defined in Sub-Section 502.4(g) of the Service Standards for Telephone Companies, working dial tone is not provided to the consumer's interface on or before the appointment date or when access to the consumer's premises requiring the consumer's presence at the premises is required beyond the appointment interval for PSC regulated Services.

2. For any Missed Installation Appointment, as that phrase is defined in Sub-Section 503.15(b)(1) of the Service Standards for Telephone Companies, a rebate of 25% of the connection/installation charges for ordered PSC regulated services that are not made operative on or before the appointment date shall be payable or credited to the consumer, unless:

   a. An appropriate contact is made with the consumer or a responsible representative of the consumer; and

   b. An attempt is made to negotiate a new appointment by 5:00 P.M. the day prior to the initial appointment date, or at such earlier time as the utility becomes aware that the appointment cannot be met.

   An additional rebate of 40% (total of 65%) applies for the second missed appointment for the same service. An additional rebate of 35% (total of 100%) applies for the third missed appointment for the same service.

MISCELLANEOUS SERVICES

P. INSTALLATION SERVICE INCENTIVE AND REBATE PLAN (Cont'd)

3. Rebates shall not be payable or credited under the following conditions:

a. The Telephone Company makes and keeps a record of a reasonable attempt (including attempting to call a reach number) to reach the consumer once during normal working hours the day prior to the initial appointment date, or such earlier time as the utility becomes aware that the appointment cannot be kept and once after normal working hours, but is unable to do so through no fault of the Telephone Company.

b. The direct cause of the missed appointment is the need to reassign a significant portion of the Telephone Company's installation work force in an administrative dispatch unit due to a cause other than Corporation fault in order to re-establish PSC regulated service to existing consumers who have lost service as a result of a common cause or causes. The Telephone Company will timely notify Staff in writing when its force is reassigned, and the Telephone Company intends not to pay rebates pursuant to this clause. In such situations, the Telephone Company shall inform the consumer as soon as practicable that the appointment will be missed, and when negotiating a later appointment the Telephone Company shall assign a priority to such appointment in order to accommodate the convenience and needs of the consumer.

4. Any rebate amounts paid or credited pursuant to this Rebate Plan are recoverable in the Telephone Company's Service Charge rates, upon filing a tariff subject to Commission approval, without additional justification except quantification of the amount of rebates paid or credited. The rebates shall be recovered ratably from the component charges for Service Charges and shall be recovered separately from residence and business consumers. The tariff shall be filed annually to recover rebates for the preceding year.

RETAIL CATALOG

MISCELLANEOUS SERVICES

Q. BUSY STUDY OF TRAFFIC

1. A busy study counts the number of incoming calls per hour for a given time frame. The study registers calls received, and calls received that reach a busy signal. It is done at the customer's request and is done in a one-week interval.

2. Rates and Charges

		Rate
a.	First Week	$60.00
b.	Additional Weeks	$25.00

R. CONVENIENCE FEE

1. GENERAL (N)

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.

2. RATES AND CHARGES

	Nonrecurring Charge
Convenience Fee, per occurrence	$10.00

(N)

RETAIL CATALOG

PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL

1. Definition

Private Branch Exchange Service (PBX service) is a service providing facilities for connecting central office trunk and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

2. Regulations

a. A tie line may be furnished for voice communication between two terminating switchboards and PBX stations on the switchboards.

Tie lines will not be provided between private branch exchange systems in hotels, or apartment houses located in separate buildings, except where such tie lines are required solely for and used exclusively by the management of the hotel or apartment house.

b. A subscriber having PBX service may have one or more trunk lines connected with a foreign central office at the rates for trunks which are in effect in that district, subject to the foreign exchange line mileage charges. A foreign exchange trunk may be classed as an additional trunk when a subscriber is furnished an initial PBX trunk on the same switchboard from the same central office or from a central office with the same local calling area.

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients.

1) Apartment Houses, Clubs or Other Establishments

a) Charges to be Paid by Subscriber

The rates for the trunks applicable in the exchange from which the service is furnished.

PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients. (Cont'd)

1) Apartment Houses, Clubs or Other Establishments (Cont'd)

b) Charges to be Collected by Subscriber

(1) On calls from telephones in lobbies or other public rooms, the apartment house or club shall charge the existing current public telephone rates.

(2) On calls sent paid from other stations on the switchboard and on incoming collect calls to such stations, the apartment house, club or other similar establishment may charge and collect from tenants and patrons, charges which shall not exceed the following:

Local Calls For each local call billed by the Telephone Company, the local usage charge for State, Local, and Federal taxes, plus a surcharge.

Local Usage Charge	$0.01
Surcharge	$0.20

Intrastate Toll Calls Current charge, State, Local and Federal taxes, plus a surcharge of 20¢.

On each completed outgoing collect call, Special Reversed Charge Service call, or call on which the charges are transferred to a credit card number or other third telephone (local or intrastate toll), the apartment house or club may charge and collect from the tenant or patron a charge of 10¢.

For each call to Directory Assistance billed by the Telephone Company, the Directory Assistance charge, 1¢ for State, Local and Federal taxes, plus a surcharge of 20¢.

PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients. (Cont'd)

1) Apartment Houses, Clubs or Other Establishments (Cont'd)

c) Responsibilities of the Subscriber

(1) The apartment houses and clubs shall not be required to pay to the Telephone Company the amounts collected by them from their tenants and patrons as provided in (b) above. The difference between the amounts collected by the apartment houses and clubs on all local and toll messages and the amounts payable to the Telephone Company shall be retained by the apartment houses and clubs as and for their full compensation for their services in handling both outgoing and incoming telephone messages for their tenants and patrons.

(2) The apartment houses and clubs shall maintain adequate records of billings of tenant or patron telephone calls and shall retain said records for a period of at least one (1) year.

(3) The apartment houses and clubs shall display detailed surcharge information as well as the telephone number and address of the Telephone Company office where information relative to or complaints about the surcharge can be obtained or registered. This information is to be displayed at all guest extensions and at check-in and check-out desks.

PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients. (Cont'd)

1) Apartment Houses, Clubs or Other Establishments (Cont'd)

c) Responsibilities of the Subscriber (Cont'd)

(4) The apartment houses and clubs shall permit periodic, unscheduled inspections by authorized Company personnel to assure compliance of items 2.c.1)c)(3) preceding. Should errors or violations be found during said inspections, the 2.c.1)c)(2) preceding, apartment house or club shall make restitution of wrongfully collected surcharges. Subject to their right to file a complaint with the Public Service Commission, and upon reasonable notice, in the event the apartment houses and clubs refuse to make restitution for a surcharge imposed in violation of P.S.C. No. 6 Tariff and/or this Retail Catalog, the apartment house or club shall have its telephone service discontinued.

2) Hotels

a) Charges to be Paid by Subscriber

The current rates for trunks applicable in the exchange from which the service is furnished.

b) Charges to be Collected by Subscriber

On calls from telephones in lobbies or other public rooms, the hotel shall charge the current public telephone rates.

On local and intrastate sent paid telephone calls and on incoming collect calls the hotel may charge and collect from guests, tenants and patrons the current charge (including taxes) plus a surcharge to be determined by each hotel, provided that the hotel has affixed to each guest extension information pertaining to the surcharges that will apply for use of the communication service offered by the hotel.

PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL (Cont'd)

2. Regulations (Cont'd)

c. PBX service is furnished to hotels (including marinas and motels), apartment houses, clubs and hospitals for use of their guests, tenants, patrons and patients. (Cont'd)

3) Hospitals

a) Charges to be Paid by Subscriber

The rates for trunks applicable in the exchange from which the service is furnished.

b) Charges to be Collected by Subscriber

On calls from telephones in lobbies or other public rooms, the hospital shall charge the current public telephone rates.

The hospital or authorized representative may charge each patient for bedside local telephone service either a per diem rate or the current rate plus a surcharge per local call sent paid. The per diem rate or the per call surcharge will be determined by the hospital or authorized representative. For intrastate toll calls sent paid or incoming collect calls, the charges will be the current rate (including taxes) plus a surcharge determined by the hospital or authorized representative. The hospital or authorized representative must provide advance notification to patients of the rates and charges for bedside telephone service.

d. PBX trunks are comprised of links and ports. Links are the outside plant facilities used to provide service, located between the customer premises and the vertical side of the main distributing frame. A customer of PBX ports may either choose loop or ground start ports. There will be an additional charge for adding ground start capabilities to ports. Rates can be found in B.1.a.3) following. Ports consist of the portion of central office switching equipment that provides a unique network address and dial tone, and the wiring between the central office switching equipment and the main distributing frame. Links are available at existing 2 wire loop rates. A universal service rate element may be charged in addition to port charges.

RETAIL CATALOG

PRIVATE BRANCH EXCHANGE SERVICE

B. RATES AND CHARGES

1. Trunks and Tie Lines

a. Trunks

Rates		Monthly Rate			
		Business		Residence	
		Link	Port	Link	Port
1)	First Trunk, each				
	Message and Measured Rate *				
	Rate groups 2, 3, 4, 5, 6, 7, 8 and 9	$8.47	$5.33	$4.12	$5.33
	Flat Rate *				
	-Rate Group 2	-	-	$2.59	$5.33
	-Rate Group 3	-	-	$3.09	$5.32
	-Rate Group 4	-	-	$3.59	$5.32
	-Rate Group 5	-	-	$4.09	$5.33
	-Rate Group 6	-	-	$4.79	$5.32
	-Rate Group 7	-	-	$5.89	$5.32
	-Rate Group 8	-	-	$6.49	$5.32
	-Rate Group 9	-	-	$7.72	$5.33
2)	Additional Trunks, * each Message and Measured Rate, without local messages	$8.47	$5.33	$1.10	$5.33
	Flat Rate *				
	-Rate Group 2	-	-	$1.97	$5.40
	-Rate Group 3	-	-	$2.35	$5.40
	-Rate Group 4	-	-	$2.73	$5.40
	-Rate Group 5	-	-	$3.11	$5.40
	-Rate Group 6	-	-	$3.64	$5.40
	-Rate Group 7	-	-	$4.47	$5.40
	-Rate Group 8	-	-	$4.92	$5.40
	-Rate Group 9	-	-	$5.87	$5.40

		Monthly Rate
3)	Ground start	$3.39

* See the P.S.C. No. 6 Tariff, Section 6 for Service Charges.

PRIVATE BRANCH EXCHANGE SERVICE

B. RATES AND CHARGES (Cont'd)

1. Trunk, Station and Tie Lines (Cont'd)

b. Tie Lines

	Monthly Rate	Installation Charge
1) Tie Lines **		
Analog, each	Mileage rates in P.S.C. No. 6 Tariff, Section 3 apply.	**
Digital, each	Mileage rates in Section 9 for Low Capacity/Low Speed service apply.	
2) Tie Line Terminations		
Dial Termination, each	$33.85	*
Manual Termination, each	$18.12	*
Digital Termination, each	$487.69	*

3) Contracted Rates for Tie Line Terminations

Digital Termination - each

a) Monthly Rates

1 year	$470.00
3 years	$420.00
5 years	$395.00
7 years	$381.00

Installation work is performed under Time and Materials Pricing.

b) Contracted Digital Tie Line Terminations are available only for connection to The Telephone Company provided private line circuits.

c) If this service is terminated prior to the expiration of the agreed to payment period, the customer shall be required to continue paying the applicable charges for the remainder of the agreed to payment period or pay a lump sum equal to the remaining contract periods.

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 6 Tariff, Section 6.
** See P.S.C. No. 6 Tariff, Section 6 for Service Charges.

PRIVATE BRANCH EXCHANGE SERVICE

C. AUTOMATICALLY IDENTIFIED OUTWARD DIALING

1. General

The AIOD (Automatically Identified Outward Dialing) feature provides the ability to automatically identify PBX stations making outward calls from the PBX. The record of calls is provided to the customer on magnetic tape as detailed in E. following.

2. Regulations

a. The service is furnished subject to the availability of facilities and equipment and only with compatible PBX's.

b. Two (2) leased lines are required as data links for each customer location.

c. The service is provided only on trunk groups switched through an ESS Central Office.

d. The minimum service period is five years. Additions to the initial service are also subject to a five-year minimum service period.

3. Rates and Charges

		Monthly Rate	Installation Charge
a.	Common C.O. Equipment (per customer location)	$178.00	$448.50
b.	Per Trunk Monitored	$16.51	-

PRIVATE BRANCH EXCHANGE SERVICE

C. AUTOMATICALLY IDENTIFIED OUTWARD DIALING (Cont'd)

3. Rates and Charges (Cont'd)

d. PBX-ANI

		Initial Installation		Subsequent Additions	
		Monthly Rate	Installation Charge	Monthly Rate	Installation Charge
1)	Common Equipment for initial 5 matrix gates (5,000 lines)	$1,055.07	$1,307.75	-	-
2)	Annex Bay for additional 6 matrix gates (6,000 lines)	$56.42	$70.25	$117.79	$146.50
3)	1st Matrix Gate for 1st 1,000 lines	$102.40	$130.00	-	-
4)	Additional Matrix Gates for each additional 1,000 lines	$87.88	$109.25	$198.24	$245.25
5)	Line Matrix Cards 1 for each 20 lines	$4.31	$5.25	$13.65	$18.00
6)	Trunk Groups 1 for each 32 trunks	$13.21	$16.50	$18.32	$22.50
7)	Trunk Matrix Card 1 trunk per card	$4.83	$6.00	$13.47	$18.00

PRIVATE BRANCH EXCHANGE SERVICE

D. AUTOMATIC ROUTE SELECTION

1. General

Automatic Route Selection (ARS) is an optional feature, available where facilities permit, that allows station users, to automatically select the preferred routing pattern for network toll calls.

This arrangement is available for use with Foreign Exchange (FX), Wide Area Telephone Service (WATS), Other Common Carriers (OCC), tie line and Normal Exchange Service lines.

Two different ARS dialing plans are available, the LATA Dialing Plan and the Custom Dialing Plan.

2. Description

a. The LATA Dialing Plan allows the customer to designate a preferred routing pattern for each of the following call categories:

1) IntraLATA Toll - All toll calls terminating in the Rochester LATA.

2) NYS InterLATA Toll - All toll calls terminating outside of the Rochester LATA within NYS.

3) Interstate Toll - All toll calls terminating outside of NYS.

b. The Custom Dialing Plan routes calls based on a pre-defined list of NPA, NXX and country codes supplied by the customer.

3. Regulations

a. Automatic Route Selection is offered only to customers served from central offices equipped to furnish this feature.

b. Preferred routing patterns must be specified by the customer. A pattern is a group of up to 5 different routes, arranged to be automatically selected in sequence to complete calls.

c. The customer may select either the Direct Distance Dialing (DDD) Network or an overflow tone as the final route.

PRIVATE BRANCH EXCHANGE SERVICE

D. AUTOMATIC ROUTE SELECTION (Cont'd)

3. Regulations (Cont'd)

d. Final routing to an overflow tone will be offered only if a customer has subscribed to a sufficient number of facilities which, in the judgment of the Telephone Company, provide an adequate level of service so as to avoid interfering with the service of others or to prevent others from making or receiving calls over their telephone service.

e. Under the LATA Dialing Plan, all international calls will be routed to the DDD Network.

International call routing is available with the Custom Dialing Plan. The customer has the option of routing either all international calls or only calls to specific countries.

f. 555-1212, 411, 900, 971, 974, 700, 800 and 911 calls are not included in ARS routing.

g. The customer is responsible for providing the Telephone Company with any modifications to the routing pattern. This includes modifications that may be necessary when a new NPA/NXX opens.

h. All rates and charges specified for Automatic Route Selection are in addition to the rates and charges for the associated facilities.

i. The rates specified in 4. Rates and Charges following are per ARS routing pattern. Should a customer request more than one routing pattern within the terminal group, additional charges will apply.

j. The Company is not liable for any charges associated with a toll call that does not follow the customer specified preferred routing pattern.

Should a call not follow the customer specified preferred routing pattern, the customer is responsible for providing the Telephone Company with the pertinent information needed to correct the pattern.

PRIVATE BRANCH EXCHANGE SERVICE

D. AUTOMATIC ROUTE SELECTION (Cont'd)

4. Rates and Charges, per routing pattern within a terminal group

		Monthly Rate	Installation
a.	LATA Dialing Plan		
1)	1-100 lines	$50.00	$500.00
2)	100+ lines	$100.00	$500.00
b.	Custom Dialing Plan		
1)	1-100 lines	$50.00	$500.00 *
2)	100+ lines	$100.00	$500.00 *

c. A modification charge of $50.00 applies to each addition, deletion or change to the original routing pattern.

* Plus, an additional $12.50:
a) per each NPA
b) per each NPA/NXX combination
c) per each country code or
d) to have all international calls follow the same routing pattern.

PRIVATE BRANCH EXCHANGE SERVICE

E. MAGNETIC TAPE CHARGES

1. General

A customer may receive a magnetic tape listing of message toll, outward WATS calls, or AIOD monitored calls. The customer may receive the tape on a regular, monthly basis (as with subscription to AIOD), or on an individual request basis.

2. Regulations

a. A magnetic tape may be provided to the customer for AIOD information, toll listings, or outward WATS listings. The magnetic tape becomes the property of the customer. All requests are prepared subject to the availability of the information and the capabilities of the data processing equipment currently is use by the Telephone Company.

b. One tape will be provided for each type of information requested. The tape formats available will be supplied upon request. Formats are subject to the specifications of data processing equipment currently in use by the Telephone Company and may be changed based on equipment availability.

c. Historical information will not generally be available.

d. Charges are calculated separately for each billing number and for each type of data.

e. All data will be furnished for a one-month period.

f. For Tapes Supplies on a Monthly Basis, as in 3.b., below, the minimum period is six (6) months.

3. Rates and Charges

a. For a one-time request: $111.79 per tape plus $.018 per message

b. For tapes supplied on a monthly basis: $91.93 per tape plus $.018 per message

c. In addition to a. and b. above, the Basic Service Charge applies.

PRIVATE BRANCH EXCHANGE SERVICE

F. DIRECT INWARD DIALING (DID) SERVICE

1. General

Direct Inward Dialing (DID) Service is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the subscriber's premises without attendant assistance. The facilities for the service, which are located in the central office, outpulse digits to the switching equipment on the subscriber's premises. The number of digits outpulsed will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

2. Regulations

a. DID Service may be furnished from the subscriber's normal serving central office, or from a foreign central office subject to the availability of local facilities and number designations. The type of central office facilities used to furnish this service will be determined by the Telephone Company.

b. DID Service will only be provided out of those digital central offices equipped to provide the service. The rates and regulations of this section apply to customers that subscribe to DID Service on an analog basis. If a digital termination is requested, the rates and regulations contained in G. following apply.

c. The central office designation used for DID service shall be the one associated with the central office from which DID service is being provided.

Customer requested changes in the central office designation used to provide DID Service or a change to Digital DID Service will be considered a disconnect of their existing DID Service and a connection of new service. Remaining minimum charges for the existing service will apply. The new service will be subject to a new minimum service period.

d. If DID Service is provided from a foreign central office, the Foreign Exchange Line Mileage defined in P.S.C. No. 6 Tariff, Section 3 will apply to each DID trunk, in addition to the charges specified in 3. Rates and Charges following.

e. Subscriber provided PBX systems are subject to the regulations contained in this section.

f. Number groups reserved at the subscriber's request, will be provided at the charges specified herein, subject to the availability of facilities and will be provided only in blocks of 100 or less as defined by the Telephone Company.

PRIVATE BRANCH EXCHANGE SERVICE

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

2. Regulations (Cont'd)

g. The subscriber must provide for the automatic intercept of assigned but unused station numbers including vacant station number groups, as required. When a recording device is used for the automatic intercept of such numbers, connections to the announcement machine should not return off-hook (answer) supervision.

h. DID Service may be provided on some or all trunks arranged for inward service. 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.

i. If only a portion of the PBX system stations are to receive DID Service, a separate trunk must be provided and all calls to the primary listed directory number must be routed over the Non-DID trunk group.

j. Outgoing calls may not be placed over PBX exchange trunks arranged for DID Service.

Outgoing service will be provided from the normal central office at local PBX trunk rates. If outgoing foreign exchange service is required a separate trunk group shall be furnished.

k. The customer must subscribe to a sufficient number of trunks in the DID trunk group to maintain a P.01 grade of service. After the service has been established, the Telephone Company may require the customers to increase the number of trunks or it may recommend that the number of trunks be decreased to satisfy the call completion criteria.

l. DID Service will be provided subject to a minimum five-year contract period. A termination charge is due in the event that DID Service is discontinued and will be equal to the total monthly rate as specified in the contract multiplied by the remaining number of months in the minimum contract period. A reduction that exceeds 10% of the DID stations and/or 20% of the DID trunks under contract will be subject to the minimum rental period.

m. DID Service is designed for voice communication and not for the transmission of data. Data terminals must be accessed from the exchange network by other than DID facilities.

PRIVATE BRANCH EXCHANGE SERVICE

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

2. Regulations (Cont'd)

n. One free directory listing shall be provided per DID service. Additional directory listings may be provided in accordance with the rates, charges, rules and regulations specified in P.S.C. NO. 6 Tariff, Section 4.

o. Digits may be dial out pulsed or multi-frequency out pulsed.

p. All calls intercepted by the attendant will be considered to be completed and subject to a charge.

q. DID service for Radio Telephone Utilities will be provided subject to these regulations.

3. Rates and Charges

	Monthly Rates Subscribers Served by
Each group of 100 or less Direct	
Inward Dialed Station Numbers	$14.04
Direct Inward Dial Trunk, each *	$27.00

NOTE: The charges specified above are in addition to those charges applicable to PBX trunks as specified in this section.

Intercept Service for Direct Inward Dial Lines** (N)

This charge is applied when Direct Inward Dial Lines are routed to an announcement that refers the caller to a new number. This is a nonrecurring charge.

	Nonrecurring Charge
Intercept on group of100 Direct Inward Dial Station Numbers	$100.00
Intercept on one Direct Inward Dial Station Number	$25.00

* The End User Common Line Charge applies per DID trunk.
** This service is Grandfathered and limited to existing customers at existing locations. (N)

PRIVATE BRANCH EXCHANGE SERVICE

G. DIGITAL DIRECT INWARD DIALING (DDID) SERVICE

1. General

Digital Direct Inward Dialing (DID) is a service which allows an incoming exchange call to be dialed directly by a calling party to a station associated with a switching system located on the subscriber's premises without attendant assistance. The facilities for the service, which are located in the central office, transmit and receive digital signals to and from the switching equipment on the subscriber's premises. The number of digits transmitted will be uniform for both the listed number to the attendant's console and for the stations associated with the switching equipment.

2. Regulations

a. Digital DID Service may be furnished from the subscriber's normal serving central office, or from a foreign central office subject to the availability of local facilities or equipment and number designations. The type of central office facilities used to furnish this service will be determined by the Telephone Company.

b. Digital DID Service will only be provided out of those digital central offices equipped to provide the service. The rates and regulations of this section apply to customers served from a digital office that request a digital termination at their premises. If an analog termination is requested, the rates and regulations contained in F. preceding apply.

c. In addition to the rates and regulations contained in this section, the rates and regulations for 1.544 Megabits per Second (Mbps) Service will apply for the provisioning of this service from the Telephone Company's central office to the customer's premises.

d. Customer requested changes from Digital DID Service to another DID Service will be considered a disconnect of their existing DID Service and a connection of new service. Remaining minimum charges for the existing service will apply. The new service will be subject to a new minimum service period. Appropriate Service Charges will apply.

e. If Digital DID Service is provided from a foreign central office, the interoffice mileage rates for l.544 Mbps service will apply.

f. Subscriber provided PBX systems are subject to the regulations contained in this Retail Catalog.

g. Number groups reserved at the subscriber's request, will be provided at the charges specified herein, subject to the availability of facilities and will be provided only in blocks of 100 or less numbers as defined by the Telephone Company.

PRIVATE BRANCH EXCHANGE SERVICE

G. DIGITAL DIRECT INWARD DIALING (DDID) SERVICE (Cont'd)

2. Regulations (Cont'd)

h. The subscriber must provide for the automatic intercept of assigned but unused station numbers including vacant station number groups as required. When a recording device is used for the automatic intercept of such numbers, connections to the announcement machine should not return off-hook (answer) supervision.

i. Digital DID Service will be furnished to a customer in increments of 24 channels, which can be split between incoming, outgoing and two-way service. Digital outgoing service will only be provided in conjunction with digital incoming service. Any subsequent change in this configuration will be subject to the rearrangement charge as set forth in 3. following.

j. The customer must subscribe to a sufficient number of facilities in the DID facility group to maintain a P.01 grade of service. After the service has been established, the Telephone Company may require the customer to increase the number of facilities or it may recommend that the number of facilities be decreased to satisfy the call completion criteria.

k. DID Service will be provided subject to a minimum 36-month contract period. A termination charge is due in the event that DID Service is discontinued and will be equal to the total monthly rate as specified in the contract multiplied by the remaining number of months in the minimum contract period.

l. DID Service is designed for voice communication and not for the transmission of data. Data terminals must be accessed from the exchange network by other than DID facilities.

m. One free directory listing shall be provided per DID service. Additional directory listings may be provided in accordance with the rates, charges, rules and regulations specified in P.S.C. No. 6 Tariff, Section 4.

n. All calls intercepted by an attendant will be considered to be completed and subject to a charge.

o. A customer requesting Digital DID must make the necessary provisions to be in synchronous communication with the Telephone Company's network or charges in addition to those listed in 3. Rates and Charges following may apply.

p. Digital DID service for Radio Telephone Utilities will be provided subject to these regulations.

PRIVATE BRANCH EXCHANGE SERVICE

G. DIGITAL DIRECT INWARD DIALING (DDID) SERVICE (Cont'd)

3. Rates and Charges

	Monthly Rate	Nonrecurring Charge
Each group of 100 or less Direct Inward Dialed Station Numbers	$14.04	-
Direct Inward Dial/Direct Outward Dialed Channels #@, per 24	$487.69	$750.00
Direct Inward Dialed/Direct Outward Dialed Facility	*	
Rearrangement Charge		$150.00

The customer is required to subscribe to an equal number of DID channels and facilities.

The End User Common Line Charge applies per DID or DOD channel.

@ Usage charges (local and toll) will apply for DOD channel.

* Will require a 1.544 Mbps loop facility to be leased from a Local Common Carrier.

PRIVATE BRANCH EXCHANGE SERVICE

H. STATION MESSAGE DETAIL RECORDING (SMDR)

1. General

a. Description

1) Station Message Detail Recording (SMDR) is an enhanced service for measured business lines. SMDR is the collection of call detail information on a station by station basis which provides the customer the data to perform a wide variety of reporting and manipulation functions.

2) Additional customer premise equipment is required to retrieve SMDR data. The equipment will consist of a software package that is installed in the customer's personal computer. Information is accessed via a dial-up modem which collects data from the central office message processor in order to produce reports.

3) Account codes can only be used in conjunction with SMDR. These account codes would allow the tracking of call information on an individual call basis. Two types of account code services will be available to the customer; Deluxe and Restricted. The Deluxe system would allow the customer to voluntarily assign account codes to specific call detail on an individual user basis. The Restricted system would mandate account codes on all call information for specific lines placed on this system. The Account Code service is provided by the 5ESS and is accessed through the message monitor. The Deluxe system is activated at the customer premise and the Restricted system is activated at the switch.

b. Definitions

1) Monitor - The Monitor consists of the Message Processor and the Administrator Processor.

2) Message Processor - The Message Processor is a rack mounted microprocessor system used for high speed, high volume recording. It is necessary to have one message processor for each Central Office that is chosen to have SMDR capability.

3) Administrator Processor - The Administrator Processor is a workstation that configures and monitors up to 500 message processors located at the various Central Offices.

PRIVATE BRANCH EXCHANGE SERVICE

H. STATION MESSAGE DETAIL RECORDING (SMDR) (Cont'd)

2. Rules and Regulations

a. SMDR is offered only where the customer's location is served by a 5ESS central office that is equipped with a message processor and linked to an administrative processor.

b. SMDR is subject to the availability of the equipment and the Telephone Company's capacity to provide the system.

c. Intra Centrex and terminating (DID) call records currently cannot be provided.

d. The Company reserves the right to temporarily restrict the customer from accessing SMDR when service conditions, including routine maintenance and backup procedures, affecting the Central Office warrant interruption in service.

e. A password is required to access the SMDR system. Customer shall be fully responsible for the security of the SMDR system. The Telephone Company shall bear no liability for any loss or damages arising directly or indirectly out of any lapse in system security, including but not limited to customer's failure to periodically change the access password or otherwise to keep the system secure.

f. SMDR is not represented or intended to be used as a provision for obtaining detail of billing records. The Telephone Company is not liable for any actions caused by discrepancies between SMDR data and billing data.

3. Responsibility of the Telephone Company

a. The Telephone Company will conduct an initial training session for up to two SMDR customer administrators. The administrators will be trained on how to retrieve the data provided by SMDR.

b. The Telephone Company will make every effort to keep the SMDR system operational at all times. However, the Telephone Company reserves the right to temporarily restrict service due to maintenance or system upgrades. Customers will receive prior notice for planned system outages.

PRIVATE BRANCH EXCHANGE SERVICE

H. STATION MESSAGE DETAIL RECORDING (SMDR) (Cont'd)

4. Responsibility of the Customer

a. The customer must provide and maintain all necessary end user equipment.

b. The customer is responsible for the administration and security of the password. The customer is also responsible for any changes associated with the unauthorized use of the password.

5. Rates and Charges

a. Customers will pay the Telephone Company a nonrecurring charge to establish access to SMDR.

b. Once access to SMDR has been established, customers will pay a fixed monthly charge and an additional per line monthly charge.

c. Measured Business Lines:

		Rates and Charges
1)	Installation Charge	$300.00
2)	Fixed Monthly Charge	$45.00
3)	Monthly Charge Per Line	$0.50

RETAIL CATALOG

SUPPLEMENTAL STATION EQUIPMENT

A. TELEPHONES

	Monthly Rate	Service Charge
1. Volume Control Telephone		
For use with standard telephones to increase the voice signal by means of a volume control in hand set, each	$3.81	See P.S.C. No. 6 Tariff, Section 6
2. Transmitter Control Telephone For use with standard telephones to increase the level of the outgoing transmission, each	$4.29	See P.S.C. No. 6 Tariff, Section 6

B. STANDARD JACKS

	Initial Charge		
	Indoor		Outdoor
	Residence	Business	
Flush or non-flush jacks are furnished for use on any class of service except coin telephone main stations			
1. Jack provided as part of a wired outlet, each			
a. Having four or six conductor positions	$4.25 *	$5.50 *	$8.25
b. Modular eight pin jack	$15.25	$15.25	-
c. Modular jack conversion	$4.00 *	$5.50 *	-
d. Explosion proof jack and plug provided for Boat Service			$51.00
e. RJ 31, 32, 33, 34	$8.25	$8.25	

* Rate applies when provided in Phone Center. On field installation rate does not apply, but Time Charges do apply. See P.S.C. No. 6 Tariff, Section 6.

RETAIL CATALOG

SUPPLEMENTAL STATION EQUIPMENT

C. BOOTHS

Semi-public or non-coin telephone service may be installed in a customer provided booth, or at the option of the subscriber, the Telephone Company will furnish booths or semi-booths in standard finishes.

	Monthly Rate	Installation Charge
Wood Indoor Booths with Lighting and Blower Type Ventilating Equipment, each	$22.80	*
Semi-Booths, each	$ 6.18	*

D. RECORDER CONNECTOR EQUIPMENT

1. Regulations

Customer-owned voice recording equipment may be used in connection with the facilities of the Telephone Company for recording telephone conversations subject to the following conditions:

a. Connection with Company Facilities

1) Connection of customer-owned voice recording equipment with facilities of the Telephone Company for the recording of telephone conversations shall be made only through recorder connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when recording equipment is in use, except as follows:

Recorder connector equipment which does not contain the automatic tone device may be used at the option of the customer in the case of a private line service which has no connection with the exchange or toll system of the Telephone Company.

Recorder connector equipment without the automatic tone device may be furnished to a municipal fire or police department on central office lines assigned exclusively for the receipt of fire calls or police emergency calls and attended at all times for such purposes, provided, further, that the fire department or police department certifies these conditions will be observed.

Customer provided recording equipment which produces its own recorder tone may be connected. No responsibility shall attach to the Telephone Company for the failure of such equipment to properly produce the recorder tone.

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 6 Tariff, Section 6.

SUPPLEMENTAL STATION EQUIPMENT

D. RECORDER CONNECTOR EQUIPMENT (Cont'd)

1. Regulations (Cont'd)

a. Connection with Company Facilities (Cont'd)

2) Permanent connection shall be made only through recorder connector equipment furnished, installed and maintained by the Telephone Company.

3) Temporary connection for a period not to exceed thirty days may be made for trial or demonstration purposes through portable recorder connector equipment furnished by a recorder manufacturer or his agent, provided such equipment is obtained from and is maintained by the Telephone Company and is connected with the telephone line through jacks installed on the line by the Telephone Company for that purpose.

4) The customer-owned voice recording equipment shall be so arranged that, at the will of the user, it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.

5) Telephone service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment.

b. Obligation of the Customer

1) The customer agrees to provide a suitable power supply (60 cycle - 110-120 volt, a.c.)

2) The operating characteristics of the customer-owned voice recording equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

3) The customer indemnifies and saves the Telephone Company harmless against claim for libel, slander or infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims for infringement of patents arising from combining with or using in connection with facilities of the Telephone Company, apparatus of systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

SUPPLEMENTAL STATION EQUIPMENT

D. RECORDER CONNECTOR EQUIPMENT (Cont'd)

2. Rates and Charges

	Monthly Rate	Installation Charge
Recorder Connector Equipment		
With automatic tone device	$6.14	*
Jack for temporary installations **	-	*
Without automatic tone device (for use with private line service which has no connection with exchange or toll system)	$2.97	*

E. PROTECTIVE EQUIPMENT

For use on lines in connection with elevator telephone installations and certain types of customer-owned equipment.

	Monthly Rate	Service Charge
Protective device, each	$0.89	See P.S.C. No. 6 Tariff, Section 6

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 6 Tariff, Section 6.

** Portable recorder connector equipment for use in connection with jacks for voice recording equipment may be furnished to recorder manufacturers and their agents for trial and demonstration purposes.

SUPPLEMENTAL STATION EQUIPMENT

F. TERMINAL EQUIPMENT FOR SUBSCRIBER-PROVIDED LOUDSPEAKER PAGING SYSTEM

1. General

Subscriber-provided loudspeaker paging equipment may be used in connection with manual PBX systems and station key equipment of the Telephone Company for one-way transmission of voice for announcing or paging, subject to the following regulations.

2. Regulations

Connection of subscriber-provided loudspeaker paging equipment shall be made only through terminal equipment furnished by the Telephone Company for this purpose. The terminal equipment will include a connecting block or jack to which the subscriber-provided equipment may be connected. The subscriber is required to provide the necessary wiring, amplifiers and loudspeakers beyond the terminal equipment.

The loudspeaker paging equipment shall be used through the switchboard of a manual PBX system or station key equipment and shall be accessible only to station users and switchboard attendants.

The loudspeaker paging equipment shall not be used in connection with central office trunks or tie lines of a PBX system or in connection with extensions located on the premises of other subscribers.

The subscriber-provided loudspeaker paging equipment must be located on the subscriber's premises.

The operating characteristics of the subscriber-provided loudspeaker paging equipment shall be such that the equipment will function properly with the facilities of the Telephone Company. Upon notice from the Telephone Company that the equipment of the subscriber is causing or is likely to cause hazard or interference, the subscriber shall make such changes as may be necessary to remove or prevent such hazard or interference.

SUPPLEMENTAL STATION EQUIPMENT

F. TERMINAL EQUIPMENT FOR SUBSCRIBER-PROVIDED LOUDSPEAKER PAGING SYSTEM (Cont'd)

2. Regulations (Cont'd)

The use of subscriber-provided loudspeaker paging equipment in connection with the facilities of the Telephone Company is permitted only on the condition that the Telephone Company shall not be responsible to the subscriber for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, or failure or defects in the terminal equipment, except those caused by the Telephone Company's failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service. The liability of the Telephone Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is set forth in Section 2, General Rules and Regulations, D.2. Liability of the Telephone Company for Service Interruptions, Errors, etc.

3. Rates and Charges

	Monthly Rate	Installation Charge
Input terminal and associated wiring	$10.94	*

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 6 Tariff, Section 6.

SUPPLEMENTAL STATION EQUIPMENT

G. MAKE BUSY ARRANGEMENT

1. General

Equipment which enables the subscriber to place a busy tone on one or more central office lines during periods when personnel are not available to handle all incoming traffic. The service consists of a key on the subscriber's premises, a control channel from the subscriber's premises to the serving central office, and the associated central office equipment.

2. Regulations

The service is furnished only in connection with private branch exchange trunks, individual lines and auxiliary lines which are grouped for incoming service. The equipment may not be furnished for use with the listed line of an incoming service group.

3. Rates and Charges

	Monthly Rate	Installation Charge
Make Busy Arrangement	$3.31	*
Control Channel from subscriber's location to the serving central office	See P.S.C. No. 6 Tariff, Section 3 for mileage	

H. DATA COMMUNICATIONS EQUIPMENT

1. Rates and Charges

a. Teletypewriter Equipment for use on Exchange Line Service

1) Machine-Visual-Type T.D.D.	$17.21	None

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 6 Tariff, Section 6.

RETAIL CATALOG

SUPPLEMENTAL STATION EQUIPMENT

I. SPECIALIZED TELECOMMUNICATIONS EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS

1. General

The Telephone Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.

A customer can be certified as hearing or speech impaired by (1) a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York or (2) pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment.

2. Regulations

a. The Telephone Company will make every reasonable effort to locate and obtain the equipment for the customer.

b. The Telephone Company will maintain records of its equipment purchases and sales and leases to individual customers.

c. The Telephone Company will advise customers who request this equipment of the applicable terms for purchase, lease and maintenance and of any other options for obtaining the equipment that might be available elsewhere in the Retail Catalog. This notification will be provided in writing prior to sale or lease of the equipment.

SUPPLEMENTAL STATION EQUIPMENT

I. SPECIALIZED TELECOMMUNICATIONS EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS (Cont'd)

3. Rates and Charges

a. Customers have the following payment options:

1) Outright purchase at a price not to exceed the actual purchase price, including any applicable shipping costs to the Telephone Company.

2) Lease at a monthly rate equal to 4% of the original purchase price including shipping costs. If the equipment becomes defective at any time during the lease period, the Telephone Company will repair or replace it with no change in monthly rate to the customer.

b. Customer who initially choose the lease option may later purchase the equipment at a price not to exceed the actual purchase price to the Telephone Company less the cumulative sum of the customer's lease payments. Repair or replacement of defective equipment will be the responsibility of the Telephone Company while the equipment is being leased.

c. The Telephone Company will offer an optional maintenance program to customers who choose to purchase the equipment either initially or after leasing. The monthly charge for maintenance will be one-half the monthly lease rate. Maintenance provides for repair of the equipment, when feasible, but not for replacement, except at the Telephone Company's option.

d. These purchase and lease provisions augment and do not replace the offering of specialized equipment for hearing or speech impaired customers that may be set forth in other portions of this Retail Catalog.

e. If a customer requests installation of the equipment by the Telephone Company, Service Charges and Time and Material Charges will apply, see P.S.C. No. 6 Tariff, Section 6.

RETAIL CATALOG

PRIVATE LINE SERVICE

A. GENERAL

Private line service provides a line without access to the exchange system for communication between two or more points using equipment furnished by the Telephone Company.

B. REGULATIONS

1. Private line service is furnished subject to the availability of facilities and the requirements of local exchange and toll service.

2. A private line furnished at the rates and charges specified therein may have within one exchange a maximum of four terminations with a total of four bells or other signals, connected either permanently or by key operation.

3. A subscriber may furnish separate signal arrangements within a building or between buildings on the same premises.

C. RATES AND CHARGES

		Monthly Rate	Service Charge
1.	Private Line	See P.S.C. No. 6 Tariff, Section 3	See P.S.C. No. 6 Tariff, Section 6
2.	Signaling		
	Automatic-using central office equipment	$4.81	See P.S.C. No. 6 Tariff, Section 6

D. SCHOOL-TO-HOME SERVICE

1. General

School-to-home service is a private line service providing two-way telephone communications between the school and one or more homes by means of permanently wired or portable microphone-loudspeaker equipment provided by the customer. The service is intended for use in giving schoolroom instruction to students who are confined to their homes.

RETAIL CATALOG

LEASED CHANNELS

A. GENERAL

A leased channel is an electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Telephone Company for a specific purpose.

B. REGULATIONS

1. Leased channels are furnished subject to the availability of facilities and the requirements of local exchange and toll service and are derived in such manner as the Telephone Company may elect.

2. Leased channels may not be connected with exchange or toll or private line services furnished by the Telephone Company, except as otherwise provided in this section.

3. Except as specifically provided herein, the Telephone Company will furnish all channel apparatus and the subscriber will furnish all station apparatus and associated power facilities. All equipment used by subscribers in connection with leased channels is subject to the approval of the Telephone Company and must operate at a line signaling speed and with line transmission characteristics within the range of those associated with the type of channel furnished.

4. If, in the judgment of the Telephone Company, additional protective equipment is required, such equipment shall be provided by the subscriber or by the Telephone Company at rates and charges based on the costs to provide. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

5. The subscriber indemnifies and saves the Telephone Company harmless against claims for libel, slander, or the infringement of copyright arising from or in connection with material or subject matter transmitted over the leased channel: against claims for the infringement of patents arising from combining with, or using in connection with leased channels of the Telephone Company and systems of the subscriber, and against all other claims arising out of any act or omission of the subscriber in connection with leased channels provided by the Telephone Company.

6. If service is interrupted, a pro-rata allowance at the Retail Cataloged rate for the leased channel shall be made of the time such interruption continues after notice and demand to the Telephone Company, provided such interruption is not caused by negligence or willful act of the subscriber or by failure of power supply or by testing and adjusting.

LEASED CHANNELS

B. REGULATIONS (Cont'd)

7. The Telephone Company may terminate leased channels, without notice, for any of the following reasons:

   a. Upon objection to their continuance made by or on behalf of any governmental authority.

   b. If, in the judgment of the Telephone Company, any use of the facilities by the subscriber tends to injuriously affect the efficiency of the Telephone Company's plant, property or service.

   c. Upon the use of any of the facilities for the purpose of performing any service which the Telephone Company may now or hereafter perform.

8. Leased channels may be arranged to supplement circuits owned and maintained by the subscriber, where the circuit owned by the subscriber is located on his property or right-of-way as in the case of a railroad, or where the subscriber has, under proper State or Municipal franchise, the right to maintain and use such circuits for the desired purpose. Leased channels are not furnished where they are to be used for any utility service not properly authorized by the State or Municipality affected.

9. The subscriber may not create additional channels from the facilities furnished by the Telephone Company, except as otherwise provided in this section. For the purposes of this regulation, additional channels are defined as those created outside the normal voice bandwidth of 300-3000 Hz. Multiplexing by time division or frequency division methods is permitted within that 300-3000 Hz spectrum only and shall be for the subscriber's own use. The Telephone Company makes no representation as to the suitability of the channels provided by it for such multiplexing by such methods.

10. The Telephone Company may test and adjust the leased channel as often as necessary at any time during regular business hours agree- able to the subscriber and the Telephone Company. No allowance for interruption of service is made for the time required to make tests and adjustments. The subscriber shall provide his own means of ascertaining any inoperative condition of the leased channel when prompt detection of such conditions is required for the subscriber's use.

RETAIL CATALOG

LEASED CHANNELS

C. RATES AND CHARGES

		Monthly Rate	Service Charge
1.	Leased Channel	See Mileage Rates P.S.C. No. 6 Tariff, Section 3	See P.S.C. No. 6 Tariff, Section 6

2. Maintenance Charge

The subscriber to Leased Channel shall be responsible for the payment of a charge for visits by the Telephone Company to the subscriber's premises where a service difficulty or trouble report results from customer owned and maintained equipment connected to leased channels. The level of the charge will be determined on the basis of the time spent on the subscriber's premises, see P.S.C. No. 6 Tariff, Section 6.

Service difficulties that can be isolated by the Telephone Company test board in customer owned and maintained equipment, without dispatching a service man, will be charged, per occurrence.

	Per Occurrence Charge
Service difficulties isolated by the Company’s Test Board	$6.00

LEASED CHANNELS

D. VOICE CHANNELS FOR USE WITH CUSTOMER OWNED AND MAINTAINED EQUIPMENT

In addition to the general regulations applicable to Leased Channels set for the in B. of this section, the following regulations apply to voice channels for use with Customer Owned and Maintained Equipment.

These channels are furnished between different premises of the same of different subscribers and may be used by the subscriber for the purpose of connecting customer owned and maintained equipment to other customer owned and maintained equipment or to connect such equipment to equipment furnished by the Telephone Company. Leased channels are not represented as adapted for use with customer owned and maintained equipment and the responsibility of the Telephone Company shall be limited to the furnishing of facilities and the maintenance of such facilities. The Telephone Company shall not be responsible for through transmission of signals generated by customer owned and maintained equipment or the reception of signals by customer owned and maintained equipment.

Since leased channels utilize Company facilities in common with other services it is necessary in order to prevent excessive noise and cross talk that the power of the signal applied to these channels be limited. Therefore, the power of the signal applied by customer owned and maintained equipment will be specified by the Telephone Company for each application to be consistent with the signal power allowed on the exchange network.

Leased channels may be connected by the subscriber with other voice channels furnished to the same subscriber by the Telephone Company for use with customer owned intercommunicating equipment.

Connection of customer owned and maintained equipment with the Telephone Company channels specified above shall be made only through terminal equipment furnished by the Telephone Company at each terminating point of such channels, based on the Telephone Company's costs for the required terminal equipment. Leased channels may be connected at a PBX or other switching arrangement to a local central office line to form a through connection where facility conditions permit. Such connections shall be through switching equipment provided by the Telephone Company or the customer in accordance with regulations contained herein. Where such central office lines are used to extend originating traffic into the network from customer owned and maintained rates and charges apply.

LEASED CHANNELS

E. LEASED CHANNELS FOR DATA TRANSMISSION

1. General

These channels are similar in transmission characteristics to channels furnished for private line service. Terminal equipment required to condition the signals generated by the subscriber-provided data processing equipment to signals suitable for transmission and to condition the signals received from such a channel to signals suitable for delivery to subscriber-provided data processing equipment may be provided by the subscriber or by the Telephone Company.

2. Rates and Charges

a. The following rates and charges are in addition to the rates and charges shown in 2.c. following.

b. Channel Conditioning, for data leased channeled to meet subscriber's specifications for transmission characteristics.

	Monthly Rate	Installation Charge
Type C1-The envelope delay distortion shall not exceed: between 1000 and 2400 Hertz, a maximum difference of 1000 mcs. - the loss deviation with frequency (from 1000 Hertz reference) shall not exceed: between 1000 and 2400 Hertz, 1db to +3db between 300 and 2700 Hertz, 2db to +6db (+ means more loss) For each terminal	$32.65	$85.25

LEASED CHANNELS

E. LEASED CHANNELS FOR DATA TRANSMISSION (Cont'd)

2. Rates and Charges (Cont'd)

b. Channel Conditioning, for data leased channeled to meet subscriber's specifications for transmission characteristics. (Cont'd)

		Monthly Rate	Installation Charge
Type C2	The envelope delay distortion shall not exceed: between 1000 and 2600 Hertz, a maximum difference of 500 mcs. between 600 and 2600 Hertz, a maximum difference of 1500 mcs. between 500 and 2800 Hertz, a maximum difference of 3000 mcs. - the loss deviation with frequency (from 1000 Hertz reference) shall not exceed: between 500 and 2800 Hertz, -1db to +3db between 300 and 3000 Hertz, -2db to +6db (+ means more loss) For each terminal	$49.82	$127.25
Type C4	The envelope delay distortion shall not exceed: between 1000 and 2600 Hertz, a maximum difference of 300 mcs. between 800 and 2800 Hertz, a maximum difference of 500 mcs. between 600 and 3000 Hertz, a maximum difference of 1500 mcs. between 500 and 3000 Hertz, a maximum difference of 3000 mcs. - the loss deviation with frequency (from 1000 Hertz reference) shall not exceed: between 500 and 3000 Hertz, -2db to +3db; between 300 and 3200 Hertz, -2db to +6db (+ means more loss) For each terminal	$96.92	$169.00

LEASED CHANNELS

E. LEASED CHANNELS FOR DATA TRANSMISSION (Cont'd)

2. Rates and Charges (Cont'd)

c. Private Line Channel for Protective Relaying (Type C6 Conditioning)

This conditioning is furnished only to power companies for protection of high voltage transmission line sections. It is furnished for use with 4-wire channels.

1) Transmission Specifications
The loss deviation (reference 1000 Hz) shall not exceed the following limits:

300-3000 Hertz	-2db +6db
500-2800 Hertz	-1db +3db

(+ means more loss)

The envelope delay distortion shall not exceed 2000 mcs between 800 and 2600 Hertz.

The resistance unbalance of the local channel cable pairs provided for protective relaying channels will be one percent or less.

2) Rates and Charges

	Monthly Rate	Installation Charge
For Conditioning Channels between Two Points	$27.84	$139.00

LEASED CHANNELS

E. LEASED CHANNELS FOR DATA TRANSMISSION (Cont'd)

2. Rates and Charges (Cont'd)

d. Bridging Arrangement furnished in the central office to provide Multi-Point Leased Channels for Data Transmission. Each bridging arrangement has a capacity of six terminations.

	Monthly Rate	Installation Charge	Service Charge
Each bridging arrangement	$103.57	$169.00	See P.S.C. No. 6 Tariff, Section 6

Each segment of a multi-point data leased channel is measured from the subscriber's location to the central office building where the bridging arrangement is located or between bridging arrangements in different central office buildings and is rated separately.

Channel conditioning charges specified in a. preceding, where applicable, apply only at the terminations of the channels at the subscriber's location.

Bridging Arrangements are furnished, subject to the availability of facilities only in the central offices listed below.

Field
Geneseo
Pixley
Plymouth

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE

1. This Retail Catalog contains the regulations and rates applicable for Low Speed Digital Service. Unless otherwise specified, the regulations contained herein are in addition to the regulations found in other sections of this Retail Catalog.

2. General

a. Low Speed Digital Service provides point-to-point and multi-point data transmission service designed to transmit data in digital form, end-to-end over digital facilities routed through a central office node.

b. This service is available within the Telephone Company territory where appropriate digital facilities are available as determined by the Telephone Company.

c. The transmission medium used to provide this service will be determined by the Telephone Company. Regardless of how this service is provided, the same rates as set forth in F.4. will apply.

d. The customer shall furnish the Digital Terminating Equipment (DTE) on the customer's premises.

3. Regulations

a. Description of Service

Low Speed Digital Service is capable of the simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, 19.2 or 56.0 Kilobits per second (Kbps) between two or more points.

The design, maintenance and operation of Low Speed Digital Service contemplates communications originating or terminating at premises of the customer or joint user. While connections of Low Speed Digital Service to communications systems provided by others may be made. The Telephone Company does not represent its Low Speed Digital Service as adapted for such connections and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

3. Regulations (Cont'd)

a. Description of Service (Cont'd)

1) The Digital Terminating Equipment (DTE) provided by the customer is required at a customer's or authorized user's premises to perform such functions as:

- proper termination of the service
- regeneration
- signal shaping
- remote loop-back

b. Description of Options

1) Secondary Channel Capability (SCC)

Secondary Channel Capability (SCC) is a diagnostic channel comprised of previously unavailable bits out of the existing data stream. This allows for control and testing of the network. The SCC is independent of the primary data path and operates at a substantially lower bit rate. Special customer equipment is necessary to utilize the benefits of the SCC. Customers not wishing to utilize the capability will not be impacted. Due to the transmission equipment restrictions, SCC cannot be provided on 56.0 Kbps circuits that require the installation of loop repeater equipment for provision of service.

2) Digital Data Service Bridging

Digital Data Service Bridging is a service which allows a customer the ability to bridge either 2.4, 4.8, 9.6, 19.2 or 56 Kbs data circuit using a multi-junction unit. The control leg of the circuit transmits and receives from all of the branch legs. The branch legs transmit to and receive from the control leg only, and not other branch legs. This service is only available between a customer premises and a Company designated digital node.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

3. Regulations (Cont'd)

c. Definitions

1) Digital Local Channel

The term "Digital Local Channel" denotes a path for Low Speed Digital Service furnished from the designated serving central office to the customer's premises.

2) Digital Interoffice Channel

The term "Digital Interoffice Channel" denotes a path for Low Speed Digital Service between the designated serving central office and the Telephone Company's node.

3) Digital Terminating Equipment

The term "Digital Terminating Equipment" denotes equipment provided by the customer to terminate Low Speed Digital Service at the customer's premises.

4) Node

The term "node" denotes the location to which digital channels in the Telephone Company territory area are routed and where access is provided to such lines and associated equipment for testing.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

3. Regulations (Cont'd)

d. Method of Applying Rates

For each customer premises termination, the following rate elements may apply:

- a local channel
- a central office termination
- an interoffice channel
- a node termination

Digital local channels will be charged at rates based on the airline distance from the designated serving central office to the customer's premises.

Digital interoffice channels will be charged at rates based on the airline distance from the designated serving central office to the Telephone Company's node.

The length of the digital local channel is restricted by the speed of the transmission desired. Many parameters affect the limitation and the Telephone Company reserves the right to deviate from the typical limitation.

The typical limitations are as follows:

	Airline Miles
- 2.4 Kbps	8.6
- 4.8 Kbps	6.5
- 9.6 Kbps	4.9
- 19.2 Kbps	3.0
- 56.0 Kbps	2.6

e. Connections

Customer-provided terminal equipment, customer-provided derivation equipment and customer-provided communications systems may be connected to Low Speed Digital Service when such connection is made in accordance with the provisions specified in this section.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

3. Regulations (Cont'd)

f. Low Speed Digital Service may be used for the transmission of communications of the customer, provided that:

1) Low Speed Digital Service shall not be used for an unlawful purpose, and

2) the customer, upon request, shall furnish such information as may be required to permit the Telephone Company to design and maintain the Low Speed Digital Service it offers and to assure that the service arrangement is in accordance with the Retail Catalog regulations contained herein.

g. Payment Arrangements

1) The minimum period for which service is furnished and for which charges are applicable is one month.

2) Suspension of service is not allowed.

h. Allowance for Interruptions

Allowance for interruptions will be in accordance with the provisions set for in Section 2.

j. Individual Case Billing Arrangements

The Telephone Company may, in response to a request from a subscriber or potential subscriber, develop a responsive competitive pricing proposal for Low Speed Digital Service.

Prices quoted in response to such requests may be different than those in effect in the Retail Catalog for the requested service.

An individual case billing arrangement price quote will be offered to the subscriber for acceptance in writing. Such individual case billing arrangements will specify, among other things, the length of service.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

4. Rates and Charges

a. A Digital Local Channel is furnished between the designated serving central office and the customer's premises

- Per Airline quarter mile, of fraction thereof

	Rates and Charges
- 2.4 Kbps	$4.71
- 4.8 Kbps	$5.35
- 9.6 Kbps	$6.06
- 19.2 Kbps	$7.01
- 56.0 Kbps	$7.48

b. Central Office Termination

- Per Termination

- 2.4 Kbps	$28.99
- 4.8 Kbps	$34.66
- 9.6 Kbps	$39.26
- 19.2 Kbps	$47.16
- 56.0 Kbps	$51.32

c. Node Termination

- Per Termination

- 2.4 Kbps	$17.58
- 4.8 Kbps	$21.51
- 9.6 Kbps	$24.35
- 19.2 Kbps	$28.09
- 56.0 Kbps	$29.92

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

d. A Digital Interoffice Channel is furnished from the designated serving central office to the node location

- Per airline quarter mile, or fraction thereof

	Rates and Charges
- 2.4 Kbps	$1.31
- 4.8 Kbps	$1.52
- 9.6 Kbps	$1.70
- 19.2 Kbps	$1.95
- 56.0 Kbps	$2.07

e. Secondary Channel, per Circuit $17.60

f. Bridging, per leg $14.10

g. Installation Charges

Installation charges cover the cost of Engineering design. Only one charge applies for a two-point service or more than one service installed at the same time, of the same type, for termination at the same premises.

Installation Charge, per Channel $106.75

Additional installation charges apply per leg to customers who subscribe to bridging, and per circuit to customers who subscribe to secondary channel.

Installation Charge for Bridging, per Leg $30.00

Installation Charge for Secondary Channel, per Circuit $30.00

h. Unusual Installation Charges

If the Telephone Company incurs additional costs because the customer requests the service to terminate at a specific location, then the customer will be charged the additional cost incurred. In addition, the mileage used to determine the monthly charge for the local channel will be measured to the actual point of termination.

LEASED CHANNELS

F. LOW SPEED DIGITAL SERVICE (Cont'd)

4. Rates and Charges (Cont'd)

i. Service Charges

Service Charges, as set forth in P.S.C. No. 6 Tariff, Section 6, will apply.

j. Low Speed Digital Service Contracted Rates

1) The customer may elect to enter into a contractual agreement with the Telephone Company guarantying that the monthly rates for the following elements of Low Speed Digital Service shall not change for a three or five-year period:

Digital Local Channel	Digital Interoffice Channel
Central Office Termination	Secondary Channel
Node Termination	Bridging

The Contracted Rates for Low Speed Digital Service shall be the monthly rates in effect at the signing of the contract, of quantities which the customer will guarantee for the duration of the contract. This guarantee is irrespective of any Tariff and/or Retail Catalog changes that may occur while the contract is in effect, except for those mandated by the New York State Public Service Commission.

2) The customer may discontinue any or all of the Low Speed Digital Service covered by the contract with a single payment based on the sum of the monthly payments remaining under contract.

3) An existing Low Speed Digital Service Contracted Rates customer who relocates any portion of the service can retain the rates under the contract. All portions involved in a relocation are subject to relevant installation charges.

4) Any subscriber to Low Speed Digital Service Contracted Rates wishing to continue service beyond the end of the contracted period may elect:

a) Prevailing month-to-month Retail Cataloged rates.

b) If offered, a renewal of the Contracted Rates plan.

5) All additions to a customer's existing service will be available as an additional contract, to begin at the time the service is added and charged at the existing rates.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS)

1. General

Advanced Private Line User Service (APLUS) is a digital private line service that will provide service at rates of 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps, 38.4 Kbps, 56 Kbps and 64 Kbps. APLUS will enable customers to take advantage of digital cross-connects throughout the network and contains options that will enable a customer to perform Bridging and Subrate Multiplexing. APLUS can be provisioned via a two or four-wire digital loop facilities, two or four wire analog loop facilities or any combination thereof.

This service is available within the Telephone Company territory where appropriate facilities and equipment are available as determined by the Telephone Company.

The customer shall furnish all customer premise equipment (CPE) including, but not limited to: Data Termination Units, Digital Service Units and Channel Service Units.

The design, maintenance and operation of APLUS contemplates communications originating or terminating at customer locations. While connections to APLUS of communication systems provided by others may be made on a permissive basis, the Telephone Company does not represent its APLUS as adapted for such connections and shall not be responsible for the transmission of signals, or the quality of such transmission on such connections.

2. Descriptions

APLUS Channel - The term "APLUS Channel" denotes a logical digital path between two points or multiple points which operate at a bit rate of 64 Kbps or less.

Data Termination Unit (DTU) - A DTU is a piece of customer premise equipment which terminates a two-wire digital loop facility consisting of two 64 Kbps channels and an APLUS signaling channel. DTU equipment must conform to the Telephone Company's equipment specifications.

Data Termination Unit Central Office Port - The term "DTU Central Office Port" denotes the central office equipment which provides APLUS over a two-wire digital loop facility. The DTU Central Office Port will enable a customer to transmit two user accessible 64 Kbps channels and an APLUS signaling channel over one two wire loop facility. The two-user accessible 64 Kbps channels may be divided into multiple sub-channels operating at a lower bit rate.

Digital Service Unit (DSU) - A DSU is a piece of customer premise equipment which terminates a four-wire digital loop facility consisting of a single channel operating at or below the bit rate of 64 Kbps.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

2. Descriptions (Cont'd)

Digital Service Unit Central Office Port - The term "DSU Central Office Port" denotes the central office equipment which provides APLUS over a four-wire digital loop facility.

Analog Central Office Port - The term "Analog Central Office Port" denotes the central office equipment which provides for the connection of analog transmission equipment to APLUS. APLUS is transmitted over digital facilities.

Interoffice APLUS DS0 Channel - The term "Interoffice APLUS DS0 Channel" denotes a digital path at the DS0 rate of 64 Kbps for APLUS transmission between two central offices.

Bridging - The term "Bridging" denotes the central office function which provides for multipoint digital data circuits. Each circuit drop on a multipoint circuit has a bridge on it. Bridges are not used on point to point circuits. All drops on the same multipoint circuit must operate at the same bit speed.

Subrate Multiplexing - The term "Subrate Multiplexing" denotes the central office function which provides time division central office multiplexing. Subrate multiplexing allows multiple subrate channels (which operate at a bit rate of less than 64 Kbps) to be combined into one 64 Kbps channel for transport. The exact number of channels that can be combined into a 64 Kbps channel depends on the precise bit rate of the subrate channels.

3. Regulations

a. APLUS is available on a point-to-point basis. Multipoint service is also available for single channels operating at a bit rate of 64 Kbps or less.

b. If the customer serving central office is not equipped to provide APLUS, additional charges will apply. Connection to the DTU Central Office Port will require that the customer pay a DTU Network Extension Fee, as stated in G.5.d following, to connect their serving central office with the nearest central office equipped to provide APLUS. Connection to a DSU Central Office Port is available through the use of Low Speed Digital Service. The customer will be charged applicable Low Speed Digital Service rates for transport to the Low Speed Digital Service "node". Connection to an Analog Port will require a two or four wire facility be leased to a central office equipped to provide APLUS.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

3. Regulations (Cont'd)

c. Charges for the loop facility required to provide APLUS will be applied at applicable Retail Cataloged rates. A DTU Central Office Port will require a two-wire loop facility be leased. A DSU Central Office Port will require a four-wire loop facility be leased. An Analog Central Office Port will require either a two or four wire loop facility be leased.

d. Charges for APLUS will be applied on a per channel basis.

e. Channel groups are allowed by the Telephone Company and may be formed by a contiguous group of multiple 64 Kbps channels. This allows interoffice APLUS circuits to operate at a bit rate greater than 64 Kbps. Channel groups may consist of a maximum of twenty-four channels.

f. APLUS is available at increments of 64 Kbps (DS0) channels, and at selected rates less than 64 Kbps (subrate).

g. DTU Central Office Ports have cable distance limitations. The ports follow American National Standard T1.601-1988 with regard to line format (2B1Q) and are subject to the distance limitations of that standard. Service may be denied if the cable length exceeds the distance limitation.

h. DSU Central Office Ports have cable distance limitations which vary depending on the operating bit rate of the service. Service may be denied if the cable length exceeds the distance limitation.

i. The customer, upon request, shall furnish such information as may be required to permit the Telephone Company to design and maintain the APLUS it offers and to assure that the service arrangement is in accordance with the regulations contained herein.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

4. Method of Applying Rates

Different rate elements will be applied depending on the particular design configuration. The following describes each rate element and when it will apply.

a. DTU Central Office Port: This rate element will be applied when a DTU is connected to APLUS using a two-wire loop facility. One or two DTU Central Office Port charges will apply to each two-wire loop facility connected to APLUS depending on the number of 64 Kbps channels utilized. Although each DTU can support up to two 64 Kbps channels the DTU Central Office Port supports only one 64 Kbps channel.

b. DSU Central Office Port: This rate element will be applied when a DSU is connected to APLUS using a four-wire loop facility. Each DSU Central Office Port can support one DSU.

c. Analog Central Office Port: This rate element will be applied when an analog voice or data loop facility is connected to APLUS.

d. Interoffice APLUS DS0 Channel: This rate element is applied in quarter mile increments and is applied to each 64 Kbps path or fraction thereof required between central offices. On a multipoint circuit, if a number of drops are all served by the same central office, only one path is required back to the central office with the master drop.

e. Bridging: This rate element is applied to each circuit drop, including the master drop, on a multipoint circuit.

f. Subrate Multiplexing: This rate element is applied to each subrate channel that is multiplexed. Since multiplexing is often performed at one end and demultiplexed at the other end, two multiplexing charges will usually be applied.

g. DTU Network Extension: This rate element will be applied when a DTU CO Port customer resides in the serving area of a central office that is not equipped for APLUS. The interoffice mileage portion of the rate element will be applied between the serving central office and the nearest APLUS office.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

5. APLUS Contracted Rates

a. The customer may elect to enter into a contractual agreement with the Telephone Company guaranteeing that the monthly rates for the following elements of Advance Private Line User Service (APLUS) shall not change for a three or five-year period:

Customer loop facilities
DTU Central Office Port
DSU Central Office Port
Analog Central Office Port
Interoffice APLUS DSO Channel
Bridging
Subrate Multiplexing

The Contracted Rates for APLUS shall be the monthly rates in effect at the signing of the contract, of quantities which the customer will guarantee for the duration of the contract. This guarantee is irrespective of any Retail Catalog changes that may occur while the contract is in effect, except for those mandated by the New York State Public Service Commission.

b. The customer may discontinue any or all of the APLUS covered by the contract with a single payment based on the sum of the monthly payments remaining under contract.

c. An existing APLUS Contracted Rates customer who relocates any portion of the service to an area that is equipped with an APLUS node can retain the rates under the contract. All portions involved in a relocation are subject to relevant installation charges.

d. Any subscriber to APLUS Contracted Rates wishing to continue service beyond the end of the contracted period may elect:

1) Prevailing month-to-month Retail Catalog rates.

2) If offered, a renewal of the Contracted Rates plan.

The Telephone Company makes no assurance that such a plan will be offered beyond the specific plan in the Retail Catalog, or that such an offering would be at the same rates as set forth in the Retail Catalog.

e. All additions to a customer's existing service will be available as an additional contract, to begin at the time the service is added and charged at the existing rates.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (APLUS) (Cont'd)

6. Rates and Charges

			Monthly Rate
a.	Central Office Ports		
	1)	DTU Central Office Port, per 64 KBPS termination	$37.69
	2)	DSU Central Office Port, per four wire loop termination	$55.60
	3)	Analog Central Office Port, per two or four wire loop termination	$30.27
b.	Interoffice APLUS DSO Channel Mileage, per airline quarter mile, or fraction thereof		$0.74
c.	Optional Features		
	1)	Bridging, per two or four wire loop termination	$8.59
	2)	Subrate Multiplexing, per subrate channel	$5.43
d.	DTU Network Extension *		
	1)	First DTU CO Port	
		a. Fixed Charge	$43.78
		b. Interoffice Mileage, per airline quarter mile, or fraction thereof	$2.61
	2)	Second DTU CO Port (same facility)	
		a) Fixed Charge	$6.70
		b) Interoffice Mileage, per airline quarter mile, or fraction thereof	$0.74

		Connection Charge
e.	Low Speed Digital Loop Connection Charge	$72.00

A connection charge applies to each four-wire loop facility connected to a DSU port and each two-wire loop facility connected to a maximum of two DTU ports. The charge covers the cost of engineering design.

f. Service Charge

Service Charges as set forth in P.S.C. No. 6 Tariff, Section 6 will apply.

* The rate for the third port would be the same as the first. This alternate rating scheme will continue indefinitely.

LEASED CHANNELS

G. ADVANCED PRIVATE LINE USER SERVICE (Cont'd)

7. Individual Case Billing Arrangements

The Telephone Company may, in response to a request from a subscriber or potential subscriber, develop a responsive competitive pricing proposal for Advanced Private Line User Service (APLUS).

Prices quoted in response to such requests may be different than those in effect in the Retail Catalog for the requested service.

An individual case billing arrangement price quote will be offered to the subscriber for acceptance in writing. Such individual case billing arrangements will specify, among other things, the length of service.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (Cont'd)

1. General

a. Fractional T1 Private Line User Service (TPLUS) is a High Capacity Digital Service that provides for the transmission of signals in N x 56Kbps or N x 64Kbps, ordered in increments of 2, 3, 4, 5, or 6 DSO channels. Channels must be sequential. Signaling can either be digital or analog and will handle AMI or B8ZS options. The Speeds at which the service may be ordered are as follows:

N x 56	N x 64
2 x 56 = 112Kbps	2 x 64 = 128Kbps
3 x 56 = 168Kbps	3 x 64 = 192Kbps
4 x 56 = 224Kbps	4 x 64 = 256Kbps
5 x 56 = 280Kbps	5 x 64 = 320Kbps
6 x 56 = 336Kbps	6 x 64 = 484Kbps

b. Fractional TPLUS service is deployed, where available, using a Digital Access Cross-connect System (DACS), or D4-type channel bank located in the Telephone Company central office. The link (local loop) from the customers serving wire center (SWC) to the customers premises must be a 4-wire non-loaded copper facility. The maximum length over which the service may be provided is, 12,000 feet from the SWC to the customers premises.

2. Regulations

a. Fractional TPLUS is available only on a two-point basis.

b. This service is subject to the availability of suitable digital facilities between the serving central office and the customer's premises, and between serving central offices when interoffice facilities are required. If such equipment or facilities are not available, or if changes to existing facilities are required to provide Fractional TPLUS, a charge based on the cost incurred may apply in addition to the rates for the service.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (Cont'd)

2. Regulation (Cont'd)

c. It is the responsibility of the customer (or any other party in interest such as the applicant for service or the owner or operator of the premises or the builder) to provide in a manner satisfactory to the Telephone Company and without cost to the Telephone Company: a means of entrance for the cable into the building; space for mounting the necessary terminals and equipment; and, where required, a means to reach each floor and each suite or office on each floor where telephone service is desired.

d. Method of Applying Rates

The minimum period for which service is furnished and for which charges are applicable is 12 months. Suspension of service is not allowed.

If this service is terminated prior to the expiration of the agreed to payment period, the customer shall be required to continue paying the applicable charges for the remainder of the agreed to payment period.

A local channel is furnished between a central office and the customer's premises. The rate is based on a monthly port and link fixed charge dependent on the speed of service required by the customer. Normally, installation at the customer's premises will involve termination of the Telephone Company's service at the closest possible access point to the central office. Any additional material or installation required from this closest possible point to the actual terminating point will be charged to the customer at actual cost.

Rates for Fractional T1 Service are set forth in Section 9 and are for local channel transport only. Inter-office transport, may be provided by a TPLUS Interoffice Channel, Digital-line Inter-Office Mileage, or Low Speed Digital Service Inter-Office transport. Charges for Fractional T1 Service will be assessed for the interoffice transport chosen by the customer.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (Cont'd)

2. Regulation (Cont'd)

e. Responsibility of the Customer

1) The customer shall be responsible for payment of a maintenance charge, as set forth in Section 12, subsection D.2.:

Visits by the Telephone Company to the premises of the customer where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

2) Accessories provided by a customer may be used in conjunction with Fractional TPLUS provided that such accessories comply with the provisions of 3) following.

3) Where Fractional TPLUS is available under this Retail Catalog for use in connection with terminal equipment or communications systems provided by a customer, the operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the equipment provided by a customer does not endanger the safety of Company employees or the public; does not damage, require change in or alteration of the equipment or other facilities of the Telephone Company; does not interfere with the proper functioning of such equipment or facilities; does not impair the operation of the Telephone Company's facilities or otherwise injure the public in its use of the Telephone Company services.

4) Upon notice from the Telephone Company that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference or incur termination of service by the Telephone Company.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (Cont'd)

2. Regulation (Cont'd)

e. Responsibility of the Customer

5) Where a customer elects to connect a customer-provided communications system to Fractional TPLUS the customer shall be responsible for:

a) Compatibility of the connected communications system and the Fractional TPLUS.

b) Testing, sectionalization and clearance of trouble conditions or service difficulties on any communications system which is connected to Fractional TPLUS.

c) A Channel Service Unit or functional equivalent is required at each terminating point.

d) If a customer elects to provide the CSU, the customer may not disconnect this equipment without prior written consent of the Telephone Company.

e) If the customer disconnects the equipment without this consent or fails to provide the equipment completely, the Telephone Company has the option of discontinuing service. All monthly charges will continue to apply.

f) If the customer provides the CSU, the customer provided equipment must perform such functions as: proper termination of the facility, regeneration, signal shaping and remote loop back.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (Cont'd)

2. Regulation (Cont'd)

f. Responsibility of the Telephone Company

1) The responsibility of the Telephone Company shall be limited to the furnishing of an electronic digital signal to that point on the customer's premises where provision is made for the connection of customer-provided equipment. The customer is responsible for testing its equipment or facilities to ensure that when they are connected with Fractional TPLUS such equipment or facilities are operating properly, and further that the cause of any service difficulty reported by the customer to the Telephone Company results from the operation of equipment and facilities provided by the Telephone Company.

2) The Telephone Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by a customer. Fractional TPLUS is not represented as adapted to the use of such equipment or system and where such equipment or system is connected to Company facilities the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for Fractional TPLUS and to the maintenance and operation of such facilities in a manner proper for such digital service. Therefore, the Telephone Company shall not be responsible for the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission. Further, the Telephone Company shall not be responsible for the reception of signals by such equipment or system.

3) The Telephone Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Telephone Company utilized in the provision of Fractional TPLUS render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

4) The Telephone Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Telephone Company without prior written consent of the Telephone Company.

LEASED CHANNELS

H. FRACTIONAL T1 PRIVATE LINE USER SERVICE (Cont'd)

3. Rates for Fractional T1 Private Line User Service

The following monthly rates are based on a 1-year service commitment agreement. The monthly rate will consist of a Port and a Link charge

Interoffice transport, if applicable, will be assessed at the current rates for interoffice transport requested by customers.

	Port Charge Per Termination
128 Kbps	$74.75
192 Kbps	$80.50
256 Kbps	$86.25
320 Kbps	$92.00
384 Kbps	$97.75

	Link Charge Per Link
128 Kbps	$60.95
192 Kbps	$60.95
256 Kbps	$60.95
320 Kbps	$60.95
384 Kbps	$60.95

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

A. RECORDED ANNOUNCEMENT SERVICE-SUBSCRIBER SPONSORED

1. General

Recorded announcement service consists of service and facilities whereby telephone users may, by calling a particular central office designation and number, obtain information of general interest by means of a recording. This information may include an advertising message of the subscriber.

The Telephone Company will furnish announcement equipment which provides for automatic answering of calls, the transmission of a recorded announcement of not more than fifty-seven (57) second duration to the calling party and the automatic disconnection of the calling party after one complete announcement.

This section does not apply to Time and Temperature Service which is provided to the subscriber as detailed in A.4.c. following.

2. Regulations

Recorded announcement service is furnished subject to the availability of facilities and the requirements of local exchange and toll service.

One alphabetical directory listing will be furnished without charge for each service.

The service will not be furnished where circumstances are such that the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.

The furnishing to a subscriber of equipment for an announcement service shall not preclude the Telephone Company from itself furnishing to the public the same or a similar announcement service.

Since the subscriber has exclusive control over the quality and characteristics of speech used in the messages recorded, the Telephone Company assumes no liability for the quality of, or defects in, the recordings of such messages.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

A. RECORDED ANNOUNCEMENT SERVICE-SUBSCRIBER SPONSORED (Cont'd)

3. Obligation of the Subscriber

The subscriber shall prepare and record all announcements and shall be solely responsible for the contents of the announcements and the quality of speech of the recording.

The subscriber indemnifies and saves the Telephone Company harmless against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, infringement or copyright, or any other claim, 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 Telephone Company.

4. Rates and Charges

a. Charges to be paid by the subscriber *

	Monthly Rate	Installation Charge
Subscriber Sponsored, per service ***	$719.93 **	$2,035.50

* This section does not apply to Time and Temperature Service which is provided to the subscriber as detailed in A.4.c. following.

** In any billing period when the total number of incoming calls to the subscriber's recorded announcement service is less than 100,000 a charge computed by multiplying the difference between 100,000 and the total number of calls by $.005 also applies. In addition, in any billing period when the total number of incoming calls to the subscriber's recorded announcement service exceeds 100,000 a credit not to exceed $719.93 computed by multiplying the difference between 100,000 and the total number of calls by $.005 will be issued.

*** The subscriber may subscribe to a 114 second service for an additional $719.93. No additional credits or penalties apply.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

A. RECORDED ANNOUNCEMENT SERVICE-SUBSCRIBER SPONSORED (Cont'd)

4. Rates and Charges (Cont'd)

b. Charges applicable to calling parties

		Charge
1)	Each completed local call	$.083
2)	From coin telephones, each completed local call	$0.25

c. Charges applicable to Time and Temperature

1) The service is furnished by automatic announcement equipment which will provide during each connection, a 20 second message repeated twice, to include the temperature to the nearest full degree Fahrenheit and Celsius followed by the time of day to the nearest second. The announcement may be arranged to provide a six second commercial message followed by a fourteen second time and temperature announcement.

	Monthly Rate	Installation Charge
Subscriber Sponsored, per service	$1,439.86	$508.75

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

B. AUTOMATIC ANSWERING AND RECORDING SERVICES

1. Recorder Couplers

a. General

Subscriber provided Automatic Answering and Recording Equipment may be connected to Company facilities through equipment provided by the Telephone Company. Recorder Coupler are available from the Telephone Company for connection of subscriber provided Answering Only or Answering and Recording Equipment to individual exchange, private branch exchange and private lines.

The same regulations applicable to the provision of Automatic Answering and Recording Machines provided by the Telephone Company are applicable to customer provided equipment.

b. Rates and Charges

	Monthly Rate	Installation Charge
Recorder Coupler arranged for operation with Answering Only or Answering and Recording Machines	$5.94	*

Charges based on cost apply where special couplers are required to operate with customer-provided equipment. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

* Installation work is performed under Time and Materials pricing, see P.S.C. No. 6 Tariff, Section 6.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

B. AUTOMATIC ANSWERING AND RECORDING SERVICES (Cont'd)

2. Alarm Couplers

a. General

Subscriber-provided alarm detection and reporting equipment that requires direct connection to the Telephone Company facilities to transmit dial pulses for the purpose of dialing a telephone number preset by the subscriber and transmitting a prerecorded message dictated by the subscriber may be connected only by means of an alarm coupler.

b. Regulations

The alarm reporting equipment may be used only with individual lines and PBX extension lines.

Telephone service furnished by the Telephone Company is not represented as adapted to the transmission of prerecorded voice alarm reports. The use of subscriber-provided alarm detection and reporting equipment in connection with the facilities of the Telephone Company is permitted only on the condition that the Telephone Company shall not be responsible to the subscriber for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, or failures or defects in the alarm coupler except those caused by the Telephone Company's failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service.

The liability of the Telephone Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in Section 2, General Rules and Regulations, D.2. Liability of the Telephone Company for Service Interruptions, Errors, etc.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

B. AUTOMATIC ANSWERING AND RECORDING SERVICES (Cont'd)

2. Alarm Couplers (Cont'd)

b. Regulations (Cont'd)

Subscriber-provided alarm detection and reporting equipment will not be connected with facilities of the Telephone Company where circumstances are such that the proposed use of the service or facilities would tend to affect injuriously the efficiency of the Telephone Company's plant, property or service.

The subscriber indemnifies and saves the Telephone Company harmless against claims for libel, slander or infringement of copyright arising from the improper use of material transmitted over its facilities; against claims for infringement or patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus or systems of the subscriber, and against all other claims arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company.

c. Rates and Charges

	Monthly Rate	Installation Charge
Alarm Coupler	$7.94	*

Scheduled rates and charges apply to the line and station associated with the alarm coupler.

* Installation work is performed under Time and Materials Pricing, see P.S.C. No. 6 Tariff, Section 6.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

C. ANSWERING BUREAU SERVICE

1. General

Answering Bureau Service consists of facilities and service furnished an Answering Bureau engaged in the business of answering incoming calls of other subscribers. Any person furnishing answering service to more than ten telephone subscribers is an Answering Bureau.

2. Intercept Equipment - Answering Turret

An Answering Bureau's patron may obtain a connection to an answering turret of the Answering Bureau. The following types of patron's lines may be connected to an answering turret:

a. Intercept lines connecting the subscriber's individual line. Wide Area Telephone Service line or PBX service to the answering turret.

b. Answering lines which are individual central office lines or Wide Area Telephone Service lines terminating in an answering turret only, with no termination in a subscriber's station.

The Answering Bureau is required to subscribe for sufficient central office lines for communication with its patrons.

Telephone communication between the Answering Bureau and its patrons is provided through the general exchange system or by means of extension lines and turret lines from the premises of the patron or by private lines between the patrons and the Answering Bureau. Extension and turret lines from the premises of the patron to the Answering Bureau shall be restricted from making outgoing calls through the general exchange system. Intercept and answering lines shall be used only for answering incoming calls and not for making outgoing calls not for communication between the Answering Bureau and its patrons. Extension, tie and turret lines from the premises of the Answering Bureau to the premises of others may be furnished only for the sole and exclusive use of the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

C. ANSWERING BUREAU SERVICE (Cont'd)

3. Rates and Charges

		Monthly Rate	Installation Charge
a.	Cord Answering Turret Shelf Type * (Capacity 100 lines)		
	Equipment for first 40 intercept and answering lines	$274.60	$732.75
	Equipment for each additional unit of 10 intercept and answering lines	$20.23	$85.25
b.	Intercept lines terminating on a Cord Answering Turret	Mileage Charges See P.S.C. No. 6 Tariff, Section 3	Service Charge See P.S.C. No. 6 Tariff, Section 6
c.	Answering lines terminating on a Cord Answering Turret	Applicable individual line rate	See P.S.C. No. 6 Tariff, Section 6

* Furnished for new installations only to the extent that equipment becomes available through removals and discontinuance of service.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

D. RECORDED ANNOUNCEMENT SERVICE - TELEPHONE CORP. SPONSORED

1. General

Recorded Announcement Service-Company Sponsored consists of facilities whereby telephone users may, by calling a particular central office designation and number, obtain recorded messages.

2. Types of Recorded Announcement Service

a. Basic - Customers call a specified telephone number for each topic and receive information on that (single) topic. The topics are: State Lottery, Off Track Betting and Time and Temperature.

b. Enhanced (Infoline) - No longer available to Customers.

3. Regulations

a. Recorded Announcement Service-Company Sponsored, is available where technically feasible.

b. Recorded Announcement Service-Company Sponsored, including the content of the recorded messages, is furnished at the Telephone Company's option. Messages may be withdrawn at any time.

c. The Telephone Company will furnish and maintain all the facilities required for Recorded Announcement Service-Company Sponsored.

d. Recorded Announcement Service-Company Sponsored is not available from coin telephones.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

D. RECORDED ANNOUNCEMENT SERVICE - TELEPHONE CORP. SPONSORED (Cont'd)

4. Charges applicable to Calling Parties

a. Basic Recorded Announcement Service:

1) Each completed local call:

Off-Track Betting	$0.123
State Lottery	$0.25
Time and Temperature	$0.25

5. Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving charges, in order to promote the sale of Recorded Announcement Service-Telephone Corp. Sponsored.

b. Regulations

1) The Telephone Company reserves the right to waive any or all of the associated charges for Recorded Announcement Service-Telephone Corp. Sponsored at any time upon 1-day notice to the Commission.

2) Individual promotional periods will not exceed 120 days.

3) Within a promotional period, individual line subscribers may be offered the use of Recorded Announcement Service-Telephone Corp. Sponsored for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of this service.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

E. INTERACTIVE INFORMATION NETWORK SERVICE (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.)

1. General

Interactive Information Network Services (IINS) consists of service and facilities whereby telephone users, by calling a particular central office designation and number, can obtain a subscriber-provided pre-recorded announcement, interactive program or live interactive service. An interactive program is a program whereby a telephone user, by the use of a Touch Calling telephone or similar device, can communicate with the subscriber's equipment for the purpose of sending or receiving information. A subscriber to the IINS is an Information Provider (IP) who provides the program. A telephone user is a person who makes a call to an IINS number and is responsible for the payment of the Subscriber Selected Price (SSP) for such a call. The Telephone Company provides to the subscriber (Information Providers), IINS access lines and transport over the telephone network.

Information Providers must categorize their program, in writing as either decent or indecent. The Telephone Company will block access to indecent programs and permit access only to those customers who request (presubscribe) such access in writing. Blocking of decent programs is available upon customer request.

2. Regulations

a. Connection to a transport of Interactive Information Network Service calls on the network are furnished subject to the availability of facilities and the requirements of local exchange service.

b. The Telephone Company will furnish, install, and maintain the Interactive Information Network Service access lines subject to the rates and charges specified in the Rates and Charges section below.

c. IINS access lines are provided as incoming service only.

d. The choice as to which central office is any geographic area will be used to serve an IINS subscriber is at the sole discretion of the Telephone Company.

e. Company coin-originated, operator assisted and calling card calls cannot access the IINS.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

E. INTERACTIVE INFORMATION NETWORK SERVICE (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

2. Regulations (Cont'd)

f. The service will not be furnished where the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property, or service. The Telephone Company may withdraw or temporarily suspend service from the subscriber forthwith if such injurious effects are experienced.

g. The Telephone Company shall not be liable for the lack of available IINS facilities or for calls that cannot be completed, for whatever reason, except when due to gross negligence or willful misconduct of the Telephone Company.

h. Connection to the IINS may take up to twelve (12) months.

i. Connection to the IINS serving Central Office will only be provided to subscriber locations within Frontier's serving area of the Rochester LATA.

j. In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Telephone Company, the subscriber may be required to agree in writing to a termination charge liability which would apply in the event of disconnection prior to a specified period, or to pay an installation charge or construction charge, monthly charge or any combination thereof, based on the additional costs and expenses involved. The subscriber may also be required to pay additional charges for work performed outside regular working hours at the request of the subscriber.

k. Upon termination of service, telephone numbers assigned to the subscriber will not be reassigned for at least six (6) months, unless written authorization is received from the immediately preceding subscriber.

l. One alphabetical directory listing per billing number will be furnished without charge in the Telephone Company white pages directory.

m. The assignment of a telephone number for an IINS program is at the sole discretion of the Telephone Company.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

E. INTERACTIVE INFORMATION NETWORK SERVICE (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

2. Regulations (Cont'd)

n. Subscribers who request telephone numbers other than those randomly offered by the Telephone Company, will be subject to the rates, regulations and charges applicable to Preferential Telephone Number Service as specified in Section 5.

o. Decent programs and indecent programs will be placed on separate exchanges.

p. The Telephone Company will provide to the general public, upon written request, the name, address, and telephone numbers of the subscribers to IINS.

q. IINS access lines are analog and are provided as either a line or trunk connection.

r. This Retail Catalog shall not be interpreted to mean that the provision of any particular IINS program by a subscriber shall preclude another subscriber from providing the same or similar IINS program.

s. All subscribers to the IINS will be required to pay all installation charges set forth in the Rates and Charges in 4. Following, prior to the connection of their service.

t. A program that directs a telephone user to another program must include the Subscriber Selected Price for that program, including the initial minute and additional minute rates.

u. Calls made from WATS lines to the IINS will be billed the full Subscriber Selected Price.

v. Calls made from toll points will be billed the full Subscriber Selected Price.

w. The Telephone Company will block access to indecent programs and permit access only to those adult customers who request (presubscribe) such access in writing.

x. Calls to decent programs may be blocked subject to the provisions for Blocking Service as specified in this Retail Catalog.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

E. INTERACTIVE INFORMATION NETWORK SERVICE (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

3. Obligations of the Subscriber

a. The subscriber is responsible for providing the program and all necessary premises equipment in connection with its program.

b. Prior to the connection of service, the subscriber must provide the Telephone Company with an estimate of annual call volumes, the expected busy hour and busy hour call volumes, and the average message length of each program.

c. Any equipment connected to a telephone line or trunk must comply with the Federal Communications Commission's Rules and Regulations, Part 68, "Connection of Terminal Equipment to the Telephone Network".

d. The subscriber will provide continuous and uninterrupted program service.

e. The subscriber is responsible for the provisioning of the program and shall be responsible for its content and quality. The Telephone Company assumes no liability for the content or quality of the program. In the event that any program is found to be unlawful, the Telephone Company reserves the right to terminate service.

f. The subscriber shall indemnify and save the Telephone Company harmless against any and all claims, damages, or other penalties associated with the subscriber's program, including, but not limited to, those for libel arising from the material transmitted over facilities furnished in connection with IINS, and against all claims, damages, or other penalties arising out of any act or omission of the subscriber in connection with IINS, or of the telephone user in connection with the subscriber's program.

g. The subscriber assumes all financial responsibility for all costs involved in providing its program, including but not limited to the subscriber premises equipment, the development of programs, advertising, and promotional expenses for its programs.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

E. INTERACTIVE INFORMATION NETWORK SERVICE (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

3. Obligations of the Subscriber (Cont'd)

h. The subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases, and all other rights from all persons whose work, statements or performance are used in connection with its' programs, and from all holders of copyrights, trademarks, and patents used in connection with its' programs.

i. Each IINS advertisement, publication, or other communication, including another IINS or Mass Announcement Network Service program containing the IINS telephone number to be called, shall designate the IINS geographic serving area and the current Subscriber Selected Price rate as well as any planned Subscriber Selected Price rate change for calls within the area. A clearly discernible audio announcement of this information is required for all video displays in addition to the visual printed message. The audio announcements for advertisements broadcast during time spots considered to be within hours that contain programming directed to children under twelve (12) years of age must be presented in language that can be understood by children and must advise children to obtain parental consent before calling.

j. The subscriber must submit a tape or transcript of the announcement, or interactive program and a copy of any promotional material associated with the program.

k. Subscribers must categorize their program, in writing, as either decent or indecent.

l. The subscriber must notify the Telephone Company one month prior to any program change. If the type of program has been altered, the Telephone Company reserves the right to change the telephone number of that program.

m. The subscriber is responsible for establishing the IINS Subscriber Selected Price (SSP) applicable to the telephone user.

The subscriber is required to place a message on the IINS program informing the telephone users of the new call rate for at least two weeks prior to the effective date of the rate change.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

E. INTERACTIVE INFORMATION NETWORK SERVICE (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

3. Obligations of the Subscriber (Cont'd)

n. The subscriber must order a sufficient number of IINS access lines to adequately handle the volume of calls placed to its program without interfering with any of the services offered by the Telephone Company. If, in the judgement of the Telephone Company, there are excessive overflows (busies) to a program, the subscriber will be required to order additional access lines to relieve the overflow condition, as facilities permit. Failure to do so within two weeks after written notification from the Telephone Company may result in disconnection of the listed number for the program and its associated access lines.

o. Failure by the subscriber to comply with any of these regulations may result in disconnection of the listed number for the program and its associated access lines.

4. Rates and Charges

a. Charges applicable to Telephone Users:

The charge for each call to the IINS number is established by the subscriber in an amount divisible by $.10 and may be changed in one or more $.10 increments. The Telephone Company does not establish the charge per call.

If the subscriber elects to charge in excess of $2.00 per call, it must provide at the beginning of each call, an announcement stating the price charged by the subscriber and informing the telephone user that he or she has the option to disconnect within 20 seconds at no charge. There is no charge to the telephone user who disconnects within 20 seconds.

The announcement must be stated as follows:

"You have reached XXX-XXXX (program number). The price for this call is (Subscriber Selected Price). You may hang up now and not be charged for this call."

If a flat rate applies to a program, that rate must be quoted. If per minute rates are charged, the initial minute rate and additional minute rate must be quoted. The announcement must be clearly articulated, be of a volume level equal to that of the subscriber's program and must be completed within 10 seconds.

ANNOUNCEMENT SERVICE, AUTOMATIC ANSWERING AND RECORDING SERVICES

E. INTERACTIVE INFORMATION NETWORK SERVICE (As of May 25, 1996, this service is grandfathered. Only customers of record as of 5-25-96 may order this service.) (Cont'd)

4. Rates and Charges (Cont'd)

b. Applicable to the IINS subscriber:

		Monthly Rate	Nonrecurring Charge
1)	IINS access line		
	a) Line	MB Line Rate See P.S.C. No. 6 Tariff, Section 2	*
	b) Trunk	PBX Trunk Rate See Section 6, Subsection B.1.	*
2)	Initial Service Charge, per subscriber		$2,500.00
3)	Change in Subscriber Selected Price, per Program **		$200.00

* Applicable nonrecurring charges apply per access line as specified in P.S.C. No. 6 Tariff, Section 6.
** For these purposes, it is assumed that there is one program per main listed number.

RETAIL CATALOG

SERVICE CHARGES AND CONSTRUCTION CHARGES

A. PREMIUM INSTALLATION SERVICE

1. General

When placing an order for special service circuits, a subscriber may request an in-service date that is prior to the standard interval date specified in 3. following. A subscriber may also request that a pending standard interval be modified to reflect an expedited in-service date. Premium Installation Service is offered where facilities are available.

When service is provided on an expedited basis, a premium installation charge applies as specified in 4. following. This charge is applied per circuit on a per diem basis for each day by which the standard interval is requested to be shortened, except as provided in paragraph 2.b. below. This premium installation charge applies in addition to all other applicable charges.

2. Regulations

a. The Telephone Company reserves the right to limit the number of circuits and/or the number of days it will accept for expedited installation.

b. If the Telephone Company is unable to meet an agreed upon service date, no premium installation charge applies. If a missed service date is caused by the subscriber, his agent or patron, the entire premium installation charge applies.

c. If the subscriber requests that out-of-hours work be performed in connection with Premium Installation Service, the Telephone Company will develop and quote an estimate of the costs for such work to the subscriber and bill the subscriber. These charges will apply in addition to the premium installation charge and other applicable charges. Out-of-hours work is defined as work requested by a subscriber outside of the Telephone Company's normal business hours.

d. Premium Installation Service is furnished subject to availability of facilities.

e. The terms diem and days used herein exclude Saturdays, Sundays and "Company honored" holidays.

SERVICE CHARGES AND CONSTRUCTION CHARGES

A. PREMIUM INSTALLATION SERVICE (Cont'd)

3. Service and Associated Intervals

The following intervals apply only for situations in which facilities are in place.

	Standard Interval (Work Days)
2 Wire Services	7 Days
4 Wire Services	7 Days

4. Rates and Charges

The following nonrecurring charges are applied per two-point circuit for each day by which the standard interval is shortened at the customer's request. Each segment of a multi-point circuit is considered a two-point circuit for the application of these charges.

	Premium Installation Charge Per Day *
Voice or Data Private Line Service, per circuit	$55.00
Low Speed Digital Service, per circuit	$25.00

* This charge applies in addition to all standard installation and Service Charges.

SERVICE CHARGES AND CONSTRUCTION CHARGES

B. CONSTRUCTION CHARGES

1. The Construction Charges specified in this Section apply in addition to all other applicable charges including mileage as specified in P.S.C. No. 6 Tariff, Section 3.

Construction Charges apply when special routing or arrangements are provided at the customer's request, or when the service provided is of a temporary nature. Such charges are based on cost. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

In case of any inconsistency between the provisions of subsection C.2., D.2., and E. on the one hand and F. (Underground Extensions for New Residential Subdivisions) on the other, the provisions of F. shall be controlling.

C. CONSTRUCTION ALONG PUBLIC HIGHWAYS

1. Regulations

a. The Telephone Company determines the type of plant to be used.

b. Ownership of all such plant is vested either in the Telephone Company or in some other utility company with which the Telephone Company has an agreement for the joint use of plant.

c. The allowance, charges and regulations governing the provision of service apply regardless of the type of construction of facilities used, including attachments to plant of other companies.

2. Charges

Construction required for private line service, extension lines, PBX station lines and tie lines is furnished at charges based on cost.

Construction required for main exchange service is furnished at charges based on the actual cost of construction less applicable allowances. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

Charges for each 1/4 route mile of fraction thereof, of construction beyond existing facilities within the exchange in excess of the following allowance:

1/4 route mile of construction for each main service and each additional central office line to be furnished on a full year basis.

1/10 route mile of construction for each main service and each additional central office line to be furnished for only part of a year.

SERVICE CHARGES AND CONSTRUCTION CHARGES

C. CONSTRUCTION ALONG PUBLIC HIGHWAYS (Cont'd)

2. Charges (Cont'd)

Where there is not more than one mile, route distance, between successive applicants they are considered as a group and the construction allowances for the individual members of the group are totaled to determine the amount of construction which will be provided without construction charge to the group. Charges for construction in excess of the total allowance are divided equally among the members of the group.

When subscribers are added to a group within the five-year term of the construction charges, the charges are recomputed on the basis of the larger number of subscribers. If this re-computation results in a lower construction charge per subscriber, the monthly payments for the existing subscribers are reduced for the balance of the term. Where a subscriber has prepaid the total monthly payments, an appropriate refund is made. The new subscribers are responsible for payment of construction charges only for the unexpired portion of the five-year term.

An applicant who wishes to prepay all monthly payments or the balance of monthly payments at any time during the five-year term may do so by paying the total of the monthly payments for the unexpired term less 10%.

A subscriber paying the construction charge on the monthly payment basis who discontinues service within the five-year term is required to pay a termination charge equal to the total of the monthly payments for the unexpired portion less 10%. Charges to the remaining subscribers in the group are not affected.

On foreign exchange service, on either an intracompany or an intercompany basis, the allowances apply only to the part of the construction within the service central office district.

SERVICE CHARGES AND CONSTRUCTION CHARGES

D. POLE LINE CONSTRUCTION ON PRIVATE PROPERTY

1. Regulations

The subscriber is required to obtain and furnish any and all necessary rights-of-way authorizing the Telephone Company to place and maintain its plant.

Poles on private property for telephone use only to serve the subscriber's principal location are furnished, owned and maintained by the Telephone Company subject to the allowances and charges shown below.

Poles beyond the principal location on the subscriber's premises are furnished, erected, owned and maintained by the subscriber or at his expense. Such construction is subject to the approval of the Telephone Company.

Where poles are furnished as a joint undertaking by the Telephone Company and a utility company, such poles are maintained by the companies and the Telephone Company's charge applies.

Where poles for Company facilities and other facilities are not furnished as a joint undertaking of the Telephone Company and other utility company, the subscriber is required to furnish, erect, own and maintain the poles. Such construction is subject to the approval of the Telephone Company.

Where the Telephone Company attaches its wires to poles of another utility company, in lieu of requiring the applicant to place and maintain poles, the applicant is charged the full attachment rental made by such utility company.

Where the subscriber requests poles to be relocated such relocation of poles will be made by the Telephone Company at the subscriber's expense.

Where the pole line construction is provided to serve two or more subscribers, that portion of the construction which is used in common by two or more subscribers is subject to the regulations specified in C1. and charges specified in C.2. preceding.

SERVICE CHARGES AND CONSTRUCTION CHARGES

D. POLE LINE CONSTRUCTION ON PRIVATE PROPERTY (Cont'd)

2. Charges

Construction required for private line service, extension lines, PBX station lines and tie lines are furnished at charges based on cost. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

Poles required for main exchange service to the principal location of each subscriber are furnished at charges based on the cost of construction in excess of two poles at 500 feet route distance for service on a full year basis. No allowance applies to service to be furnished for only part of a year regardless of whether or not season rates apply.

For campground service areas with multiple seasonal customer locations on property owned and maintained by a single owner, the Telephone Company may also, at our cost, provide the initial 500 feet of cable from an established highway for the purpose of establishing a common demarcation point served by a single Company facility.

E. UNDERGROUND CONSTRUCTION

1. General

Where a subscriber or any other party in interest (any other party in interest includes the applicant for service, or the owner or operator of the building or premises where service is or is to be provided) requires or it is otherwise necessary that circuits be placed underground between the building to be served and the Telephone Company's general distributing plant, or between points on the same premises of the subscriber or other party in interest, the subscriber or other party in interest is responsible, and shall, without expense to the Telephone Company provide for opening and closing the necessary trench and, where conduit is required by the Telephone Company, for furnishing such conduit satisfactory to the Telephone Company.

2. Regulations

When, at the request of the subscriber or other party in interest, the Telephone Company provides the underground construction for which the subscriber or other party in interest is responsible, charges based on cost apply.

The subscriber or other party in interest is required to obtain and furnish any and all necessary permits and rights-of-ways authorizing the placing and maintenance of underground construction for which he is responsible.

SERVICE CHARGES AND CONSTRUCTION CHARGES

E. UNDERGROUND CONSTRUCTION (Cont'd)

2. Regulations (Cont'd)

Where there is existing underground conduit, satisfactory to the Telephone Company, which can be made available to the Telephone Company without expense to it, such conduit may be used. Trench or conduit utilized by the Telephone Company shall not be used by others for any purpose without approval of the Telephone Company.

For any such repairs, maintenance or replacement of the underground cable or conduit for any reason, the subscriber or other party in interest is responsible for opening and closing the trench and for repair or replacement of the conduit, if any. Charges based on cost apply to any repair or replacement of the cable in conduit made necessary by any damage not attributable to the negligence of the Telephone Company.

For any rearrangement of the underground cable or conduit, initiated by the subscriber or any other party in interest, the subscriber or other party in interest is responsible for opening and closing the necessary trench and, if required, providing conduit satisfactory to the Telephone Company. In addition, if the arrangement is not initiated by the Telephone Company, the subscriber or other party in interest is required to pay charges based on cost for rerouting or rearranging the cable, excepting the cost of additional cable, if any. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

The Telephone Company has the right to discontinue at any time the use of the underground connection, if the point of connection to the general distributing plant is changed for any reason. In such case, the Telephone Company shall, at the subscriber's request, make every reasonable effort to provide service by a temporary connection until permanent connection can be furnished. Charges based on cost apply for providing such temporary connection, except when the change is made at the Telephone Company's initiative. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

Installation of cable containing a greater number of pairs than is necessary to meet a subscriber's service requirements, may be installed provided the subscriber or other party in interest requesting the same pays the estimated monthly carrying charges on the additional pairs.

SERVICE CHARGES AND CONSTRUCTION CHARGES

F. UNDERGROUND EXTENSIONS FOR NEW RESIDENTIAL SUBDIVISIONS

1. Application of Regulations

Extensions of telephone distribution lines, applied for on or after June 28, 1972, necessary to furnish permanent telephone service to new residential buildings within a subdivision on which it is planned to build five or more such buildings, or to new multiple-occupancy buildings, shall be made underground by the Telephone Company in accordance with the provisions of this paragraph provided, however, that where any distribution lines necessary to furnish permanent electric service within such a subdivision are installed overhead, the utility may install overhead the distribution lines necessary to furnish permanent telephone service within that subdivision.

2. Definitions of Terms Used

a. Applicant - the developer, builder or other person, partnership, association, corporation or governmental agency applying for the construction of telephone or electric distribution lines in a subdivision.

b. Building - a structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent residential occupancy.

c. Multiple - Occupancy Building - a structure, including row houses, enclosed within exterior walls or fire walls, built, erected and framed of component structural parts, and designed to contain four or more individual dwelling units for permanent residential occupancy.

d. Subdivision - a tract of land divided into lost for the construction of new buildings, or the land on which new multiple-occupancy buildings are to be constructed, the development of either of which has been approved by governmental authorities having jurisdiction over land use.

e. Underground Telephone Distribution System - a distribution system in which all distribution cable sections and associated service wire runs are placed below ground, either direct buried or in conduit, as specified needs dictate and may include:

1) Rear wall cable placed on connected row houses; and

2) Pedestal terminals necessary to facilitate installation, operation and subsequent maintenance of the underground distribution system.

SERVICE CHARGES AND CONSTRUCTION CHARGES

F. UNDERGROUND EXTENSIONS FOR NEW RESIDENTIAL SUBDIVISIONS (Cont'd)

3. Responsibility of the Telephone Company

a. Installation of Underground Distribution System Within Subdivision

Within the applicant's subdivision the Telephone Company shall construct, own, operate, and maintain underground distribution lines only along public streets, roads and highways which the Telephone Company has the legal right to occupy, and on public land and private property across which rights-of-way and easements satisfactory to the Telephone Company may be obtained without cost by the Telephone Company.

Any distribution or feeder facility necessary to furnish permanent telephone service to one or more multiple occupancy buildings (including four or more dwelling units) shall be installed underground and any such facility necessary to furnish permanent telephone service within a subdivision in which it is planned to build five or more new residential buildings shall be installed underground if:

1) the subdivision will require no more than 200 trench feet of facilities per dwelling unit planned within the subdivision; or

2) The Telephone Company's Retail Catalog provides for such underground service without contribution; or

3) a governmental authority with jurisdiction to do so has required undergrounding; or

4) an applicant requests underground.

The number of dwelling units is the criterion to be used to determine whether installation is required to be underground. In order to ascertain the number of dwelling units, it is necessary to consult the approved subdivision map to determine how many dwelling units are planned. Each lot shown on the map should, in the case of a single-family dwelling, be considered to contain one dwelling unit unless there is sufficient contrary evidence to render it unlikely that each lot will contain a separate dwelling unit (e.g., a foundation is constructed occupying two lots). The measurement of trench footage should be the shortest distance required to serve the homes within the subdivision, consistent with the utility's obligation to provide safe and adequate service.

SERVICE CHARGES AND CONSTRUCTION CHARGES

F. UNDERGROUND EXTENSIONS FOR NEW RESIDENTIAL SUBDIVISIONS (Cont'd)

3. Responsibility of the Telephone Company (Cont'd)

a. Installation of Underground Distribution System Within Subdivision (Cont'd)

4) an applicant requests underground. (Cont'd)

After distribution or feeder facilities are installed underground in a residential subdivision no overhead circuits shall be installed by the Telephone Company within such subdivision.

The Telephone Company may install overhead distribution or feeder facilities in a residential subdivision, or a section thereof otherwise required to have underground distribution facilities in accordance with subdivision (c) of this section when:

a) the developer of the subdivision is not primarily engaged in the construction of dwelling units within the subdivision;
b) no governmental authority having jurisdiction to do so has required underground installation; and
c) either:

(1) five years have elapsed from the sale of the first lot within the subdivision to the first application for service and the utility has no indication that there will be new requests for service in the subdivision within six months;
(2) five years have elapsed from the date of the final approval of the subdivision or section thereof, and less than 25 percent of the lots have been sold in the subdivision and every section thereof, except where ten percent or more of the lots in the subdivision or any section thereof have been sold within the last two years;

In cases where overhead installation would be permissible in accordance with condition 4) above except that less than five years have elapsed and the Telephone Company has reason to believe that the subdivision will not be developed sufficiently soon to permit the orderly utilization of underground facilities installed to serve the initial subscriber(s), the Telephone Company may petition the Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors.

SERVICE CHARGES AND CONSTRUCTION CHARGES

F. UNDERGROUND EXTENSIONS FOR NEW RESIDENTIAL SUBDIVISIONS (Cont'd)

3. Responsibility of the Telephone Company (Cont'd)

a. Installation of Underground Distribution System Within Subdivision (Cont'd)

If the Telephone Company receives an application for service within a residential subdivision which is governed by the provisions of this section and the per foot cost of installing the necessary distribution or feeder facilities will be greater than two times the cost per foot of installing overhead distribution or feeder facilities, the Telephone Company or applicant may petition the Secretary of the Public Service Commission to allow overhead installation, which petition shall set forth the relevant economic, engineering and environmental factors. The petition shall be reviewed by Staff. Staff shall notify the petitioner within 60 days of receipt of the petition either that the petition is granted or that staff objects to it. If staff objects, the petition shall be referred to the Commission for further review. The petition shall be granted or denied based on economic, engineering or environmental factors. If the necessary facilities are proposed to be in a VSR, the procedures set forth in H. following, shall apply.

Upon receipt of proper application, and upon compliance by the applicant with the requirements of F.4., Responsibility of Applicant, following, the Telephone Company, at no charge, shall install an underground telephone distribution system, including service wire with suitable materials, which in its judgment, will assure that the applicant will receive safe and adequate telephone service. Such installation shall be made at a time appropriate to render service. Construction will not be delayed by the Telephone Company so that the applicant will be delayed in the sale or other disposal of the buildings, except where such delay is caused by strikes, fire, floor, inclement weather, unavailability of materials, civil disorders, or other conditions beyond the control of the Telephone Company. No overhead circuits shall thereafter be installed by the Telephone Company within a subdivision having underground telephone distribution lines.

SERVICE CHARGES AND CONSTRUCTION CHARGES

F. UNDERGROUND EXTENSIONS FOR NEW RESIDENTIAL SUBDIVISIONS (Cont'd)

3. Responsibility of the Telephone Company (Cont'd)

b. Connection of Underground Distribution System Within Subdivision to Existing Telephone General Distribution System

The connection from the underground distribution lines installed within the applicant's subdivision to the existing telephone distribution system shall be made in accordance with the following requirements:

1) The Telephone Company will install underground, without contribution from the applicant, an amount of supply circuit from the boundary line of the subdivision equal to 25 route feet per dwelling unit or 200 feet, whichever is greater, but, except as otherwise ordered by the Public Service Commission, the Telephone Company will not be required to provide more than 500 feet without contribution by the applicant.

2) The Telephone Company may, at its discretion and expense, underground additional portions of such connecting supply circuit.

3) Where any part of a feeder facility in excess of that required is to be placed overhead, the applicant must submit a written application to the Telephone Company at least 75 days prior to the projected commencement of construction of the feeder facility and the Telephone Company must report such projected construction to the Commission no later than 45 days before such construction is commenced, the Commission reserving the right to require the underground installation of particular facilities on basis of the relevant economic, engineering or environmental factors.

4) In the event The Telephone Company intends at its own discretion or is required pursuant to this section to place underground feeder facilities to an applicant's residential subdivision, it shall inform the electric company and cable television company serving the area in which the subdivision is located. If a new common access route from existing systems to the subdivision will be used, the connecting facilities of the Telephone Company, the electric company and cable television company shall be placed underground.

SERVICE CHARGES AND CONSTRUCTION CHARGES

F. UNDERGROUND EXTENSIONS FOR NEW RESIDENTIAL SUBDIVISIONS (Cont'd)

4. Responsibility of Applicant

a. All reasonable and necessary rights-of-way and easements suitable to the Telephone Company for the extension of telephone distribution lines must be furnished by the applicant in reasonable time to meet service requirements. Where such lines are required to be underground in accordance with F.3. preceding, or at the request of an applicant, rights-of-way and easements must be cleared of tree stumps, brush and other obstructions at no charge to the Telephone Company and must be graded to within six inches of final grade by the applicant before the Telephone Company will commence construction. Such clearance and grading must be maintained by the applicant during construction by the Telephone Company.

b. At the request of the Telephone Company, the applicant shall provide a survey map certified to by a licensed professional engineer of land surveyor and certified to as final by the applicant showing the location of each lot, sidewalk and roadway and, prior to and during construction by the Telephone Company shall place and maintain survey stakes indicating grade and property lines. A map showing the location of all other existing and proposed underground facilities shall be furnished to the Telephone Company by the applicant as soon as the location of such facilities shall be known.

c. The Telephone Company may require that all sewers, water facilities, drainage facilities and curbs be installed before it commences construction.

5. Deposits by Applicant

In order to guarantee performance, the Telephone Company may require from the applicant before construction is commenced, a deposit in a reasonable amount, but in no event shall this exceed the incremental cost above the equivalent cost for overhead facilities. This deposit is in addition to the applicant's payment of its share of costs for installation. This deposit shall be returned to the applicant, with interest at the rate specified in Section 2, Deposits, on a pro rata basis as dwelling units are certified for occupancy. Any portion of the deposit remaining unrefunded five years from the date the Telephone Company is first ready to render service from the underground telephone distribution lines shall be retained by the Telephone Company. Upon the mutual agreement of both the Telephone Company and the applicant, a bond may be posted in lieu of any deposits.

SERVICE CHARGES AND CONSTRUCTION CHARGES

F. UNDERGROUND EXTENSIONS FOR NEW RESIDENTIAL SUBDIVISIONS (Cont'd)

6. Effective Date

The rules contained in F.6. below shall be effective June 28, 1972 except that:

a. Any underground extension of telephone lines for new residential subdivisions, begun subsequent to January 27, 1972 shall be installed in accordance with these rules and,

b. At telephone distribution line extensions in new residential subdivisions under construction overhead as of June 28, 1972 shall be completed overhead. Additional line extensions in new sections of a subdivision which has such overhead distribution lines shall be made underground.

SERVICE CHARGES AND CONSTRUCTION CHARGES

G. CABLE AND PAIR INFORMATION CHARGE

1. General

A transaction fee will be charged to customers or vendors who request cable and pair information from the Telephone Company.

A nonrecurring charge will apply for information requested over the phone, where no premise visit is required. A higher charge will be imposed for requests that the Telephone Company make a premise visit to tag the facility.

2. Charges

	Per Request
No Premises Visit	$15.00
Premises Visit	$45.00

SERVICE CHARGES AND CONSTRUCTION CHARGES

H. UNDERGROUND EXTENSIONS IN CERTAIN VISUALLY SIGNIFICANT RESOURCES OUTSIDE RESIDENTIAL SUBDIVISIONS

1. Application of Regulations

This section applies to the new construction of distribution and feeder facilities on public and private land in Visually Significant Resources (VSRs) where an agency identified in paragraph 2. has 1) no statutory authority to require the underground of the particular distribution or feeder facility and 2) has supplied to the Telephone Company as well as the Public Service Commission a map of the particular VSR showing its boundaries in sufficient detail to permit the Telephone Company to comply.

The identification of VSRs constitutes a determination that the new construction of distribution or feeder facilities underground is generally more appropriate therein than elsewhere. Neither such listing nor any agency's provision of a map of a given VSR to the affected Company and the Commission, however, creates a presumption that construction of particular distribution or feeder facilities underground is appropriate. The propriety of such construction will, instead, be determined in accordance with the procedures set forth in this Retail Catalog.

This section shall remain in effect for a period of five years after its effective date, unless sooner cancelled, changed or extended.

2. Definitions

A Visually Significant Resource is a geographical area designated primarily or exclusively because of its exceptional, outstanding, significant, special or unique scenic quality, pursuant to State or Federal legislation and/or one of the following:

a. Scenic Areas of Statewide Significance (in coastal areas) designated by the Secretary of State pursuant to Article 42 of the Executive Law.

b. Scenic Roads and Scenic Districts designated by the Commissioner of Environmental Conservation pursuant to Article 49 of the Environmental Conservation Law.

c. State and National Wild and Scenic River Areas administered respectively by either the Department of Environmental Conservation and by the Department of the Interior.

d. Areas of exceptional Scenic Beauty acquired pursuant to the 1986 Environmental Quality Bond Act and administered by the Department of Environmental Conservation.

SERVICE CHARGES AND CONSTRUCTION CHARGES

H. UNDERGROUND EXTENSIONS IN CERTAIN VISUALLY SIGNIFICANT RESOURCES OUTSIDE RESIDENTIAL SUBDIVISIONS (Cont'd)

2. Definitions (Cont'd)

e. Any area in one of the following resources which is determined to have high scenic quality by the agency with jurisdiction over the affected resource as long as such determination is filed with the Commission:

1) State Nature and Historic Preserve areas designated by the Legislature.

2) State Parks, which were so designated for their scenic quality by the legislature, Department of Environmental Conservation or the Office of Parks, Recreation and Historic Preservation.

3) Parks within New York State administered by the Palisades Interstate Park Commission pursuant to Article 9 of the Parks, Recreation and Historic Preservation Law.

4) State Historic Sites owned by the Office of Parks, Recreation and Historic Preservation under Article 19 of the Parks, Recreation and Historic Preservation Law and Title 9 NYCRR Part 384.

5) National Historic Sites, National Seashores and National Recreation Areas located in New York State and operated by the National Park Service.

f. Any interested agency or person may petition the Commission to add additional categories to the VSR list. The Commission will approve or disapprove addition of the proposed category based on whether the category fits within the VSR definition.

g. Consideration of underground construction of any extension line is only required in accordance with this Retail Catalog provision and the provisions of 16 NYCRR Part 608 after detailed maps of the type defined in that regulation and have been provided to the Telephone Company.

SERVICE CHARGES AND CONSTRUCTION CHARGES

H. UNDERGROUND EXTENSIONS IN CERTAIN VISUALLY SIGNIFICANT RESOURCES OUTSIDE RESIDENTIAL SUBDIVISIONS (Cont'd)

3. Procedures and Regulations

a. While these provisions are in effect, The Telephone Company shall spend annually on its own VSR undergrounding an amount not to exceed that amount defined under the provisions of Chapter II, Subchapter A, Service, of Title 16 of the Official Compilation of Codes, Rules and Regulations of the State of New York, Part 608.2.a. The amount shall be equal to $194,400, which is the greater of (1) the average of the Telephone Company's annual expenditures on the underground installation of new underground distribution and feeder facilities within residential subdivisions for the years 1985, 1986 and 1987, ($175,200) and (2) .14% of 1987 sales to ultimate customers, ($194,400).

b. Where the Telephone Company has not expended its obligation as determined in paragraph a. above and when it chooses to propose, or receives a written application for service to a premises which necessitates the new construction of distribution or feeder facilities on any public or private land in a VSR, the Telephone Company shall provide a written report to the agency which designated or administers the VSR and any agency having jurisdiction over the affected land and the Commission of its intention to install the necessary distribution or feeder facilities underground or overhead (including a project description and consideration of the factors set forth in item 8 of this section), at least 60 days before construction is planned to commence. The Telephone Company may provide the written report described therein within 30 days after the commencement of construction if the necessary distribution or feeder facilities are installed overhead on a temporary basis, pending the review of the Telephone Company's report if the visual impact of the temporary service is mitigated, to the extent appropriate, after the procedures of this section are followed.

c. The Telephone Company may install permanent overhead facilities if before installation the Telephone Company:

a) determines that the situation is an emergency; and

b) obtains the written approval of the appropriate agency(s); and

c) upon written request, obtains the written approval of the Secretary of the Commission.

SERVICE CHARGES AND CONSTRUCTION CHARGES

H. UNDERGROUND EXTENSIONS IN CERTAIN VISUALLY SIGNIFICANT RESOURCES OUTSIDE RESIDENTIAL SUBDIVISIONS (Cont'd)

3. Procedures and Regulations (Cont'd)

d. Where any electric company has been permitted to install an overhead distribution or service line necessary to furnish permanent electric service in a particular VSR, the Telephone Company may install a distribution or feeder facility necessary to furnish permanent telephone service overhead utilizing the poles furnishing electrical service.

e. If undergrounding is otherwise required in a VSR, and if the per-foot cost of installing the necessary facilities will be greater than two times the average cost of installation in a Rochester residential subdivision, the Telephone Company or the applicant may petition the Secretary of the Commission to be granted or denied based on economic engineering, environmental, emergency or hardship conditions.

f. Unless the agency(s) described above provide(s) written notification in-hand to both the Telephone Company and the Public Service Commission objecting to the written report concerning its planned course of action in constructing lines in VSRs (as described in subsection 3.b. preceding) within 30 days after receipt of the Telephone Company's report, the Telephone Company may install the facilities in question as contemplated in its report. The Telephone Company may also proceed as contemplated in its report. The Telephone Company may also proceed as contemplated in its report within such 30-day period if the agency(s) provide(s) written notification to both the Telephone Company concurring with the Telephone Company's proposal.

g. If the agency(s) described above provide(s) written notification in-hand to both the Telephone Company and the Public Service Commission objecting to the Telephone Company's proposed course of action as set forth in the Telephone Company's report (including a detailed explanation of such objection) within 30 days after receipt of the Telephone Company's report, the Commission shall review the report and notification(s) filed by the Telephone Company and agency(s). Unless the Public Service Commission serves on the Telephone Company an order requiring the installation of the facilities in question to be performed in a different manner than that contemplated by the Telephone Company within 30 days after the Commission's receipt of the agency's notification objecting to the Telephone Company's proposal, the Telephone Company may install such facilities as contemplated in its report. The Telephone Company may also proceed as contemplated in its report within such 30-day period if the Commission serves on it an order concurring with the proposed course of action.

SERVICE CHARGES AND CONSTRUCTION CHARGES

H. UNDERGROUND EXTENSIONS IN CERTAIN VISUALLY SIGNIFICANT RESOURCES OUTSIDE RESIDENTIAL SUBDIVISIONS (Cont'd)

3. Procedures and Regulations (Cont'd)

h. In evaluating the Telephone Company's proposal, the Public Service Commission will consider such factors as:

1) the nature of the visual setting in the vicinity of the proposed construction, including the character of existing or proposed adjacent structures or land areas, unless a governmental authority with jurisdiction has plans to improve the scenic quality of the area in question;
2) the probable environmental effects associated with both overhead and underground construction;
3) any expected engineering difficulties associated with both overhead and underground construction; and
4) the estimated cost associated with both overhead and underground construction;

i. In the event the Telephone Company either intends at its own discretion or is required pursuant per the above paragraph to place a distribution facility underground, it shall inform the electric company and cable television company serving the area in which the underground construction is to be located. If a new common access route from existing facilities to the location of such underground construction will be used, the portions of the connecting facilities of the Telephone Company and the electric company that are located in a VSR shall be placed underground.

j. To the extent practicable, underground electric, communication, gas and cable television facilities will be installed in a common trench when new construction is, or can without undue difficulty, be made simultaneously. The Telephone Company will make every reasonable effort to use joint occupancy poles to accommodate electric communication and cable television facilities when new overhead construction occurs.

k. If an agency referred to in subsection 2.e. preceding intends to supply a map(s) of a VSR(s) listed in such subsection to the Telephone Company and all other affected utilities and to the Commission, that agency shall consult with the Telephone Company and the Commission staff as to the appropriate scale(s) and other details of such map(s).

l. If a line extension is not in a residential subdivision as defined in F. Underground Extensions for New Residential Subdivisions (preceding) but is in a VSR as defined in H.1., an applicant for service will pay the same cost for the line extension that he would have paid had the area not been designated a VSR.

SERVICE CHARGES AND CONSTRUCTION CHARGES

I. CHANGES AND RELOCATION OF FACILITIES

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.

INTERCONNECTION

A. GENERAL

Equipment and accessories owned by the customer may be used with the Telephone Company's facilities as long as the following rules are met:

B. REGULATIONS

1. When local and Long Distance service is available for use with the customer's own equipment, that equipment must not interfere with the Telephone Company's service. It must not endanger the safety of the Telephone Company's employees or the public and must not change, damage or interfere with the operation of Telephone Corporation equipment. If told that his/her equipment is causing or might cause any hazard or interference, the customer must make the necessary changes to eliminate the hazard. The customer must also pay for any visits from the Telephone Company needed to detect trouble in his/her equipment.

2. The subscriber indemnifies (i.e., promises to reimburse the Telephone Company for any amount the Telephone Company must pay as a result of) and saves the Telephone 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 Telephone Company, equipment of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company.

3. When a customer elects to provide his/her own communications system, the customer must provide all station apparatus and associated wiring which are part of the system and which are located on the same premises as the system.

4. Key telephone systems are defined as station apparatus, station wiring, controlling equipment and intercommunicating paths. When a customer elects to provide his/her own key telephone system, the customer must provide all of these components.

INTERCONNECTION

B. REGULATIONS (Cont'd)

5. On the basis of negotiations between the subscriber and the Telephone Company and when agreed to in writing, and not otherwise, access to and control of the local exchange and message toll telecommunications network by computer may be permitted, subject to the following considerations:

   a. existing load conditions of the serving central office and its ability to accept computer originated traffic without injurious effect to existing and contemplated services;

   b. the recycle time of the computer for originating traffic;

   c. the use of "ground start" circuits only for such access; and

   d. other considerations which may, from time to time, be deemed of sufficient importance.

6. The Telephone Company may require full payment by the customer all sums owed to the Telephone Company before providing interconnection service. This may include reimbursement for loss or damage to telephone facilities as provided in Section 2, Liability, periodic charges for facilities and service, termination charges, installation charges, minimum charges or otherwise.

7. The customer indemnifies (i.e., promises to reimburse the Telephone Company for any amount the Telephone Company must pay as a result of) and holds the Telephone Company harmless from any and all loss, claims, demands. suits, or other action, or any liability whatsoever, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of customer owned and maintained equipment.

8. The Telephone Company has no responsibility for installing, operating or maintaining any customer-owned equipment or for the through transmission of signals or for the quality of or defects in signals sent or received by that equipment.

INTERCONNECTION

B. REGULATIONS (Cont'd)

9. The Telephone Company is not responsible for damages for mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities, except those caused by the Telephone Company's failure to furnish maintain and operate properly facilities suitable for ordinary telephone service. When this is the case, the Telephone Company's liability is set forth in Section 2, Liability.

10. The Telephone Company does not test, certify, or inspect customer owned equipment except as needed for its own purposes. In the absence of gross negligence or willful misconduct, the Telephone Company is not liable for personal injury or death or for property damage alleged to have resulted from the Telephone Company's failure to certify or inspect customer owned equipment.

11. The Telephone Company will not give credit for interrupted service which is the result of failure of customer owned equipment.

12. The Telephone Company is not responsible to the customer if his/her equipment becomes obsolete or requires modification due to changes in Telephone Corporation facilities, operations, or procedures or changes in its Retail Catalog.

13. The Telephone Company is not liable for damages or injuries from mistakes, omissions, interruptions, delays, errors, or defects in transmission. This includes property damage or personal injury from voltages or currents transmitted over Telephone Corporation facilities which are either caused by or not prevented by customer owned equipment, but which would have been prevented by Corporation provided equipment.

14. The signal from customer-owned terminal equipment must meet the minimum network protection criteria outlined in Part 68 of the Federal Communications Commission Rules and Regulations.

15. If a customer violates these regulations, the Telephone Company may take immediate action, including disconnecting service. The customer must stop using the equipment or correct the violation immediately. If violations continue, service may be permanently terminated.

INTERCONNECTION

C. METHODS OF INTERCONNECTING

1. Connection of Customer Provided Data and Ancillary Equipment

a. Customer provided data and ancillary equipment may be connected at the customer's premises to facilities furnished by the Telephone Company for exchange and message toll telecommunications service subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and may remain so connected while continually satisfying the requirements of those Rules and Regulations. All connections of customer provided data equipment pursuant to Part 68 Rules shall be made through a standard data jack or a data access arrangement; all connections of customer provided ancillary equipment pursuant to Part 68 Rules shall be made through a standard jack furnished by the Telephone Company.

b. All combinations of customer provided data and ancillary equipment shall not cause electrical hazards to Telephone Corporation personnel, damage to Telephone Corporation equipment, malfunction of Telephone Corporation billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.

c. A customer shall notify the Telephone Company of each line to which such equipment is to be connected in advance of such connection and shall notify the Telephone Company when such equipment is permanently disconnected. Such notification shall include information sufficient to identify the equipment being connected.

d. The maintenance charge shown in D.2 following, applies to equipment connection in accordance with these provisions.

INTERCONNECTION

C. METHODS OF INTERCONNECTING (Cont'd)

2. Connection of Customer Provided Non-Key Telephone(s), Station Wire and Protective Circuitry

a. Customer provided registered or "grandfathered" non key telephones as well as registered or "grandfathered" protective circuitry for use with or inclusion in private branch exchange and key telephone systems may be connected, at the customer's premise, to facilities furnished by the Telephone Company for exchange and message toll telecommunications service subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and may remain so connected while continually satisfying the requirements of those Rules and Regulations. Customer provided certified or "grandfathered" non-key telephones as well as certified or "grandfathered" protective circuitry for use with or inclusion in private branch exchange and key telephone systems may be connected, at the customer's premise, to facilities furnished by the Telephone Company for exchange and message toll telecommunications service. The term "grandfathered" refers to equipment which appears on lists of "Grandfathered" Telephone Terminal Equipment, issued by the Federal Communications Commission or on other lists which the Public Service Commission may approve. All connections of equipment shall be made through a standard jack.

b. Customer provided non-key telephone(s) connected under paragraph a. above may be connected to the facilities of the Telephone Company through customer provided station wire which complies with the standards for such station wire as set forth below in C.2.e. following.

c. All customer provided non-key telephone(s), protective circuitry or customer provided station wire and combinations thereof shall not cause electrical hazards to Telephone Corporation personnel, damage to Telephone Corporation equipment, malfunction of Telephone Corporation billing equipment or degradation of service to persons other than the user of subject telephone(s) and station wire, his calling or called party.

INTERCONNECTION

C. METHODS OF INTERCONNECTING (Cont'd)

2. Connection of Customer Provided Non-Key Telephone(s), Station Wire and Protective Circuitry (Cont'd)

d. A customer shall notify the Telephone Company of each line to which such telephone(s) or protective circuitry is to be connected in advance of such connections, whether customer provided station wire is being utilized, and shall notify the Telephone Company when such equipment and any such station wire is permanently disconnected. Such notification shall include information sufficient to identify the telephone(s), protective circuitry or station wire being connected.

e. The customer provided non-key telephone(s) shall comply with applicable regulations of the Federal Communications Commission. Customer provided station wire shall comply with the standards on file with the New York State Public Service Commission. Such standards shall be available for public review at the Telephone Company's Business Offices and the offices of the New York State Public Service Commission in Albany, New York. Copies of these standards are available from the Telephone Company on written request.

f. The maintenance charge shown in D.2. following, applies to such protective circuitry, telephone(s) and station wire connected in accordance with these provisions.

g. Non-key telephone(s) as part of key, PBX, or other communication systems and associated station wire.

INTERCONNECTION

D. RATES AND CHARGES

Rates and charges shown herein are in addition to all other applicable rates and charges.

1. Access Line

An individual line residence or business service provided for the direct electrical connection of customer owned and maintained equipment only.

	Monthly Rate	Service Charge
Access Line, Each	See P.S.C. No. 6 Tariff, Section 2 for individual line rate for locality and class of service desired.	See P.S.C. No. 6 Tariff, Section 6

2. Maintenance Charge

Maintenance Charge - Customers using their own equipment must pay a charge for visits by the Telephone Company to the customers premises where the service difficulty or trouble report results from customer owned equipment connected to the Telephone Company's lines. The level of the charge will be determined on the basis of the time spent on the customer's premises, see P.S.C. No. 6 Tariff, Section 6. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

If the Telephone Company can find and correct the problem on a basic exchange access line without sending a service person, the customer will be charged a flat fee of $6.00.

The following rate is to be charged for competitive dedicated services such as private line circuits.

Maintenance Charge $35.00

These maintenance charges also apply if the service problem results from customer-owned equipment that is connected in violation of the Federal Communications Commission's regulations.

RETAIL CATALOG

PACKET SWITCHED DATA NETWORK SERVICE

A. GENERAL

This Retail Catalog contains the regulations, descriptions and rates applicable to the Packet Switched Data Network Service (PSDNS) furnished by the Telephone Company. This Retail Catalog provides rates and regulations for port access and usage on the Packet Switch.

B. DESCRIPTION

Packet Switched Data Network Service utilizes packet technology to provide economical common user switched data transport for traffic of X.25 protocol. The network service interconnection meets the transport requirements of a broad variety of data customers such as information and service providers, high speed terminal users and providers of access concentrators. Customers may connect directly to a corporation provided packet switch port at X.25 protocol via digital or analog data facilities provided by this Retail Catalog. The customer will be able to originate and terminate communications with packet switch access. The originating and terminating messages are transported through the network in data packets. Data packets pass from the customer provided access concentrator to the packet switch in the originating or terminating direction. Packets remain in the proper sequence by means of the establishment of virtual circuits using transport capabilities of the X.25 protocol.

C. DEFINITIONS

Access Concentrator: The equipment which collects customer data information from many access lines, then multiplexes or demultiplexes the information onto trunks for delivery to or from the packet switch. This equipment also performs the protocol conversion function for asynchronous access lines. The access concentrator will be customer provided.

Asynchronous: A form of communication where each transmitted character has self-contained beginning and ending indications, so individual characters can be transmitted at arbitrary times.

Bisynchronous: Binary synchronous communications control. A data link control method offered by IBM which is intended for half-duplex, point-to-point, or multidata communications.

Bit: A binary digit, the smallest unit of information in the binary system of notation.

CCITT: Consultive Committee for International Telephone and Telegraph. An international advisory committee set up under United Nations sponsorship to recommend standards for international communications.

Character: An alphanumeric or symbolic unit (e.g., A-Z, 0-9, etc.) represented by eight (8) bits of data.

PACKET SWITCHED DATA NETWORK SERVICE

C. DEFINITIONS (Cont'd)

Kilocharacter: One thousand characters.

Network: The integrated communications facilities utilized by the Telephone Company in providing its packet switched data network service, which are comprised of packet switching and network access equipment.

Network Address: Numeric character string used to specify the location of the terminating party.

Network Administrator: The equipment which coordinates and controls the functioning of the network; as well as tracking statistical and billing information.

Packet: A continuous sequence of binary digits (bits) of information which is switched through the network as an integral unit. A packet contains up to 256 characters of customer data transported to or from a character-oriented station, plus additional transmission and error control information.

Packet Switch: The equipment which switches the flow of the packets between customer terminals.

Port Connection: A communications interface provided by the Telephone Company, through which the customer or an authorized user obtains access to the packet switch.

Protocol: Set of rules for conducting interactions between two or more parties. These rules consist of Syntax (header structure), semantics (actions and reactions that are supposed to occur) and timing (relative ordering and duration of states and events).

Synchronous: A form of communication where characters or bits are sent in a continuous stream, with the beginning of one continuous with the preceding one. Separation of one character from another requires the receiver to maintain synchronization to a master timing signal.

Virtual Circuit: A logical connection across a packet switched network that emulates a point-to-point circuit by insuring data integrity, transparency and data sequence.

X.25: An international standard developed by CCITT defined as a three-layered architecture providing the physical, data link and network protocols at the gateway to a public data network for terminals operating in the packet mode on public data networks.

PACKET SWITCHED DATA NETWORK SERVICE

D. REGULATIONS

1. The regulations, rates and charges specified herein apply to the Packet Switched Data Network Service and are in addition to regulations contained elsewhere in this Retail Catalog.

2. Packet Switched Data Network Service is designed for the transmission of data. Voice communications over the public network must be provided by other than Packet Switched Data Network Service.

3. The provision of access to the PSDNS by the Telephone Corporation is subject to the availability of such facilities and equipment.

4. The rates specified for PSDNS are based on the provision of specified equipment and facility speeds compatible with the service. If changes to existing equipment or facilities are required in order to provide PSDNS, a charge based on the cost incurred may apply in addition to the rates and charges for the service. Only non-competitive one-time service offerings made on a time and materials basis will be provided "at cost".

5. PSDNS customers must subscribe to an adequate number of channels to handle terminating calls in order not to impair the network.

6. The required customer Notice of Discontinuance for packet switch access is thirty (30) days for a non-contract customer. Recurring charges apply for a period of thirty (30) days from the date the Telephone Corporation receives the discontinuance notice or until the requested discontinuance date, whichever is longer. The charge will continue to apply whether or not the customer continues to use the port connection.

7. Allowance for interruptions will be in accordance with the provisions set forth in Section 2.

E. PAYMENT ARRANGEMENTS

1. The minimum payment period for Packet Switched Data Network Service for non-contract customers are one month and for contract customers is five years.

2. The minimum charge for facilities is P.S.C. No. 6 Tariffs, Section 3 and this Retail Catalog, Section 9.

3. The temporary service interruption of a Packet Switch Access port, as described in I. following, will not affect the billing for network usage, packet switched access, or the associated channels.

PACKET SWITCHED DATA NETWORK SERVICE

F. INFORMATION THE CUSTOMER MUST PROVIDE

When ordering service offered under this Retail Catalog the customer must provide the following information:

1. The number of port connections desired.

2. The transmission speed for each port connection and whether a digital or analog data channel is desired.

3. Contract customers must subscribe to a specified plan as set forth in J. following.

G. TERMINAL EQUIPMENT

The customer will provide his own terminal equipment under the regulations set forth in this Retail Catalog.

The customer will provide the access concentrators needed for proper interfacing to the Packet Switched Data Network. These access concentrators must be compatible with the Telephone Company's X.25 Packet Switching Equipment. To receive Bill Detail Charge, customer provided access concentrator must be compatible with the Telephone Company's Network Administrator.

The customer cannot interface a customer provided Network Administrator or equivalent equipment or software which performs an equivalent function to the Telephone Company's network. However, a customer may connect a terminal or device to a customer provided access concentrator which will receive usage statistics and performance data for that customer only. This equipment must be compatible with the Telephone Company's Network Administrator.

H. FACILITIES

The customer can access the Packet Switched Data Network on either an analog or digital basis. The rates and regulations for these facilities are contained in this Retail Catalog.

The packet switch will be located in a Corporation central office. An analog central office loop or a digital local channel will apply for the facility required from the Main Distribution Frame in the central office to the packet switch.

If the provider of the access concentrator desires the capability of dial access to that concentrator, the metered business exchange rates apply per access concentrator port.

RETAIL CATALOG

PACKET SWITCHED DATA NETWORK SERVICE

I. RATE ELEMENT DESCRIPTIONS

Packet Switched Data Network Service usage will be provided on a contract or non-contract basis. The length of the contact will be sixty (60) months.

There are five rate categories which apply to PSDNS:

1. Packet Switch Access
2. Network Usage
3. Rearrangement Charge
4. Bill Detail Charge
5. Termination Charges

1. Packet Switch Access: Packet Switched Access is provided through facilities to connect a customer directly to a port on the packet switch. This arrangement supports speeds of 2.4, 4.8 or 9.6 Kbps and X.25 protocol. Packet Switch Access has the capability of establishing multiple virtual communication links from the customer through the PSDN.

   Temporary Service Interruption - With prior written notice to the Telephone Corporation, a Packet Switch Access customer may request temporary takedown (removal from service) of a packet switch access port.

2. Network Usage: Usage (or traffic) is measured in the number of kilocharacters transported through the Telephone Corporation provided Packet Switched Data Network. For billing purposes, the monthly usage is based on kilocharacters and such charges are billed to the customer responsible for the connection over which the kilocharacters are transported. The customer will be charged for all originating traffic over that customer's connection.

   The tiered pricing concept for non-contract customers applies to the rate per kilocharacter as set forth in J.2. for all kilocharacters transported within the specified usage level. Kilocharacters, or fractions thereof, overflowing into the next usage level are billed at the next rate level until usage overflows to the last (or lowest) rate level.

PACKET SWITCHED DATA NETWORK SERVICE

I. RATE ELEMENT DESCRIPTIONS (Cont'd)

2. Network Usage: (Cont'd)

A contract customer will be charged for peak usage at the rates set forth in J.2., under the following conditions:

a. By selecting a given level of peak usage for sixty months, customers will pay the rate at that level for all kilocharacters of usage.

b. If the customer does not generate the committed level of usage during a given month, they will be billed for the committed usage level, regardless of actual usage. Usage generated above that level will be billed at a lower rate when applicable as set forth in the non-contract rate schedule in J.2.

c. A customer may increase their usage commitment level at any time during the term of the plan to be effective at the beginning of the next billing period.

A discounted rate for off-peak usage will apply for all customers. The off-peak period is 6PM - 7AM, Monday through Friday, all day Saturday, Sunday and holidays. The holidays are New Year's Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

3. Rearrangement Charge: The rearrangement charge provides the capability for packet switch access customers to change the speed of the port, without changing the network address to which the channel is connected. If more than one rearrangement is requested per order, only one charge will apply.

4. Bill Detail Charge: A billing detail can be provided to a customer containing detailed call completion records associated with all packet switch connections within an account. This detail is only available to the customer being billed for the service and contains all network usage. To receive bill details, a customer must provide an access concentrator which is compatible with the Telephone Company's Network Administrator.

5. Termination Charges: Termination Charges will apply for the customers being provided service under a five-year contract. These charges will be computed as set forth in J.6. following.

PACKET SWITCHED DATA NETWORK SERVICE

J. RATES AND CHARGES

1. Packet Switched Access

Port Speed	Installation	Monthly Rate
2.4 Kbps	$500.00	$150.00
4.8 Kbps	$500.00	$150.00
9.6 Kbps	$500.00	$190.00

2. Kilocharacter Usage Charges

Non-Contract

	Kilocharacters Per Month	Rate Per Kilocharacter
1.	0 - 200,000	$.0055
2.	200,001 - 800,000	$.0038
3.	800,001 - 2,400,000	$.0031
4.	2,400,001 - 8,000,000	$.0028
5.	8,000,001 - 14,000,000	$.0027
6.	14,000,001 -	$.0026

Contract

Plan	Minimum Kilocharacter Usage Billed	Rate Level	Minimum Monthly Payment
I	800,001	.0031	2,480.00
II	2,400,001	.0028	6,720.00
III	8,000,001	.0027	21,600.00
IV	14,000,001	.0026	36,400.00

Off-Peak Usage

Usage Level/Off-Peak Hour Rate	Rate Per Kilocharacter
All levels	$.0018

PACKET SWITCHED DATA NETWORK SERVICE

J. RATES AND CHARGES (Cont'd)

3. Rearrangement Charge

Per order	$25.00

4. Moves and Additions

Moves will be charged as set forth in P.S.C. No. 6 Tariff, Section 6.

Additions, for contract customers, will be treated as new service.

5.

Bill Detail Charge	Monthly Rate
Per billing account	$195.00

6. Termination Charges for Contract Customers

The customer shall be held liable for cancelling his Packet Switching Service prior to the expiration of the contract period. The customer's termination liability for all or part of the contract will be equal to the sum of the remaining monthly payments. The penalty charges are to be computed as follows:

a. Multiply the monthly rate of each processor port being terminated by the number of months remaining in the contract. Also multiply the appropriate monthly rate for the usage level that this customer has contracted to by the number of months remaining in the contract.

b. Sum these results to determine the total termination liability amount.

RETAIL CATALOG

BUNDLED SERVICES

A. RESIDENTIAL NON-BASIC SERVICE RATE OFFERINGS

On March 4, 2008, the New York Public Service Commission issued an Order in Case 05-C-0616 that changed the way the Commission set rates for the small independent telephone companies. Based on certain criteria, some companies were permitted non-basic rate flexibility for residential rates. Following is a list of such non-basic service offerings. The rates for these services are shown in this section of the Retail Catalog.

Digital Phone Enhanced Feature Pack

Stay Connected Seasonal Offering [1]

B. LIMITED LOCAL CALLING PRODUCT

1. General

The Limited Local Calling Product is a residential access line with limited calling ability. The product offering is for credit-challenged customers that the Company would normally terminate or already have terminated due to non-payment.

2. Regulations

a. The access line will be limited to making outgoing calls to 911, 311, 8YY, 0- or Frontier business office & repair only and have unlimited incoming calls. All other calls they wish to make will require a calling card (local and LD) with 8YY access. Access to 0+ calls would be blocked. Blocking service is a required integral portion of this service. Blocking Option rate is shown in Section 5.B, Blocking Service.

b. Previous balances for local service and any unpaid non-local service balance will be deferred with a payment arrangement plan.

c. No ancillary services are available with this product.

d. Customer Access Line Charge, other taxes and surcharges will be billed separately.

e. Customers subscribing to this service have previously been through the residential disconnect process and, therefore, will be disconnected from this service if payment for service and any monthly payment arrangement due on prior service are not paid by the due date.

	Monthly Rates
Access Line	$6.53

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

RETAIL CATALOG

BUNDLED SERVICES

C. FRONTIER CHOICES BUNDLE *

1 General

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

Basic Bundle

Access Line	Call Waiting/Cancel Call Waiting
Call Forward	Call ID with Name or Talking Caller ID [1] (C)
Distinctive Ring	Call Waiting Whisper
Speed Call 8	Speed Call 30
3 Way Calling	Call Transfer
*66 Busy Number Redial	*69 Call Return
Message Waiting Indicator	Long Distance Alert
Anonymous Call Block/Rejection	10 Local Directory Assistance Calls

Additional Line Bundle

Access Line	Additional Access Line
Call Waiting/Cancel Call Waiting	Call Forward
Call ID with Name or Talking Caller ID [1]	Call Waiting Whisper (C)
Distinctive Ring	Speed Call 8
Speed Call 30	3 Way Calling
Call Transfer	*66 Busy Number Redial
*69 Call Return	Message Waiting Indicator
Long Distance Alert	Anonymous Call Block/Rejection
10 Local Directory Assistance Calls	

2. Regulations

a. FronTIER Choices Bundles are available where technically feasible.

b. The bundled rates are based on the current access line rate groups.

c. The features are provided subject to their individual service regulations.

d. It is the responsibility of the subscriber to enroll in the bundle.

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

[1] This service is grandfathered as of April 7, 2021. (N)

BUNDLED SERVICES

C. FRONTIER CHOICES BUNDLE * (Cont'd)

2. Regulations (Cont'd)

e. Residential customers currently subscribing to all services in the FronTIER Choices Bundle* bundle may request billing at the bundle price.

f. When the customer changes or disconnects any component of the bundles, the remaining components of the bundle will be billed at their individual rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

g. Customers may add or delete any features offered in the bundle without a service order charge.

h. Customers may change bundles without incurring a service order charge.

i. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.

j. The free directory assistance calls encompass any free DA offering that may be available.

k. CALC charges will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

3. Demonstration Period

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

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundle product at any time upon 1 days notice to the Commission.

2. Individual promotional periods will not exceed 120 days.

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

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

BUNDLED SERVICES

C. FRONTIER CHOICES BUNDLE * (Cont'd)

4. Rates and Charges

Call Forwarding (all Types): The Customer pays the rate for a station-to-station call between his/her telephone and the telephone where the call is answered. This applies to all calls answered, even any person-to-person or collect calls that are refused.

Three-Way Calling: The customer pays for calls placed from his/her telephone to the other telephone(s) on the connection.

Basic Bundle

Rate Group	Monthly Rate	
Group 1	-	
Group 2	$29.00	(I)
Group 3	$29.00	|
Group 4	$29.00	|
Group 5	$29.00	|
Group 9	$34.00	(I)

Additional Line Bundle

Rate Group	Monthly Rate
Group 1	-
Group 2	$49.00
Group 3	$49.00
Group 4	$49.00
Group 5	$49.00
Group 9	$49.00

RETAIL CATALOG

BUNDLED SERVICES

D. FRONTIER DIGITAL PHONE SILVER *+

1 General

The Frontier Digital Phone Silver offering that gives residential customers a combination of local services. The bundle includes one Flat Rate Access Lines and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Access Line	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer	Call ID with Name

Frontier Digital Phone Silver Enhanced Feature Pack

The following services are included in the feature bundle and may be added to the bundle. The feature bundle will be billed in accordance with the rate listed in section.

*66 Busy Number Redial	Speed Call 30
*69 Call Return	Call Forwarding
3 Way Calling	

2. Regulations

a. Frontier Digital Phone Silver Bundle is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. It is the responsibility of the subscriber to enroll in the bundle.

d. Residential customers currently subscribing to all services in the Frontier Digital Phone Silver bundle may request billing at the bundle price.

e. When the customer changes or disconnects any component of the bundles, the remaining components of the bundle will be billed at their individual rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

f. Customers may add or delete any features offered in the bundle without a service order charge.

g. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier UnlimtiedNY.

BUNDLED SERVICES

D. FRONTIER DIGITAL PHONE SILVER *+ (Cont'd)

2. Regulations

h. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

i. The bundles are offered on a month-to-month, one-year term and two-year contract.

j. Early termination liability charges shall apply if the customer cancels the bundle before the end of the term. No termination will apply if a customer upgrades to a bundle of greater value.

k. For the one and two year terms, the early termination liability charges shall be at a rate of $200.00 (two hundred) for a one year and a $250.00 (two hundred and fifty) termination liability for a two year.

l. Customer contract will automatically renew at the current rate for the current term period if no cancellation notification is received.

m. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service

3. Demonstration Period

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

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundles product at any time upon 1 days notice to the Commission.

2. Individual promotional periods will not exceed 120 days.

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

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier UnlimtiedNY.

BUNDLED SERVICES

D. FRONTIER DIGITAL PHONE SILVER *+ (Cont'd)

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

   a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to do apply.

   b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service

   c. Customer's line will be available for 911 calls only at the time of suspension.

   d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

   e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

   f. The cost of the service includes the CALC.

   g. This service does not change any other terms and conditions of the product.

5. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Silver	$28.00	(I)
One Year Term	$28.00	(I)
Two Year Term	$28.00	(I)
Digital Phone Silver Enhanced Feature	$7.49	
Stay Connected Seasonal Offering	$7.62	

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier UnlimtiedNY.

RETAIL CATALOG

BUNDLED SERVICES

E. FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 11, 2019

1 General

The Frontier Digital Phone Service Bundle is a bundle offering that gives residential customers a combination of local services. The bundle includes one Flat Rate Access Lines and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Access Line	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer	Call ID with Name

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 5 Rates.

3 Way Calling	Anonymous Call Block/Rejection	*69 Call Return
*66 Busy Redial	Call Trace	Caller ID
Caller ID Name/Number	Basic Call Forward	Call Forwarding Fixed
Caller Waiting ID	Call Forward No Answer	Call Waiting
Selective Call Acceptance	Distinctive Ring	Speed Call 8
Selective Call Rejection	Speed Call 30	Priority Call
Call Forwarding Plus		

2. Regulations

a. Frontier Digital Phone Service Bundle is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. It is the responsibility of the subscriber to enroll in the bundle.

d. Residential customers currently subscribing to all services in the Frontier Digital Phone Service Bundle may request billing at the bundle price.

e. When the customer changes or disconnects any component of the bundles, the remaining components of the bundle will be billed at their individual rates. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

BUNDLED SERVICES

E. FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 11, 2019 (Cont'd)

2. Regulations (Cont'd)

f. Customers may add or delete any features offered in the bundle without a service order charge.

g. The bundles price is a set price. No discounts will be given to subscribers that do not use all the features or have some features turned off.

h. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

i. The bundles are offered on a month-to-month, one-year term and two-year contract.

j. Early termination liability charges shall apply if the customer cancels the bundle before the end of the term. No termination will apply if a customer upgrades to a bundle of greater value.

k. For the one and two-year terms, the early termination liability charges shall be at a rate of $200.00 (two hundred) for a one year and a $250.00 (two hundred and fifty) termination liability for a two year.

l. Customer contract will automatically renew at the current rate for the current term period if no cancellation notification is received.

m. 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

n. 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 of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

BUNDLED SERVICES

E. FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 11, 2019 (Cont'd)

3. Demonstration Period

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

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring, nonrecurring or both charges associated with the bundles product at any time upon 1 days notice to the Commission.

2. Individual promotional periods will not exceed 120 days.

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

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product.

BUNDLED SERVICES

E. FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of May 11, 2019 (Cont'd)

5. Rates and Charges

	Monthly Rate	
Month to Month	$31.99	(I)
One Year Term	$31.99	(I)
Two Year Term	$31.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	
Stay Connected Seasonal Offering	$7.62	

RETAIL CATALOG

BUNDLED SERVICES

F. FRONTIER DIGITAL PHONE BRONZE *+

1 General

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

Basic Bundle

Flat Rate Access Line
Call ID with Name
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. The feature package will be billed in accordance with the rate listed in 4. Rates.

Speed Call 30
*69 Call Return
3 Way Calling
*66 Busy Number Redial
Call Forwarding

2. Regulations

a. Frontier Digital Phone Bronze is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Retail Catalog rules.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier Digital Phone Essentials.

RETAIL CATALOG

BUNDLED SERVICES

F. FRONTIER DIGITAL PHONE BRONZE *+ (Cont'd)

2. Regulations (Cont'd)

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

h. The bundles are offered on a month to month.

i. The bundle will appear as a single line item on the bill.

j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product.

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier Digital Phone Essentials.

RETAIL CATALOG

BUNDLED SERVICES

F. FRONTIER DIGITAL PHONE BRONZE *+ (Cont'd)

4. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Bronze	$21.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	
Stay Connected Seasonal Offering	$7.62	

* The service offering is limited to all existing subscribers at their existing locations.
\+ The bundle was previously called Frontier Digital Phone Essentials.

RETAIL CATALOG

BUNDLED SERVICES

G. FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of May 11, 2019

1 General

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

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer	Call ID with Name
Local and Extended Area Toll Calls	Message Waiting Indicator
Speed Call 8	

Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 4. Rates.

3 Way Calling	Anonymous Call Block/Rejection	
*66 Busy Redial	Call Trace	Caller ID
Caller ID Name/Number	Basic Call Forward	Call Forwarding Fixed
Call Waiting	Caller Waiting ID	Selective Call Acceptance
Call Forward No Answer	Selective Call Rejection	*69 Call Return
Distinctive Ring	Speed Call 8	Speed Call 30
Priority Call	Call Forwarding Plus	

2. Regulations

a. Frontier Digital Phone Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

BUNDLED SERVICES

G. FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of May 11, 2019 (Cont'd)

2. Regulations (Cont'd)

g. The bundles are offered on a one, two or three-year term.

1) If the rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.

2) If the customer cancels the bundle before the end of the term contract, an early termination charge of $200.00 shall apply.

h. The bundle will appear as a single line item on the bill.

i. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

j. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service

c. Customer's line will be available for 911 calls only at the time of suspension.

c. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product.

BUNDLED SERVICES

G. FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of May 11, 2019 (Cont'd)

4. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Plus Service	$31.99	
One Year Term	$31.99	(I)
Two Year Term	$31.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	(I)
Stay Connected Seasonal Offering	$9.99	

RETAIL CATALOG

BUNDLED SERVICES

H. FRONTIER DIGITAL PHONE 100 * – Grandfathered as of May 11, 2019

1 General

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

Basic Bundle

Flat Rate Access Line	Speed Call 8
Extended Area Calling	Touch Calling

2. Regulations

a. Frontier Digital Phone 100 is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

e. The bundles are offered on a month to month.

f. The bundle will appear as a single line item on the bill.

g. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

h. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

* This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

H. FRONTIER DIGITAL PHONE 100 * – Grandfathered as of May 11, 2019 (Cont'd)

2. Regulations (Cont'd)

i. Features will be available to the Digital Phone 100 at a special price. The following features are available:

3 Way Calling	Anonymous Call Block/Rejection
*69 Call Return	*66 Busy Redial
Call Trace	Caller ID
Caller ID Name/Number	Call Forwarding-Variable
Call Forwarding Fixed	Caller Waiting ID
Call Forward No Answer	Call Waiting
Selective Call Acceptance	Distinctive Ring
Speed Call 30	Speed Call 8
Selective Call Rejection	Priority Call
Call Forwarding Plus	

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges does not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product.

* This bundle was previously called Frontier Digital Phone Essentials.

BUNDLED SERVICES

H. FRONTIER DIGITAL PHONE 100 * – Grandfathered as of May 11, 2019 (Cont'd)

4. Rates and Charges

	Monthly Rate	
Frontier Digital Phone 100	$20.99	(I)
One Additional Feature	$5.99	
Two Additional Features	$7.99	
Three Additional Features	$9.99	
All Features	$12.99	
Stay Connected Seasonal Offering	$9.99	

* This bundle was previously called Frontier Digital Phone Essentials.

RETAIL CATALOG

BUNDLED SERVICES

I. FRONTIER UNLIMTED STATE – Grandfathered as of May 11, 2019

1 General

The Frontier Unlimited State is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Calling

2. Regulations

a. Frontier Unlimited State is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

e. The bundles are offered on a month to month.

f. The bundle will appear as a single line item on the bill.

g. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

h. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a $40.00 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

BUNDLED SERVICES

I. FRONTIER UNLIMTED STATE – Grandfathered as of May 11, 2019 (Cont'd)

2. Regulations (Cont'd)

i. Features will be available to the Digital Phone State Unlimited bundle at a special price. The following features are available:

3 Way Calling	Anonymous Call Block/Rejection
*69 Call Return	*66 Busy Redial
Call Trace	Caller ID
Caller ID Name/Number	Call Forwarding-Variable
Call Forwarding Fixed	Caller Waiting ID
Call Forward No Answer	Call Waiting
Selective Call Acceptance	Distinctive Ring
Speed Call 8	Selective Call Rejection
Speed Call 30	Priority Call
Call Forwarding Plus	

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then the reconnection charges does not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the CALC.

g. This service does not change any other terms and conditions of the product.

RETAIL CATALOG

BUNDLED SERVICES

I. FRONTIER UNLIMTED STATE – Grandfathered as of May 11, 2019 (Cont'd)

4. Rates and Charges

	Monthly Rate	
Frontier Unlimited State	$20.99	(I)
One Additional Feature	$5.99	
Two Additional Features	$7.99	
Three Additional Features	$9.99	
All Features	$12.99	
Stay Connected Seasonal Offering	$9.99	

RETAIL CATALOG

BUNDLED SERVICES

J. FRONTIER DIGITAL PHONE ESSENTIALS 4 – 2010 *

1 General

The Frontier Digital Phone Essentials 4 is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line	Call ID with Name
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touch Calling

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 4 bundle at a special price. The following features are available:

3 Way Calling	Distinctive Ring
*66 Busy Number Redial	Selective Call Rejection
Selective Call Acceptance	Call Forwarding Plus
Speed Call 08	*69 Call Return
Priority Call	Caller ID
Anonymous Call Block/Rejection	Call Forwarding Fixed
Call Trace	Call Waiting
Call Forwarding-Variable	Speed Call 30
Call Forward No Answer	

2. Regulations

a. Frontier Digital Phone Essentials 4 is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

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

BUNDLED SERVICES

J. FRONTIER DIGITAL PHONE ESSENTIALS 4 – 2010 * (Cont'd)

2. Regulations (Cont'd)

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

h. The bundles are offered on a month to month basis.

i. The bundle will appear as a single line item on the bill.

3. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 4 while they are away, a minimum of one month and up to nine months for a reduced rate.

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the SLC.

g. This service does not change any other terms and conditions of the product.

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

RETAIL CATALOG

BUNDLED SERVICES

J. FRONTIER DIGITAL PHONE ESSENTIALS 4 – 2010 * (Cont'd)

4. Rates and Charges

	Monthly Rate	
Frontier Digital Phone Essentials 4	$21.99	(I)
Stay Connected Seasonal Offering	$9.99	
Unlimited Feature Pack	$7.49	

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

RETAIL CATALOG

BUNDLED SERVICES

K. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 4 *

1. General

The Frontier Digital State Unlimited with Essentials 4 is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Calling	Touch Calling
Caller ID plus Name	Call Waiting ID
Call Forwarding	

2. Regulations

a. Frontier Digital State Unlimited with Essentials 4 is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

d. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

e. The bundles are offered on a month to month.

f. The bundle will appear as a single line item on the bill.

g. Features will be available to the Digital Phone State Unlimited with Essentials 4 bundle at a special price. The following features are available:

Speed Call 30	Anonymous Call Block/Rejection
Anonymous Call Acceptance	Call Trace
Call Forward Plus	3 Way Calling
Remote Call Forward	*69 Call Return
*66 Busy Number Redial	Speed Call 8

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

RETAIL CATALOG

BUNDLED SERVICES

K. FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 4 * (Cont'd)

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the Subscriber Line Charge.

g. This service does not change any other terms and conditions of the product.

4 Rates and Charges

	Monthly Rate	
Monthly Rate	$21.99	(I)
One Feature	$5.99	
Two Features	$7.99	
Three Features	$9.99	
All listed features	$12.99	
Stay Connected Seasonal Offering **	$9.99	

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

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

RETAIL CATALOG

BUNDLED SERVICES

L. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 4 - 2010 *

1. General

The Frontier Digital Phone Nationwide Unlimited with Essentials 4 Service is a bundle 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 Forward Busy/No Answer (Variable)
Call Waiting/Cancel Call Waiting
Caller ID - Name and Number

Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 4. Rates.

Speed Call 30
Call Forward Busy/No Answer
Call Forward Busy
Selective Call Acceptance
Selective Call Rejection
Remote Call Forward
3 Way Calling
*66 Busy Number Redial
Speed Call 8
*69 Call Return

2. Regulations

a. Frontier Digital Phone Service is available where technically feasible.

b. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified in applicable sections of the P.S.C. No. 6 Tariff and/or Retail Catalog.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

f. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

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

RETAIL CATALOG

BUNDLED SERVICES

L. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 4 - 2010 * (Cont'd)

2. Regulations (Cont'd)

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the Subscriber Line Charge.

g. This service does not change any other terms and conditions of the product.

4. Rates and Charges

	Monthly Rate	
Monthly Rate	$21.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	
Stay Connected Seasonal Offering **	$9.99	

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

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

RETAIL CATALOG

BUNDLED SERVICES

M. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 4 - 2010 * (Cont'd)

1. General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 4 Service is a bundle offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer	Caller ID - Name and 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.

Speed Call 30	Remote Call Forward
Call Forward Busy/No Answer	3 Way Calling
Call Forward Busy	*66 Busy Number Redial
Selective Call Acceptance	Speed Call 8
Selective Call Rejection	*69 Call Return

2. Regulations

a. Frontier Digital Phone Service is available where technically feasible.

b. 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 tariff and/or Retail Catalog.

c. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. No discounts will be given to subscribers that do not use all the features or have some features turned off.

f. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.

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

RETAIL CATALOG

BUNDLED SERVICES

M. FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 4 - 2010 * (Cont'd)

2. Regulations (Cont'd)

g. The bundles are offered on a month to month.

h. The bundle will appear as a single line item on the bill.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

f. The cost of the service includes the Subscriber Line Charge.

g. This service does not change any other terms and conditions of the product.

4. Rates and Charges

	Monthly Rate	
Monthly Rate	$21.99	(I)
Digital Phone Enhanced Feature Pack	$7.49	
Stay Connected Seasonal Offering **	$9.99	

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

RETAIL CATALOG

BUNDLED SERVICES

N. FRONTIER DIGITAL PHONE ESSENTIALS* (C)

1. General

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle 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	Call ID with Name
Touch Calling	Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	Basic or Deluxe Voicemail
*66 Busy Number Redial	Speed Call 8 [1] or 30
*69 Call Return	Distinctive Ring
Anonymous Call Block/Rejection	Call Waiting/Cancel Call Waiting
Basic Call Forward	Call Forward Busy
Selective Call Forward	Selective Call Rejection
Selective Call Acceptance	Priority Ring

2. Regulations

a. Frontier Digital Phone Essentials is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

e. Customers may add or delete any features offered in the bundle without a service order charge.

1 This service is grandfathered and 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)

BUNDLED SERVICES

N. FRONTIER DIGITAL PHONE ESSENTIALS** (Cont'd) (C)

2. Regulations (Cont'd)

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

h. The bundles are offered on a month to month basis.

i. The bundle will appear as a single line item on the bill.

j. Frontier Digital Phone Essentials is available to residential customers only.

k. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Offering will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine- month period if no date is given.

f. The cost of the service includes the Subscriber Line Charge.

g. This service does not change any other terms and conditions of the product.

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

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

RETAIL CATALOG

BUNDLED SERVICES

N. FRONTIER DIGITAL PHONE ESSENTIALS** (Cont'd)

4. Rates and Charges

	Monthly Rate	
Monthly Rate	$23.99	(I)
Feature Package	$7.49	
Stay Connected Seasonal Offering *	$9.99	

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

RETAIL CATALOG

BUNDLED SERVICES

O. FRONTIER DIGITAL PHONE UNLIMITED* (C)

1. General

The Frontier Digital Phone Unlimited Service is a bundle 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

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 8 [1] or 30
Distinctive Ring	Anonymous Call Block/Rejection
Priority Ring	*69 Call Return
Call Forward Busy	Selective Call Forward
Selective Call Rejection	Selective Call Acceptance
*66 Busy Number Redial	

2. Regulations

a. Frontier Digital Phone Unlimited Service is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.
*The service offering is limited to all existing subscribers at their existing locations. (N)

BUNDLED SERVICES

O. FRONTIER DIGITAL PHONE UNLIMITED** (Cont'd) (C)

2. Regulations (Cont'd)

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

h. Nonrecurring Service Order Charges as specified in P.S.C. No. 6 Tariff, Section 6 do not apply.

i. The bundles are offered on a month to month basis.

j. The bundle will appear as a single line item on the bill.

k. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Offering will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine- month period if no date is given.

f. The cost of the service includes the Subscriber Line Charge.

g. This service does not change any other terms and conditions of the product.

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

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

RETAIL CATALOG

BUNDLED SERVICES

O. FRONTIER DIGITAL PHONE UNLIMITED** (Cont'd)

4. Rates and Charges

	Monthly Rate	
Monthly Rate	$23.99	(I)
Feature Package	$7.49	
Stay Connected Seasonal Offering *	$9.99	

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

RETAIL CATALOG

BUNDLED SERVICES

P. FRONTIER DIGITAL PHONE UNLIMITED PLUS* (C)

1. General

The Frontier Digital Phone Unlimited Plus Service is a bundle 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

Call Waiting ID
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	3 Way Calling
Basic Call Forward	Distinctive Ring
Anonymous Call Block/Rejection	Priority Ring
Call Forward Busy	*69 Call Return
Selective Call Forward	Selective Call Rejection
Selective Call Acceptance	Speed Call 8 [1] or 30
*66 Busy Number Redial	

2. Regulations

a. Frontier Digital Phone Unlimited Plus Service is available where technically feasible.

b. The features are provided subject to their individual service regulations.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

[1] This service is grandfathered and limited to all existing subscribers at their existing locations as of July 20, 2014.

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

BUNDLED SERVICES

P. FRONTIER DIGITAL PHONE UNLIMITED PLUS** (Cont'd) (C)

2. Regulations (Cont'd)

g. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

h. Nonrecurring Service Order Charges as specified in P.S.C. No. 6 Tariff, Section 6 do not apply

i. The bundles are offered on a month to month basis.

j. The bundle will appear as a single line item on the bill.

k. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans of customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

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

a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do not apply.

b. A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

c. Customer's line will be available for 911 calls only at the time of suspension.

d. The time that the customer is on the "Stay Connected" Seasonal Offering will count for the fulfillment of the contract time.

e. Customer will be removed from the stay-connected discount after the nine- month period if no date is given.

f. The cost of the service includes the Subscriber Line Charge.

g. This service does not change any other terms and conditions of the product.

h. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

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

BUNDLED SERVICES

P. FRONTIER DIGITAL PHONE UNLIMITED PLUS** (Cont'd)

4. Rates and Charges

	Monthly Rate	
Monthly Rate	$23.99	(I)
Feature Package	$7.49	
Stay Connected Seasonal Offering *	$9.99	

(N)

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

BUNDLED SERVICES

Q. 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 Block/Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Calling

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations.

c. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual rates.

d. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle.

e. Customers may add or delete any features offered in the bundle without a service order charge.

f. No discounts will be given to subscribers that do not use all the features or have some features turned off.

g. The bundle is offered on a month-to-month basis.

h. The bundle will appear as a single line item on the bill.

BUNDLED SERVICES

Q. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Cont'd)

2. Regulations (Cont'd)

i. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

j. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

k. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

3. Rates and Charges

	Monthly Rate	Activation Charge
Frontier Residential Unlimited Voice Service	$20.00	$35.00

BUNDLED SERVICES

R. 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	Directory Listing

2. Regulations

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of the Retail Catalog.

c. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Retail Catalog rules.

d. Customers may add or delete any features offered in the bundle without a service order charge.

e. No discounts will be given to subscribers that do not use all the features or have some features turned off. (N)

BUNDLED SERVICES

R. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Cont'd) (N)

2. Regulations (Cont'd)

f. The bundle is offered on a month-to-month basis.

g. The bundle will appear as a single line item on the bill.

h. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

i. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

j. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.

k. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Unlisted, Non-Published and Foreign Listing.

l. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

3. Rates and Charges

a. All other surcharges and taxes apply and will be billed in addition to the bundle.

b. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

c. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate
Frontier Unlimited Voice and Feature Bundle	$50.00

(N)

RETAIL CATALOG

PROMOTIONAL OFFERINGS

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.